

Service Team Leader vacancy at Nedbank

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Deadline: 10 January 2025

Location: Cape Town, South Africa

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Nedbank is recruiting and accepting applications for Service Team Leader vacancy.

Purpose: To deliver outstanding client services; manage service capacity; deploy and move staff to meet servicing demand and to manage the Branch's administrative and services portfolio.

Responsibilities

Nedbank Goals:

- Our goal is to be the best in client experience for our clients and make a real lasting difference for our clients.
- Identify and support service opportunities and collaborate with service teams across Branch types to inspire team to define and implement action plans to grow profit and market share through service interventions.
- Manage controllable expenses (i.e. overtime, stationery, telephone, traveling) within the agreed financial parameters.

Client Engagement:

- Identify client's service needs and opportunities.
- Ensure service teams are prepared for client engagements and to improve client experience.
- Study client feedback reports from service teams and address/ action plan root causes with teams to achieve service excellence goals.
- Drive client experience aligned to the Nedbank brand pillars and Service excellence promise to Caringly connect and deliver value for our clients.
- Ensuring that the Branch meet the defined service standards and corporate image requirements.
- Educate clients to shift towards servicing through digital channels to provide them with convenient alternatives.
- Ensure compliment and complaint management.
- Explore client acquisition opportunities and drive quality leads or assist clients to open accounts via the Nedbank Money App where no advice is required.

- Walk the floor regularly during the day, greet clients and ensure that they are being serviced in line with Nedbank service principles and are visible and available to clients at all times.
- Manage capacity of service staff against client demand, real time.
- Monitor staff client ratings and implement corrective coaching where needed or celebrate great service behaviour.

Risk and Ops:

- Manage operational activities as per the Branch Risk Observation Training Analysis (BROTA), Control Check list, branch cash holdings, Document Management Portal and compliance training.
- Manage cash related activities to reduce the operational and reputational risk.
- Monitor Risk and Compliance reports and act on key risk and non-compliance matters.
- Embrace workforce and queue management to ensure optimal store efficiency.
- Manage the security aspects of day to day risks.
- Ensure adherence to process mandates limits.
- Ensure all equipment is maintained and conduct checks to ensure all self service devices are operational.

Lead:

- Participate in the preparation of business performance reports to engage management on a regular basis.
- Translate business goals into team and personal goals based on team roles and responsibilities.
- Ensure team is trained and compliant and have the necessary tools to deliver on their goals.
- Inspire the use of learning tools and identify development and growth opportunities for individuals and teams.
- Engage team on performance through regular performance discussions on personal and business goals and use creative means, brainstorm opportunities for continuous improvement to be more efficient in delivery and be more effective in meeting client needs.
- Be an example to team and others by bringing the Nedbank values and behaviours to life through own behaviour, practice and self-growth.
- Lead through coaching, mentoring, facilitating and inspiring teams and stakeholders.
- Ensure and lead consequence management, discipline and effective employee relations.
- Manage staff onboarding process for staff to become proficient, confident and knowledgeable.
- Ensure and lead consequence management, discipline and effective employee relations.

Essential Qualifications – NQF Level

- Matric / Grade 12 / National Senior Certificate

Minimum Experience Level

- Must have 3 – 6 years Banking, Risk & Regulatory exposure

Technical / Professional Knowledge

- Coaching principles
- Nedbank policies and procedures
- operational procedures
- Change management
- Governance, risk and controls
- Problem solving skills

Behavioural Competencies

- Building Customer Relationships
- Decision Making
- Planning and Organizing
- Execution
- Customer Focus
- Coaching
- Delegation and Empowerment

How to apply

To apply, [visit Nedbank careers portal](#).

Note: Late applications will not be considered.

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