



# Job Description

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<b>Job Title</b> Chief Operating Officer	<b>Job Location</b> Dar es Salaam	<b>Category</b> Operations
<b>Job Type</b> Full Time	<b>Job level</b> Director / CXO	<b>Industry</b> Banking
<b>Open to Expatriates</b> Only Open to Tanzanian Nationals		

## Minimum Requirements

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<b>Min Budget</b> -	<b>Max Budget</b> -	<b>Primary Industry</b> Banking: 7 Years
<b>Secondary Industry</b> -	<b>Primary Category</b> Operations: 5 Years	<b>Secondary Category</b> -
<b>Certificate</b> -	<b>Qualification</b> -	

## Summary

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Responsible for ensuring that Operations of the bank are conducted in a smooth manner as per the expectations and standards set by the Bank and the Regulatory Authorities.

## Responsibilities

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### Managerial

- Responsible for developing and reviewing of functional policies and processes of the Banking Operations in line with local and group practices.
- Responsible for developing, executing and reviewing the implementation of the annual strategic plan of the Banking Operations in line with the core vision and mission of the Bank.
- Responsible for coordination and management of work process flow of All Departments that performs Banking Operations
- Responsible for planning and conducting annual staff performance appraisal under Operation Department this Includes an annual review of job descriptions and performance targets.
- Responsible for assessment and mitigation of key risks of the department

### Information Technology

- Champion the rollout of digital transformation of the Bank
- Assist business units to design or procure Fintech products and services along with a business strategic focus
- Responsible for availability of robust Alternative Delivery Channels.

- Responsible for the availability of efficient ICT help desk services and support.
- Oversee and monitor the development and maintenance of communications networks.
- Oversee perform the technical support function such as database, security, quality and standards. Use knowledge, experience and analytics to craft end-to-end user experiences that are contemporary, exciting, and efficient by virtue of being digitally enabled.
- Oversee design, acquisition, and delivery of IT training and training material for end-users.
- Oversee implementation of Disaster Recovery and security Plan and ensure their effectiveness.

### **Centralized Operations**

- Oversee Effective operations of Alternative Channels.
- Oversee Money Transfer operations
- Oversee Centralized Processing operations
- Over Centralized Clearing operations
- Oversee Branch Operations Management
- Oversee Card payment systems and operations.
- Oversee international Banking Settlements

### **Education & Qualifications**

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- A Master's degree /Post Graduate Diploma in related fields.
- Professionals Qualifications in related fields.

### **Requirements**

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- Minimum of 15 years of experience in Banking Operations of a reputable Commercial Bank, 8 of which is in a managerial position

### **Characteristics**

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- Demonstration of deep knowledge of modern Banking Operations.
- Demonstration of work experience in managing Alternative Channels.
- Demonstration of working experience in project and facilities management.
- Demonstration of ability to remain abreast of best practices, new developments, and current in Fintech.
- Demonstration of working experience in managing Centralized Banking Operations, such as Clearing, Transfers, and reconciliations.
- Demonstration of being Energetic and enquiring.
- Demonstration of Self-motivation, reactivity, and positive attitude.
- Demonstration of ability to work independently with minimal supervision.
- Demonstration of excellent Communication Skills.
- Demonstration of effective Leadership Skills.

### **Reporting To**

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CEO

### **Driving Licence**

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Not Required

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