



Job Description

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Job Title Director of Business Banking	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Director / CXO	Industry Banking
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Banking: 15 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

To provide strategic leadership and direction for the Business Banking Division by formulating and executing strategies that drive sustainable business growth, deposit mobilization, transaction banking penetration, and profitability. The role ensures robust customer acquisition and retention, sound risk and compliance management, operational excellence, and the development of a high-performing team while maintaining strong stakeholder relationships.

Responsibilities

Strategy Formulation & Execution

- Develop and implement the overall strategy for the Business Banking Division in alignment with the Bank's vision and corporate objectives.
- Drive execution of business plans to achieve growth, profitability, deposit mobilisation, and efficiency targets.
- Monitor performance and market trends to adapt strategies for competitiveness and sustainability.

Business Development & Growth

- Lead initiatives to expand the customer base, deepen client relationships, and grow market share across business banking segments.
- Drive product innovation and tailor financial solutions that address client needs in lending, deposits, and transaction banking.
- Champion digital transformation and innovation to enhance customer experience and operational efficiency.

Financial Performance & Business Health

- Oversee the Division's financial performance, ensuring revenue growth, deposit growth, transaction banking expansion, cost management, and profitability.
- Drive asset quality by ensuring prudent credit underwriting and portfolio management.
- Monitor key performance indicators (KPIs) including loan growth, deposits, transaction volumes, fee income, margins, non-performing loans (NPLs), and return on equity.

Compliance, Risk & Controls

- Ensure full compliance with regulatory requirements, internal policies, and ethical standards.
- Maintain strong risk management frameworks, internal controls, and governance practices.
- Promote a culture of integrity, transparency, and accountability.

Stakeholder Engagement & Management

- Build and maintain strong relationships with regulators, investors, business partners, and key clients.
- Represent the Division in executive committees, board meetings, and industry forums.
- Collaborate with other business units to ensure seamless delivery of services and cross-selling opportunities.

People Leadership & Development

- Lead, mentor, and inspire the Business Banking leadership team to deliver high performance.
- Drive talent development, succession planning, and capability building across the Division.
- Foster a culture of collaboration, innovation, and customer-centricity.

Key Performance Indicators (KPIs)

- Growth in business banking customer base and market share.
- Deposit growth (value and market share).
- Expansion in transaction banking volumes, revenues, and client penetration.
- Division's profitability (PBT, ROE, cost-to-income ratio).
- Credit quality and portfolio health (NPL ratios within approved limits).
- Regulatory compliance and risk management outcomes.
- Employee engagement, retention, and leadership pipeline strength.
- Customer satisfaction and Net Promoter Score (NPS).

Education & Qualifications

- Master's degree in Business Administration, Finance, Economics, or related field.
- Bachelors Degree and Professional Qualifications: Business, Commerce and Management Studies (Required)
- Professional qualifications (e.g., CFA, CPA, ACCA, Banking certifications) are an added advantage.
- Strong knowledge of credit, risk management, regulatory frameworks, and financial markets.

Requirements

- At least 15 years' banking experience, with a minimum of 7 years in senior leadership roles within business/corporate banking.
- Proven track record of strategy execution, business growth (loans, deposits, and transaction banking), and team leadership.

Characteristics

Competencies & Skills

- Strategic thinking and execution excellence.
- Strong financial and commercial acumen.
- Leadership and people management.
- Relationship management and stakeholder influence.
- Risk and compliance management expertise.
- Change management and innovation leadership.
- Excellent communication, negotiation, and presentation skills.

Driving Licence

Not Required

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