

ROLE PROFILE

JOB TITLE	ASSISTANT BRANCH MANAGER
LOCATION	BRANCHES
FUNCTION	OPERATIONS
REPORTING TO	HEAD OF BRANCHES AND AGENCIES
REPORTEES	CUSTOMER SERVICE ASSISTANTS

JOB PURPOSE

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.

KEY RESPONSIBILITIES

- To manage the branch team to respond promptly and accurately to customer enquiries and requests.
- To lead, motivate and develop the branch team to achieve branch objectives across the Society's range of products & services.
- To provide line management support to the branch team, including conducting effective performance reviews, identifying training needs and developing staff.
- To be a role model for the branch team observing the Society's brand values (Trustworthy, Personable and Progressive) and behaviours.
- 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.
- To develop and maintain the customer base within the local area of the branch to achieve Society objectives.
- To be forthcoming with new ideas and initiatives to create new business opportunities.
- To build and maintain successful business relationships with the Society's third party partners to increase lead generation.
- 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.
- Regulatory compliance and control within the area of responsibility.
- Maintenance of records to a standard to enable internal and regulatory reporting as required.
- To maintain the required level of training and competency required for the role.
- Supervision and delivery of training and competency for the branch team.

KNOWLEDGE AND EXPERIENCE

- Proven track record of effective customer service management both face to face and telephone.
- Managing a small team within a building society / bank or similar financial services environment.
- Setting and managing objectives and service levels. Able to evidence management and performance improvement.
- Awareness of relevant regulatory requirements.
- Working with corporate business partners to deliver positive outcomes.

SKILLS AND COMPETENCIES

- Effective and motivational team builder
- Ability to build relationships and communicate effectively at all levels.
- Training, coaching and performance management skills
- Confident and effective communication skills, written and verbal
- Strong planning and organisational skills with ability to prioritise tasks and to work under pressure
- Problem solving and analytical skills
- Confident with technology and IT systems
- Ability to absorb new information and learn new skills with ease

KEY PERFORMANCE INDICATORS

- Delivery of agreed qualitative and quantitative service standards
- Achievement of personal and branch objectives
- Delivery against personal development plan

BEHAVIOURS

- Works to high standards with attention to detail
- Customer focussed
- Enthusiastic with a can do attitude
- Positive attitude to change
- A team player

Applicants should send their CV and a brief covering letter to careers@theloughborough.co.uk