



JOB DESCRIPTION			
JOB TITLE:	MANAGER RETAIL SERVICES	REF NO:	
REPORTS TO: (Job Title)	HEAD SONSUMER BANKING AND WEALTH	START DATE:	2012
DEPARTMENT:	RETAIL SERVICES DIVISION	DIVISION:	LONDON MAIN BRANCH

1	JOB ROLE
	<ul style="list-style-type: none">Division/ Branch Performance in respect of retail liability and remittance procedures. Cross Selling
2	JOB RESPONSIBILITY
	<ul style="list-style-type: none">Organizing, monitoring and overall supervision of the following in the Retail Services Division at London Main Branch
3	JOB TASKS



- Opening, closing, maintenance and monitoring of all individual customer accounts both sterling and currency denominated.
- Supervise all work relating to conduct of accounts
- Authorize payments of inward clearing instruments when required.
- Supervise work related to issuance of drafts, MTs, TTs and CHAPS Payment
- Deposit Mobilization and Liaise with important customers and call them periodically
- Formulate plans for business development
- Period reviews for improvement in quality of customer service
- Liaison with other operational department re. Conduct of accounts
- Compliance with Money Laundering Prevention regime
- Ensure Compliance with Financial Service Act
- Deal with complaints queries, problems relating to the department
- Checking daily transaction and attending customer complaints
- Attending to all customers having advances and large deposit accounts
- Checking accounts, security forms and safe custody articles at intervals as laid down
- Checking cash in the safe/ till at regular periodicity
- Checking all branch registers including cash, petty cash, postage, attendance,
- Ensuring monthly reports as required for performance monitoring and Conducting monthly branch meetings
- Checking daily transaction list and all figures in the general ledger register
- Preparation of annual budget for the department
- Dealing with and answering all queries relating to audit and inspection reports
- Attending meetings, seminars (where ever required), making presentations of the bank, etc.
- Maintenance of the branch documents register
- Being cover to (In the absence of) Assistant Manager
- Authorising opening/ closing of accounts
- Allocation of work among staff members and Training the staff members
- Opening Inward Mail and its distribution among staff
- Setting business/ other targets for the staff members and reviewing the performance
- Annual Appraisal of Assistant Manager/ other staff
- Having informal meeting with the staff members to discuss work, problems etc
- Improving the image of the bank/ branch
- Improving the staff motivation
- Being involved with the actual work at every level to assist the staff as and when necessary
- Money Laundering Prevention officer and Compliance officer for the LMB Retail
- Primary point of contact in case of escalations and Attending to customer complaints
- Setting sales targets for individual reps and your team as a whole, according to company guidelines.
- Developing sales strategies and setting targets and Checking of KYC requirements
- Monitoring your team's performance and motivating them to reach targets.
- Compiling and analysing sales figures.
- Dealing with some major customer accounts yourself.
- Collecting customer feedback and market research.
- Reporting back to senior managers.
- Keeping up to date with products and competitors.
- In some jobs you may also be involved with marketing.
- Any other work entrusted by the Head C&W and Regional Head for UK



4	SKILLS
	<ul style="list-style-type: none">• Excellent sales and negotiation skills• Good business sense• The ability to motivate and lead a team• Initiative and enthusiasm• Excellent communication and 'people skills'• Good planning and organisational skills• The ability to work calmly under pressure• Good IT, budget and report writing skills• Foreign language skills are increasingly useful.
5	OTHERS