

JOB TITLE		HUB TEAM LEAD, SALES	
JOB OBJECTIVES:			
<ul style="list-style-type: none"> o Explore strategies to open new mandates within the hub and manage a team responsible for the execution of direct marketing campaigns to drive both customer acquisition and retention by utilizing internal and external data to deliver desired results. 			
DEPT/DIVISION:		REPORTS TO:	SUPERVISES:
Sales		Business Manager, State	o Direct Sales Executives
RELATIONSHIPS:			GRADE:
Control, BoRM, Finance, Human Resources			
JOB RESPONSIBILITIES:			KEY PERFORMANCE INDICATORS:
<p>1. Sales Management</p> <ul style="list-style-type: none"> o Develop and oversee daily work plans for each team member. o Develop and harness each team members' skill to achieve the team target for the hub. o Organize periodic team marketing activities. o Prospect and obtain necessary approvals for new markets/mandates. o Conduct KYC on each customer introduced to the business by any team member. o Aid team members in closing sales with difficult but willing prospects. o Assists management with hiring processes and new team member training/onboarding. o Develops strategies to promote team member adherence to company regulations and performance goals. o Conducts team meetings to update members on best practices and continuing expectations. o Generates and shares comprehensive and detailed reports about team performance, mission-related objectives, and deadlines. o Ensures company brand materials and physical working spaces meet and exceed company presentation standards. o Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints o Supports team manager and performs management duties when business manager is absent or out of office. o Manages inventories and stock, including keeping detailed records of inventory use and sales, and advising management on ordering where necessary. <p>2. People Management</p> <ul style="list-style-type: none"> o Provide direction and clarify responsibilities for team members. o Communicate effectively with team members and ensure that they are accurately and promptly informed as required. o Ensure team cohesiveness and effectiveness within the division. Ensure a seamless handshake with the processes and teams of other divisions. o Ensure employee engagement within the team. o Plan, support, evaluate the performance of members of the division. o Provide development support and equip team members with the knowledge and skills required to perform their job effectively. 			<ul style="list-style-type: none"> o Sales o Team efficiency o # New Mandates/Markets (Public only) o KYC breach o % of Non-Starter to Loans booked (1st and 2nd) o Collection Rate o % NTB ratio to Loans Booked o % Training Evaluation o (Internal) Customer Feedback
COMPETENCE REQUIREMENTS			APPLICATIONS & TECHNOLOGY
<ul style="list-style-type: none"> o Critical Thinking, Problem Solving and Analytical Skills o Leadership, Influencing and Motivation o Relationship Management (including collaboration & teamwork) o Effective Communication Skills o Change Management o In-depth Knowledge of Consumer Lending 			<ul style="list-style-type: none"> o Microsoft Word, Excel o Mambu o Navision o HR Flex o Crelend o Mosulend

- Database Management
- Good Knowledge of Technology (lending applications)
- Continuous Learning & Improvement
- Self-Assured, Confident and Assertive
- Mentoring and Supervisory

WORK CONDITIONS

- A typical work environment in financial services.

JOB SPECIFICATION

Educational Qualification	<ul style="list-style-type: none"> ○ A first degree is required
Professional Qualification	<ul style="list-style-type: none"> ○ N/A
Desired Experience/ Knowledge	<ul style="list-style-type: none"> ○ At least 2 years' experience in a similar role within the financial services industry. ○ Knowledge of research tools and access to market research ○ Knowledge of sales techniques and people motivation