

## JOB PROFILE

<b>Position Title:</b>	Planning & Business Performance Manager
<b>Available position/s:</b>	1
<b>Division:</b>	Retail Banking
<b>Department:</b>	Business Analytics
<b>Location:</b>	Head Office
<b>Job Reference No:</b>	NBK/RET/01/2026

### Position Scope:

The Planning & Business Performance Manager is responsible for driving business planning, performance monitoring, analytics, and strategic execution across the Retail Banking Division. The role ensures disciplined tracking of sales, balance sheet performance, profitability, portfolio quality, and operational efficiency while providing actionable insights to Retail Management Committee and Branch network to drive sustainable growth.

### Key Responsibilities:

- Lead divisional business planning, budgeting, forecasting, and execution of strategic initiatives for Retail Banking.
- Translate the Banks' strategic objectives into clear Divisional, Regional, Branch, and Individual performance targets.
- Prepare consolidated Executive Management reports, dashboards, and performance updates for informed decision-making.
- Track execution of management decisions, initiatives, and action points across the Retail Banking Division.
- Monitor daily, weekly, and monthly sales performance across all retail products, segments, and delivery channels.
- Track and evaluate performance of Branches, Sales teams, and Individual roles against approved sales targets.
- Monitor daily balance sheet performance, including deposits, loans, funding mix, large movements, and segment shifts.
- Review deposits and loans portfolio performance, including NPLs, FID, attrition, product penetration, and customer growth and give insights to the RMC (Retail Management Committee).
- Design, prepare, and manage accurate monthly performance scorecards for sales, operations, and branch staff.
- Monitor unfunded accounts and drive timely follow-up actions to improve account activation and funding rates.
- Monitor regional financial performance, including balance sheet growth, P&L outcomes, cost control, and revenue leakage.
- Provide business intelligence, analytics, stakeholder support, and ad hoc performance insights to Retail Banking leadership and the Directors Office

**Education/Professional Qualifications, Skills & Experience:**

- Bachelor's degree in Statistics, Mathematics, Finance, Economics, Data Science, or a related field from a recognized University.
- Master's degree in a Business-related field from a recognized University is an added advantage.
- Five (5) year's work experience with at least three (3) years in business analysis function or in similar role from a
- Strong analytical, financial modeling, and data interpretation skills
- Advanced Excel, Power BI, or similar BI tools proficiency
- Excellent interpersonal, communication and presentation skills
- Sound knowledge of Banking statutory requirements
- Strategic thinking with strong execution focus
- Excellent stakeholder engagement and communication skills
- Strong commercial acumen and problem-solving capability
- Integrity and High attention to detail and ability to work under pressure

**How to Apply:**

- Send your CV and application letter showing how you meet the role requirement stated above to: [Recruitment@nationalbank.co.ke](mailto:Recruitment@nationalbank.co.ke) by **Friday, 23<sup>rd</sup> January 2026**
- Indicate Name of Job on email subject.
- Please note that applications received after the deadline will not be considered.
- Only shortlisted candidates will be contacted for the next stage/s of the process.