



INVESTMENT BANK

Exciting career opportunity

Banking Centre Manager – Lilongwe Banking Centre

CDH Investment Bank, the leading specialist bank in Malawi, is seeking a dynamic and results-driven professional to join the team as **Banking Centre Manager – Lilongwe Banking Centre** to be based in Lilongwe.

About CDH Investment Bank

CDH Investment Bank, licensed under the Banking Act by the Reserve Bank of Malawi. The bank provides investment banking, corporate financial advisory, commercial banking and trading of financial securities to a select niche market. Our purpose is to deliver financial solutions to our clients by effectively utilizing the best human capital and information technology.

Role summary

The **Banking Centre Manager** is responsible for overseeing overall operations, sales, and customer service within a banking centre. This role ensures that the banking centre meets its financial, operational and client satisfaction targets while maintaining compliance with regulatory bodies and internal policies.

Key responsibilities

The Banking Centre Manager is a senior manager in Business Development and Marketing department and shall: -

1. Conduct periodic assessments of strategic management information and client needs assessments
2. Manage relationships with both existing and potential clients in the area
3. Conduct competitor analysis to identify market trends and opportunities for growth
4. Develop and implement strategies based on market research findings to enhance client acquisition and retention
5. Ensure exceptional client service in the banking centres
6. Implement client feedback mechanisms to continuously improve service quality
7. Manage staff performance and development
8. Ensure that the banking centres are profitable business units of the bank
9. Deploy all necessary resources to ensure business growth and superior client service
10. Ensure that the banking centres contribute to business growth
11. Monitor and analyse financial performance metrics to identify areas for improvement
12. Provide input on marketing campaigns to promote banking products and services
13. Ensure balance sheet growth and generation of fee income
14. Conduct regular risk assessments to identify potential threats and vulnerabilities
15. Develop and implement risk management policies and procedures to mitigate identified risks.

Key qualities & skills

1. Innovative and forward-thinking individual who is constantly exploring new ideas and ways of serving clients to drive business growth and meet customer needs
2. Has deep understanding of the market and the business environment, with strong financial and commercial awareness, enabling them to make informed decisions that achieve strategic objectives
3. Excellent analytical skills, with the ability to collect, analyse and interpret data to inform business decisions and actions
4. Good financial acumen to drive strategic decision-making and optimize business performance.
5. An effective problem solver, able to identify and resolve complex problems in a timely and efficient manner
6. Planning and organizational skills, with the ability to prioritize and manage tasks effectively to achieve goals and meet deadlines
7. A strategic thinker who can think outside the box and develop innovative solutions to complex problems
8. Possess strong risk management and compliance knowledge for ensuring the banks policies are followed and potential threats are mitigated
9. Confident and assertive communicator who can effectively communicate their ideas, opinions, and decisions in line with accepted standards and code of conduct
10. Skilled at building positive and productive relationships with colleagues, customers, and stakeholders, working collaboratively to achieve business goals
11. Self-motivated individual who can inspire and drive high levels of performance from themselves and others to achieve business objectives
12. Has good project management and negotiation skills

Qualifications and experience

1. Bachelor's degree in commerce, marketing, finance, banking, or equivalent from a recognised university
2. Master's degree in banking, finance, business administration, or a relevant field will have an added advantage
3. Professional certifications such as Chartered Banker will be an added advantage
4. At least 6 years of experience in banking or business development in the financial sector
5. At least 4 years of experience in branch and general banking operations

Remuneration

A competitive remuneration package, commensurate with the role's skills and experience, will be offered to the successful candidate.

How to apply

Interested persons who meet the minimum requirements outlined above should forward applications in person, by post or email to the address below, to be received no later than close of business on **6th March 2026**.

Qualified and interested candidates should submit their applications, including:

1. A detailed curriculum vitae.
2. Certified copies of academic qualifications.
3. A certified copy of a valid national identity document or passport.
4. Contact details for three professional referees.

Please note applications that do not meet all the requirements specified above will not be considered. Only shortlisted applications will be acknowledged.

Chief Executive Officer/Managing Director
CDH Investment Bank Limited
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