



ProCredit. We are an international group of development-oriented commercial banks for micro, small and medium enterprises (MSME), as well as private individuals. We are active in Southeastern and Eastern Europe, South America and Germany. Our overarching goal is to combine a high developmental impact with economic success.

For our Group Retail team, we are seeking a motivated

Retail Performance Manager (m/f/d)

This position is based in Frankfurt am Main at ProCredit Holding, the listed parent company of our banking group.

The Group Retail team in Frankfurt will be responsible for developing, executing and continuously monitoring the implementation of the Groups and local ProCredit banks retail banking strategy, driving sustainable profitable growth in each country. The Group Retail team will conduct market research, identify and implement best practice in retail banking covering exceptional customer-centricity, excellent customer service, customer acquisition & retention and digital solution innovation.

As Retail Performance Manager, you will be responsible for driving strategic execution through data, insights and performance alignment across all markets.

Your role in our team:

- **Performance Framework Design & Execution:** Develop and implement performance management frameworks and KPIs that support the successful execution of the Group's retail strategy.
- **KPI Monitoring & Insight Generation:** Track performance metrics across countries, analyze results, and provide actionable insights and recommendations to senior management and local teams.
- **Market Analysis & Benchmarking:** Conduct ongoing market research and competitor benchmarking to inform strategic direction and identify opportunities for growth or improvement.
- **Subsidiary Alignment:** Ensure consistent understanding and execution of performance expectations across ProCredit banks, driving accountability and clarity on retail goals.
- **Strategic Decision Support:** Support strategic planning processes by delivering data-driven insights, dashboards, and performance narratives tailored to various stakeholders.

What we expect:

- **Educational Background:** A degree in business administration, economics, finance, data analytics, or a related field.
- **Relevant Experience:** 5+ years of experience in retail banking, performance management, or business analytics, preferably in an international or multi-country context.
- **Strong Analytical Skills:** Proficient in data analysis and visualization tools (e.g., Excel, Power BI, or similar), with a strong grasp of KPIs and performance frameworks.
- **Retail Banking Know-how:** Understanding of retail banking products, customer segments, and key performance drivers.
- **Structured Thinker & Effective Communicator:** Ability to present complex data and trends in a simple, strategic, and compelling way to senior stakeholders.
- **Collaborative & Results-Oriented:** A proactive team player who can coordinate across departments and cultures, balancing attention to detail with a strategic mindset.

What you can expect

- The opportunity to drive impact at Group-level
- A pleasant, dynamic and open working atmosphere and an international team
- Flat hierarchies and short decision paths
- Interesting and challenging tasks and cross-team project work
- A value-driven working environment focused on sustainability, transparency, and long-term development
- Flexible work arrangements with options for remote work
- Well-connected office location in the Bockenheim district of Frankfurt am Main
- Comprehensive company benefits including a pension scheme, Deutschland Ticket (country-wide transportation pass), EGYM Wellpass (gym membership and online fitness), and JobRad (bike leasing program)
- Support with relocation for candidates moving from abroad

Have we caught your interest?

We look forward to receiving your application documents, including a motivation letter, salary expectation and desired starting date, by e-mail:

Jobs-group-retail@procredit-group.com

To learn more about the ProCredit group, please visit ProCredit Holding's website at:

www.procredit-holding.com

