

<b>Job Title</b>	<b>Assistant Branch Manager - 12 months maternity cover</b>
<b>Location</b>	<b>4 High Street, Loughborough LE11 2PY</b>
<b>Department</b>	<b>Operations</b>
<b>Main purpose of role</b>	To manage and develop the branch team to deliver the highest standards of customer service, accurate and timely administration and the achievement of branch objectives. To contribute to developing links with the local community and businesses within the local area of the branch.
<b>Key result areas / key tasks / main duties</b>	<p><b><u>People Management</u></b></p> <ul style="list-style-type: none"> <li>a) To manage the branch team to respond promptly and accurately to customer enquiries and requests.</li> <li>b) To lead, motivate and develop the branch team to achieve branch objectives across the Society's range of products &amp; services.</li> <li>c) To provide line management support to the branch team, including conducting effective performance reviews, identifying training needs and developing staff.</li> <li>d) To be a role model for the branch team observing the Society's brand values (Trustworthy, Personable and Progressive) and behaviours.</li> <li>e) To provide effective leadership, technical support and expertise to the branch team. Deputise for the Head of Branches and Agencies and undertake any other duties or special projects within the responsibility of the job role as required.</li> </ul> <p><b><u>Business Opportunities</u></b></p> <ul style="list-style-type: none"> <li>f) To develop and maintain the customer base within the local area of the branch to achieve Society objectives.</li> <li>g) To be forthcoming with new ideas and initiatives to create new business opportunities.</li> <li>h) To build and maintain successful business relationships with the Society's third party partners to increase lead generation.</li> </ul> <p><b><u>Regulation &amp; Compliance</u></b></p> <ul style="list-style-type: none"> <li>i) Ensure awareness and understanding of Conduct Risk, including the principles of Treating Customers Fairly, throughout the branch team and consider customer outcomes at all times.</li> <li>j) Regulatory compliance and control within the area of responsibility.</li> <li>k) Maintenance of records to a standard to enable internal and regulatory reporting as required.</li> <li>l) To maintain the required level of training and competency required for the role.</li> <li>m) Supervision and delivery of training and competency for the branch team.</li> </ul>
<b>Responsible for staff</b>	Customer Service Assistants
<b>Reports to</b>	Head of Branches and Agencies