

EXCITING CAREER OPPORTUNITY

Job Title Branch Operations Manager



Housing
Finance
Bank

Housing Finance Bank is the leading provider of housing finance solutions with a vision to be the preferred consumer and business bank with a focus on housing finance. To attain its strategic objectives efficiently and effectively, Housing Finance Bank is seeking to hire a qualified, versatile, and self-driven individual for the position stated below.

Branch Operations Manager

Department: Distribution & Alternate Channels

Reports To: Branch Manager

Job Grade: HFB 5B

Direct Reports:

- Direct**
- Back Office Posting Officers
 - Tellers
 - Customer Service Officers
- Indirect**
- Direct Sales Officers
 - Office Assistants

Interacts/Interfaces with:

- Internal**
- All staff
- External**
- Bank Customers
 - Service providers

Job Purpose:

To monitor, coordinate and implement branch operations processes in line with regulatory frameworks and Bank policies and procedures.

Key Result Areas:

- Process customer instructions to achieve the required customer service standards as defined in the customer service charter.
- Develop strategies for eliminating incidents of fraud and forgeries in accordance with the operational risk framework.

- Monitor all non-performing assets/loans in arrears within the specified operations procedures and Credit Policy.
- Authorize all cash transactions above teller limits, back office transactions and front-office postings/customer instructions within the acceptable turnaround time and set approval limits.
- Provide safe custody of all branch keys and stamps in line with set guidelines.
- Generate periodic branch performance reports for review by senior management in line with HFB policies and procedures.
- Monitor the implementation of branch processes and procedures in line with Bank policies and procedures.
- Check all bank transactions for accuracy and compliance with KYC procedures and authorize them before being posted onto the bank system in line with set policies and procedures.
- Plan, review and monitor staff development and performance initiatives for branch staff under your supervision in line with existing human resource policies.
- Review and recommend Retail Banking loan and overdraft facilities for approval and undertake the recovery of amounts on overdrawn accounts in line with set guidelines.
- Daily reconciliation of suspense accounts and submission of monthly reports to the respective user as defined in the operations manual.
- Verify all instruments for BoU clearing and supervise postings to BoU settlement account.

Financial Responsibility:

- Monitor branch staff leave to manage leave liabilities in terms of provisions.
- Monitor non-performing assets and overdrawn accounts.
- Monitor cost income ratio of the branch

Person Specification

Education & Training:

- A Bachelor’s Degree from a recognized university, preferably in Accounting, Finance, Commerce, Marketing or Statistics.

Skills & Experience:

- Should have at least four years’ progressive experience in branch operations, with proven experience in managing all associated risks.

Business Behaviours:

- Should have good industry knowledge and leadership skills with demonstrated competencies in championing customer focus.
- Should have excellent coordination and organizational skills.
- Ability to exercise the highest level of integrity and confidentiality.

Interested candidates should submit their applications with a recent CV, copies of all academic transcripts, certificates and testimonials, daytime telephone contact number, postal and email address and three competent referees not later than **Wednesday, 12th August 2026 by 5:00 pm to:**

Chief People & Culture Officer
Housing Finance Bank,
Investment House
4 Wampewo Avenue, Kololo

Please note that all applications must be submitted via this link:
https://bit.ly/HFB_BranchOperationsManager

Note that the position has been advertised both internally and externally.