

# Branch Manager



## Purpose

The Branch Manager is critical to bringing our MTP alive by leading our TSB branches to unleash unparalleled customer care for community good. Create and execute the strategic plan to increase market share, profit and brand awareness. Deliver Return on Investment, grow and maintain trusted relationships externally with the local community, customers, business leaders and community partners through business development activities. Be responsible for building and leading a team of strong performers who are focused on achieving quality results for the Bank and our Customers. Leading their teams by translating the banks strategic objectives into clear, and specific actions, and leading change through inspirational leadership that inspires a high performing culture

## Role dimensions

- **Reports to:** Head of Branch Network
- **Department:** Customer Delivery
- **Direct Reports:** Yes
- **Financial authority:** Yes

## Person specifications

- At least 2+ years banking experience
- Tertiary qualification in a relevant discipline
- New Zealand Certificate in Financial Services Level 5
- Proven Leadership across multiple teams
- Understanding of financial management including full profit and loss and ability to manage and interpret financial information into the formulation and analysis of the regional strategic plan
- Effective decision making and strong change management skills

## Role-specific areas of responsibility

- Lead teams through observations and coaching, to have inspiring conversations with customers, uncovering genuine needs and delivering customer service excellence
- Utilise business development and networking skills to create key acquisition opportunities to support TSB. Support customer retention and grow the existing customer relationship and advocacy
- Drive activities to achieve business performance through inspirational team leadership, cross channel collaboration and strategic business development activities
- Ensure all employees in branches have clearly articulated vision of success and a clear understanding of the Bank's focus areas and objectives
- Ensure all employees have clear performance objectives and measures and personal development goals that support the Bank's purpose and strategic objectives
- Collaborate with specialist channels and key stakeholders to support the delivery of the strategic plan. Provide ongoing coaching to grow lending expertise across branches
- Identify and proactively report conduct, compliance, operational and credit risks. Ensure compliance of both branches with relevant legislative requirements including but not limited to, FAR, CCCFA, Property Law Act and the Code of Banking Practice. Identify and proactively report Conduct, Compliance, Operational and Credit Risks, Incidents and near misses
- Customer concerns and complaints regarding policy, practices or performance are reviewed and responded to promptly, in accordance with the Bank's values

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the role and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.