

BRANCH ADMINISTRATOR

Job summary:

The Branch Administrator provides administrative, personnel, and financial support services to the institution in particular, supporting the Finance and Administration functions at the branch to ensure proper custody, use and accountability of all resources in the branch in accordance with the organization's policies.

Major Responsibilities:

Key Result Area	Critical Outputs
Management of the branch/unit records and achieves	<ul style="list-style-type: none"> i. Complete the KYC process (Client Bio-data). ii. Properly file client KYC data. iii. Monitor Proper filing of daily transactions with clients and suppliers.
Estate and assets management	<ul style="list-style-type: none"> i. Ensure Up-to-date branch/unit assets register. ii. Ensure Up-to-date Motorcycle Log books. iii. Ensure Up-to-date generator maintenance log book. iv. Clean, neat, and safe workplace environment. v. Proper and controlled use of branch/unit assets.
Staff welfare and management	<ul style="list-style-type: none"> i. Up-to-date branch/unit staff files. ii. Up-to-date arrival and departure book. iii. Timely availability of office tea and lunch as may be provided by management. iv. Timely preparation of staff benefits. v. Timely availability of health support to affected staff. vi. Processing of all forms of leave and management of leave schedule. vii. Management of the Health and safety policy at the branch/unit. viii. Manage staff work-life balance activities. ix. Staff conflict management and escalation where need be.
Customer care management at the branch/unit	<ul style="list-style-type: none"> i. Manage Client/customer information needs at the branch/unit. ii. Customer complaints management and escalation.

PERSON PROFILE:

Core Capabilities:

- a) High level of honesty, integrity and accountability.
- b) Ability to achieve results while working independently with minimum supervision.
- c) Communicating effectively (Written, Verbal and Gesture)
- d) Ability to work in teams and build collaborative relationships
- e) Ability to attend to customers at all times.
- f) High level of flexibility and ability to handle multiple tasks.

Education and Experience:

- Diploma in at least one of the following field is a MUST: Social Work, Education, Business Administration and any other related field.
- TWO years of experience in a similar/related field or position is desirable.

Working Environment / Conditions:

- Office-based (80%) with limited travel to the field working with rural communities most especially women.
- Shared Office occupancy with shared facilities (Computer, printers, etc).