

## Branch Manager/Senior Branch Manager

<b>Department:</b>	Distribution	<b>Function:</b>	Distribution
<b>Grade :</b>	12	<b>Direct reports:</b>	
<b>Reports to</b>	Regional Manager/Senior Branch Manager	<b>Location:</b>	SBS Branch Network
<b>Purpose:</b> To achieve all targets and objectives agreed with Regional Manager. To maximise all sales opportunities of the Society's and specific third party products and to manage the Branches and staff effectively and efficiently in accordance with appropriate guidelines and regulatory framework ensuring that the highest standards of Customer Service are maintained at all times.			

Key Accountabilities:	Key Outputs
<p><b>Branch Manager</b></p> <ul style="list-style-type: none"> <li>• Inspire and engage through role modelling the values and behaviours within your team</li> <li>• Monitor employee engagement levels, use this information to build engagement and support the development of a high performance culture</li> <li>• Maximising business opportunities in all target areas, through appropriate management and motivating of team</li> <li>• Ensure teams and individuals understand what is expected of them, and have objectives against which performance is continually reviewed</li> <li>• Develop branch business plans and cascade to your team ensuring they all understand their own individual contribution to the plan</li>   <li>• Excellence of service delivery to customers and/or Stakeholders</li>   <li>• Drive your team to work on continuous improvement activity</li> <li>• Deliver high branch performance through effective use of available resource; striving to manage and reduce overall costs within set budgets</li> <li>• Ensure close collaboration with relevant stakeholders/customers/colleagues Head Office and Branch Network to ensure delivery of branch business plans</li> <li>• Continually review processes and delivery to ensure quality of service at all times</li>   <li>• Ensure quality of outputs for branch by ensuring all quality checks are undertaken</li> <li>• Ensure you maintain competency in all sales areas to ensure performance levels at all times</li>   <li>• Actively manage your own development using appropriate learning and development tools</li> </ul>	<ul style="list-style-type: none"> <li>• Improve and/or maintain engagement scores across the team and ensure effective action plans are in place</li> <li>• Achievement of branch targets, CA/CRA/SCA meeting at least minimum expectations</li> <li>• Regular 1-2-1's held and performance reviews completed in a timely manner</li> <li>• Branch business plan communicated to the team and individual objectives set to achieve the plan, reviewing on a regular basis</li> <li>• Feedback received from customers on service delivery and the number of upheld complaints is within acceptable level</li> <li>• Evidence of continuous improvement within the branch</li> <li>• Effective use of available resource and anticipated future needs</li> <li>• Achievement of branch business plan</li>   <li>• Feedback given on processes to ensure effective delivery for your branch and across the network</li> <li>• Satisfactory audit grade achieved and maintained</li> <li>• Effective and ongoing competence maintained through T&amp;C Scheme</li> <li>• Evidence of development completed e.g. Modern Leader Programme</li> </ul>

<p><b>Branch Manager</b></p> <ul style="list-style-type: none"> <li>• Inspire and engage through role modelling the values and behaviours within your team</li> <li>• Monitor employee engagement levels, use this information to build engagement and support the development of a high performance culture</li> <li>• Maximising business opportunities in all target areas, through appropriate management and motivating of team</li> <li>• Ensure teams and individuals understand what is expected of them, and have objectives against which performance is continually reviewed</li> <li>• Develop branch business plans and cascade to your team ensuring they all understand their own individual contribution to the plan</li> <li>• Excellence of service delivery to customers and/or Stakeholders</li> <li>• Drive your team to work on continuous improvement activity</li> <li>• Deliver high branch performance through effective use of available resource; striving to</li> </ul>	<ul style="list-style-type: none"> <li>• Improve and/or maintain engagement scores across the team and ensure effective action plans are in place</li> <li>• Achievement of branch targets, CA/CRA/SCA meeting at least minimum expectations</li> <li>• Regular 1-2-1's held and performance reviews completed in a timely manner</li> <li>• Branch business plan communicated to the team and individual objectives set to achieve the plan, reviewing on a regular basis</li> <li>• Feedback received from customers on service delivery and the number of upheld complaints is within acceptable level</li> <li>• Evidence of continuous improvement within the branch</li> <li>• Effective use of available resource and anticipated future</li> </ul>
--	--

<p><b>Person Specification – Branch Manager</b></p>	
<p><u>Essential</u></p> <p><b>Qualification</b></p> <ul style="list-style-type: none"> <li>• CF1 (or equivalent e.g. FPCI, CeMAP 1) or willing to work towards</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• A proven ability to manage situations where the interpretation and communication of highly complex and/or sensitive information is required.</li> <li>• A proven ability to delegate and provide support within a team.</li> <li>• A proven ability to effectively communicate both verbal and written to direct/influence and persuade others at all management levels.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• A proven track record of delivering results by leading teams in a sales and management environment.</li> <li>• Experience of leadership and performance management, including evidence of use of differing leadership styles as appropriate, setting and reviewing objectives, coaching and developing a team</li> <li>• A proven ability to develop and maintain effective working relationships in order to support the achievement of working objectives.</li> <li>• Experience of identifying business needs and setting operational/resource plans through the application of acquired technical experience and</li> </ul>	<p><u>Desirable</u></p> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Proven experience in controlling and managing resource to ensure operational plans are achieved.</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Proven experience of actively updating skills and knowledge within in the financial industry to support the attainment of work related and personal objectives.</li> <li>• An up to date knowledge and understanding of the impact of Financial Services regulation on the branch.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of successfully identifying and implementing process and business related improvements; through an underpinning knowledge of the principles and concepts of process improvement.</li> </ul>

<p>organisational skills.</p> <ul style="list-style-type: none"> <li>• Evidence of adapting different styles of communication in situations in order to contribute to the successful achievement of objectives.</li> <li>• Evidence of actively developing self and keeping up to date with latest developments in a specific field</li> </ul>	
<p><b>Person Specification – Senior Branch Manager – Cluster</b></p>	
<p><b>As Branch Manager Plus</b> <b>Experience</b></p> <ul style="list-style-type: none"> <li>• Evidence of management of multi site sales teams</li> </ul>	