

JOB DETAILS

Job Title : Provincial Manager - Cape Town
Remuneration : 902 075.00
Job Type Classification : Permanent
Email CV to : recruitment@tianaconsulting.co.za
Closing Date : 24 October 2025

MAIN PURPOSE OF THE JOB

To plan, direct, lead and manage the provincial sales and marketing strategy for Bank Insurance. This includes identification and management of all relevant stakeholders and brokers in the province. The primary purpose of the role is to drive the growth of Organisation Insurance products in the province and to increase Organisation Insurance visibility in order to optimize new and existing business opportunities. The suitable candidate will have diversified and multidisciplinary knowledge and experience, with strong leadership qualities to strategically and innovatively lead the province. The suitable candidate will demonstrate excellent knowledge, skills and experience in the following key performance areas.

Key Performance Areas **1. Business and Operations Management**

- Define and plan the objectives of the Province in accordance with the overall business strategy;
- Determine the deliverables of the Province in line with agreed overall objectives; Ongoing evaluation of operations with input provided on identified potential areas of improvement to bolster the efficiency of the Province
- Monitor, evaluate and manage business performance at provincial level in accordance with the agreed targets and customer service level benchmarks;
- Provide EXCO with timely, relevant, and complete reports on the business performance of the PO
- Build synergy with other divisions within the Bank

2. Business Growth and Delivery of Value Proposition

- Align Provincial Business Plan to the organisation's strategy and determine the applicable deliverables and targets for the province
- Customer service failure recovery interventions / decisions.
- Develop and execute integrated sales, relationship, and portfolio growth strategies that are aligned with the business plan to achieve targets and other agreed objectives at provincial level;
- Support the growth in the Province by identifying cross-selling opportunities, building relationships and increasing customer acquisition and retention;
- Plan, organise and coordinate sales, customer service, and administrative processes to ensure smooth operations within the province aligned to overall business operational model and agreed benchmarks;
- Ensure that the appropriate quality of business is procured for the Region
- Manage profitability of the Province: To ensure that the financial objectives of the Province are achieved by: **growth** of Province in terms of market share and profitability

3. Development Impact Mandate

- Deliver on agreed provincial development mandate in support of the overarching national targets
- Identify, facilitate and manage the execution of agricultural development projects at a provincial level.

4. Customer Value and Stakeholder Management

- Create a strong sales and service culture, fostering collaboration to drive the achievement of all scorecard targets and behaviours to continuously improve the customer service experience
- Resolve escalated customer complaints / issues promptly and effectively with relevant feedback captured and appropriately communicated.
- Identify, establish and maintain key stakeholder relationships within the province and targeted industry segments in accordance with Organisation values, including provincial government structures, agriculture role players and local community leaders to create opportunities for growth;
- Liaise with key stakeholders to support appropriate agreements when required;
- Identify marketing and branding opportunities and plan the branding and marketing actions in conjunction with the Marketing team and lead sales and service activities within the Province by coordinating seminars, micro-marketing events, promotional campaigns, product initiatives, etc.
- Conduct presentations on Organisation Insurance products where necessary

5. Financial Sustainability

- Facilitate the achievement of the agreed financial sustainability and profitability targets for the province;
- Provide input into the annual budget and monitor the implementation by effectively managing costs and avoid over spending;
- Manage the budget in accordance with relevant governance and take appropriate corrective action as required;
- Report to management on the performance of the Provinces at the required intervals reflecting all relevant statistics and performance indicators including; profitability, sales, revenue, expenditure, budget variances and key risks;

6. Strategy

- Strategic direction: Determine short- and long-term strategic goals and priorities of the Province
- Formulation and implementation of the marketing strategy of the Province
- Represent Province on public forums and at meetings where necessary
- Provide a primary point-of-contact for regulatory external stakeholders (Government, private sector, internal stakeholders etc.)
- Lead and influence on behalf of the Organisation Insurance, local, political, legal and regulatory bodies in order to protect and enhance the Organisation brand
- Strategic engagement with stakeholders: Continuous liaison with the EXCO, business chambers, government institutions, and private sector to establish and nurture long-term relationships and strengthen the identity of the Bank in the province.
- Preferred Minimum Education and ExperienceB Degree in Commerce or a relevant insurance qualification
- Eligible to be appointed as a Representative in line with FAIS requirements
- Experience with business development 10 years
 - Operations and service experience
 - Stakeholder management experience
 - Sales management experience
- Critical Competencies Microsoft Office
- Customer service orientation
- Financial / Business Acumen
- Additional Requirements Extended hours as and when required
- Willing to travel extensively

