



# Job Description

9th Floor Tanzanite Park, Victoria, Dar es Salaam, Tanzania | +255 758 778 886 | info@empower.co.tz

<b>Job Title</b> Head of Human Resources	<b>Job Location</b> Dar es Salaam	<b>Category</b> Human Resource (HR)
<b>Job Type</b> Full Time	<b>Job level</b> Head of Department	<b>Industry</b> Banking, Banking
<b>Open to Expatriates</b> Only Open to Tanzanian Nationals		

## Minimum Requirements

<b>Min Budget</b> -	<b>Max Budget</b> -	<b>Primary Industry</b> Banking: 5 Years
<b>Secondary Industry</b> Banking: 5 Years	<b>Primary Category</b> Human Resource (HR): 15 Years	<b>Secondary Category</b> -
<b>Certificate</b> -	<b>Qualification</b> -	

## Summary

To manage and look after the effective integration of HR functions within the overall organisational strategy. This incorporates delivering Business Strategy through managing the HR relationship with the business and providing full range HR operational and strategic support. This will be achieved by creating and implementing HR Plans that support optimal business performance in all areas of Human Resource in line with HR policy standards and industry best practice.

Provide team leadership in driving HR Service excellence, team productivity, engagement and overall business performance.

## Responsibilities

### Financial - 30%

- Structure and implement productive workforce plans at the lowest cost, thus attaining a desired profit per head ratio against the defined strategy roadmap.
- Manage the success of Human Resources financial strategies by estimating, forecasting, and anticipating requirements, trends, and variances; aligning monetary resources; developing action plans; measuring and analysing results; initiating corrective actions; minimizing the impact of variances.

### Customer - 30%

Work jointly with stakeholders and team to ensure the implementation of people strategies within the Bank more so:

- Accountable for the effectiveness of the Human Resources Business Partnership model in supporting the business strategically.
- Recruiting the right talent through effective implementation of the hiring systems (policies, processes and tools) in attracting and selecting people with competitive attributes and skills.
- By aligning staff to business objectives, ensuring the realisation of performance (result-oriented) culture, evidently driven by suitable performance management practices and leadership development programmes.
- Ensure that the Compensation, Benefits and HR Analytics outcomes are relevant in supporting total reward within the Bank that enhances talent engagement and productivity.
- Enhance the divisions and/or department's competencies and capabilities through development and implementation of learning and development strategies and systems that are effective in enhancing staff performance and productivity, mitigating impact of high staff turnover driven by labour market environment.
- Ensure the provision of the highest quality of human resources shared services.
- Look after employee engagement and the creation of quality of leadership experienced, which translates into innovation, conducive work environment.
- Support the development of departmental succession plans.

- Contribute to the updating of HR policies and practices.

### **Internal business processes - 20%**

- Collectively drive the HR Division's adherence to approved policies and procedures and provide feedback on the same to keep them competitive.
- Be an advocate for a continually improving way of working within the team to drive efficient and impactful engagement and accurate delivery of service.
- Proactively participate in organisation/HR specific projects.
- Present HR at ExCom level and be accountable for operational effectiveness outcomes for the entire organisation.
- Responsible for execution of all their roles as mandated by the Bank's Governance structures and serve in delegated roles in select organisation committees.

### **Learning and growth - 20%**

Provide overall leadership of the own team supporting them to be a high performing and engaged workforce, through managing their performance, motivating, coaching and training them accordingly.

- Maintain a high team performance and engagement.
- Up-to-date and actioned competency assessments and development plans for the team.
- Nil disruption to business / loss of business due to lack of appropriate numbers of qualified, available staff within the team.
- Maintain a consistently high own competency score and development plan maintenance.
- Maintain the desired Leadership - 360-degree feedback score.

### **Reporting Relationships: Jobs that report to this position directly and indirectly**

#### **Direct Reports**

- HR Business Partners
- HRBP Support Officers
- Employee Shared Services Manager
- Senior HRBP Manager

#### **Indirect Reports**

- Other staff within the own organogram.

### **Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.**

#### **Internal**

- All organisation's departments

#### **External**

- Customers, Suppliers, Financial Institutions, Industry Players, National and County Governments, Regulators, Etc.

### **Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make**

- Appropriateness of own unit's structure, procedures and tools.
- Approval of staff costs and headcount within the approved limit.
- Recommend appropriateness of staff communication.
- Approval of expenditure categories within discretionary powers delegated through the Managing Director provided that such expenditure is within the approved strategy and annual budget for the organisation.

### **Work cycle and impact: time horizon and nature of impact (Planning)**

- Contribution to the 5-year bank strategy, development and implementation of the people strategy, translating the strategy into operational models and performance scorecards.

### **Education & Qualifications**

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- Bachelor's degree from a recognized accredited university.
- Master's degree in strategic management or business administration, or other similar relevant qualification.

## Requirements

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At least 15 years' experience in HR, 5 of which should have been in a senior management capacity in a similar sized organisation.

### Ideal Job Specifications

- Proven track record of consistently supporting the achievement of an organisation's people strategy, with a market reputation of being a trusted advisor on matters pertaining to HR.
- In-depth knowledge of the local banking industry, banking products, banking services and banking regulations. Sound working knowledge and understanding of all labour regulations and practices.

### Technical Competencies

#### HR Management

- All rounded HR practitioner who engages with stakeholders at the highest levels across the organisation and industry, locally and within the region.
- Continuously gathers evidence to determine the value the organization is delivering today, and needs to deliver in the future, and puts in place and drives the necessary strategies and frameworks maintain and grow positive engagement.
- Contributes to policy development for the HR field within country / region.

#### Banking and Commercial Acumen

- Seasoned commercial thinker, proficient with depth of experience in areas of business and banking.
- Ability to adapt to and work in different functions / jurisdictions.

#### Leadership

- Is a change catalyst, can initiate and implement change to enhance teams and organisations delivery.
- Creates an environment that benefits everyone in it and lifts the entire organization.
- Has the political intelligence to navigate a way through diverse stakeholders' agendas and the resilience to sustain high performance under continued pressure and adversity

## Characteristics

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### Behavioural Competencies

#### Emotional Intelligence

- Knows own strengths and limits; aware of own emotions and the effect they have on others and has the self-control to keep disruptive emotions and impulses in check.

#### Social and Cross cultural Awareness

- Interacts with people (colleagues, customers, stakeholders and the public at large) in different social and cultural environments, showing respect and positive regard for them in an ethical and appropriate that are consistently with the values of the organization.

#### Agile

- Able to change plans, methods, opinions or goals in light of new information, with the readiness to act on opportunities.

## Reporting To

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- Managing Director & CEO

## Driving Licence

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Not Required

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