

**Position Title:** General Manager

**Department:** Administration / Human Resource Management

**Reports to:** Chief Executive Officer

**POSITION SUMMARY:** Directs and manages the administrative and human resource functions of the Bank including facilities, procurement, office equipment, vehicle fleet, recruitment, HRM policies, branch and head office administration and human resource. Directs the overall planning, development of administration and human resource divisions, administration of capital improvements, building maintenance and repair, procurement of property and supplies, preparation of bid specifications and evaluation.

**ESSENTIAL FUNCTIONS:**

1. Review and formulate the policies and plans of the Department.
2. Provides the overall leadership and strategic direction of the Department.
3. Responsible for overall functioning and management of the Department.
4. Responsible for overall budgeting of the Department.
5. Overall supervision and monitoring of the officials.
6. Approval/Recommendation of leave for Head of Divisions (ADM & HRM Division) and Branch/Chief Managers.
7. Authorize the official movement of the Head of the Divisions.
8. Timely Performance Evaluation.
9. Timely conduct of HR and Disciplinary Committee Meetings to discuss the HR and Disciplinary proposals for appropriate decision and information dissemination.
10. Oversee the entire procurement process and its compliance.
11. Delegate proper authority, accountability and proper job responsibilities to the employee of the Department.
12. Maintaining a bridging role between the Management and staff for better communication and coordination.
13. Maintaining a proper coordination between Departments/Divisions/Branches/ External agencies.
14. Providing job responsibilities of the new post (s) if any under the Department.

**OTHER RESPONSIBILITIES:**

1. Serve as a member of the senior management team and provides strategic and operative assistance to the CEO.
2. Promote image of the Bank by speaking, acting responsibly, showing courtesy and positive attitude to others.
3. Contribute to enhancing customer satisfaction
4. Carry out other task as and when instructed by the supervisor
5. Maintain proper documentation.

6. Observe code of conduct by maintaining confidentiality of information and punctuality at all times.
7. Declaration of Conflict of Interest wherever required
8. Diligent use of office resources (Turning off the electrical appliances/equipment, close the water tap when not in use, etc.)
9. Maintaining proper and clean office decorum at all times.

**Employee Management:**

1. Ensure that the employees within the division maintain the highest standards of professional conduct, ethics, integrity, and control in execution of all their daily operations
2. Take overall responsibility for identification of training needs
3. Mentor and coach the subordinates and build a robust succession pipeline