



SMEP Microfinance Bank Limited is a dynamic and Mission Driven Christian Microfinance Bank regulated by the Central Bank of Kenya, whose **Mission** is *“To empower families in Kenya’s underserved communities with impactful financial solutions as we live and proclaim the gospel of Jesus Christ.”*, with over 34 outlets across the country.

We are inviting applications from interested and suitably qualified candidates who are *passionate about living their faith and transforming lives in the society as they live and proclaim the Gospel of Jesus Christ*, to fill the following position:

**1) BRANCH MANAGER: – BM/ 05/26**

Reporting to the Relationship Manager – Business Development (*Zonal Leader*) the Job holder will be responsible for steering the Branch into high level of performance through proper people management strategies, high business generation, people management and championing a customer-centric culture at the Branch.

**Key Duties & Responsibilities**

- Take the leadership role at the Branch and mentor the Branch staff towards the achievement of the Banks’ Mission, Vision and the Banks’ Strategic Objectives.
- **Ensure achievement of set targets in Customer Service, Customer Retention, Deposits growth, growth in quality Loan Portfolio.**
- Develop and maintain critical relationships at the Branch to enhance business Development
- Enhance relationships with SME’s, High Net worth Individuals, Churches and Institutions to grow business.
- Maintain a balanced portfolio on Church, SME, and Retail and Corporate deposits.
- Implement strategies on penetration of business segments, markets and sectors.
- Ensure growth of non-funded income business including transactional, alternate and direct banking business.
- Ensure staff productivity is maintained through support, mentorship, and TAT and customer service.
- Ensure compliance with both internal and external regulatory requirements.
- Working closely with risk and compliance units to ensure effective controls to mitigate against business risks associated with Business.

## **Key Qualities, Competencies& Experiences**

- Must be a practicing Christian who lives and upholds Christian values, with a passion to serve
- Minimum of 5 years Banking experience; both in Banking Operations and Credit Management, 2 of which must have been in a supervisory or managerial position in a Micro Finance or Commercial Bank.
- Experience and understanding of Micro Finance business will be an added advantage
- Good people Management skills and proven ability to achieve results through others
- Have excellent negotiation, sales and marketing skills
- Strong customer service skills
- Excellent report writing and presentation skills.
- Self-driven, results-oriented individual with a positive outlook
- Must have a clear focus on high portfolio quality and business profit
- Able to get on with others and be a team-player with excellent interpersonal skills

## **Qualifications**

- A Bachelor's degree in any Business-related field
- Professional qualifications in Credit Management (CCP) and/or Diploma in Banking will be an added advantage.
- Must be adept in ICT, and working knowledge of T24 will be an added advantage

## **HOW TO APPLY**

Qualified and interested candidates who meet the criteria should download the "Job Application Form" at [www.smep.co.ke/careers](http://www.smep.co.ke/careers), and send their filled applications to [recruitment@smep.co.ke](mailto:recruitment@smep.co.ke), indicating the *Job Title & Reference on the e-mail subject on or before Friday 26<sup>th</sup> June, 2026*. Only shortlisted candidates will be contacted.