

# Shape Exceptional Customer Experiences. Lead Performance. Drive Growth.

## Branch Manager | Francistown, Botswana

### Lead a Branch. Inspire a Team. Transform Customer Experience.

At **National Development Bank (NDB)**, we are committed to delivering innovative banking solutions and exceptional customer experiences that empower individuals, businesses, and communities. We are seeking an experienced, customer-focused, and commercially astute **Branch Manager** to lead our Francistown Branch and play a pivotal role in strengthening our retail and commercial banking presence.

This is an exciting opportunity for a dynamic leader who is passionate about creating outstanding customer experiences, driving sales performance, and leading high-performing teams within a fast-paced banking environment.

#### The Opportunity

As the **Branch Manager**, you will be responsible for the overall leadership, performance, and profitability of the branch. You will champion a customer-centric culture, ensuring every customer interaction reflects NDB's commitment to service excellence. You will lead and develop branch teams, drive business growth through effective sales management, ensure operational efficiency and compliance, and continuously identify opportunities to improve customer experiences across both physical and digital banking channels.

#### Key Responsibilities

##### Customer Experience Leadership

- Lead the delivery of exceptional customer service and ensure consistent service excellence across all branch touchpoints.
- Develop and implement customer experience initiatives that improve customer satisfaction, loyalty, and retention.
- Resolve complex customer concerns and complaints promptly and effectively.
- Foster a service culture that places customers at the heart of every decision and interaction.
- Identify and implement innovative solutions that enhance customer convenience and engagement.

##### Sales & Business Growth

- Drive branch sales performance and achievement of growth targets across banking products and services.
- Lead sales planning, execution, and performance management within the branch.
- Identify opportunities for cross-selling and up-selling to deepen customer relationships.
- Coach and motivate branch employees to achieve ambitious sales objectives while maintaining excellent customer service standards.

##### People Leadership & Team Development

- Lead, mentor, and develop a multidisciplinary branch team.
- Create a high-performance culture focused on accountability, collaboration, and continuous improvement.
- Conduct performance reviews and implement development plans to enhance employee capability and engagement.
- Build a motivated workforce equipped with strong product knowledge, sales skills, and customer service expertise.

##### Branch Operations & Compliance

- Ensure efficient and compliant branch operations in line with regulatory and internal requirements.
- Monitor operational, financial, and customer service performance indicators.
- Drive operational excellence through process improvement initiatives and effective resource management.
- Maintain high standards of governance, risk management, and compliance.

##### Stakeholder & Community Engagement

- Build and maintain strong relationships with customers, community leaders, business partners, and key stakeholders.
- Represent NDB at relevant networking and community events.
- Promote the Bank's products, services, and brand within the catchment area.

##### Performance Reporting

- Prepare and present branch performance reports covering sales, customer experience, operational efficiency, and compliance.
- Utilize business insights and customer feedback to drive continuous improvement

##### Minimum Requirements

##### Qualifications

- Bachelor's Degree in Business Administration, Finance, Marketing, Banking, or a related field.

##### Experience

- Minimum **7 years' experience** in customer service, sales, relationship management, or branch banking within a financial institution.
- At least **3 years' experience in a managerial or team leadership role**.
- Demonstrated success in leading teams, driving sales performance, and enhancing customer service outcomes.
- Experience developing and implementing customer service and sales strategies within a branch environment.

##### Why Join NDB?

At NDB, we believe our people are the driving force behind our success. We offer an opportunity to make a meaningful impact by leading a branch that strengthens customer relationships, supports business growth, and contributes to Botswana's economic development.

If you are a passionate leader who thrives on delivering exceptional customer experiences, developing high-performing teams, and driving business results, we invite you to apply.

##### How to Apply

Interested candidates who meet the requirements are encouraged to submit their application, detailed curriculum vitae, and certified copies of qualifications through the following link:

 <https://bit.ly/4y9nt4Q>

Closing Date: **25 October 2026**  
**Only shortlisted candidates will be contacted.**

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##### Francistown

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