



Job Description

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Job Title Head Of Technology & Operation	Job Location Dar es Salaam	Category IT & Network Administration
Job Type Full Time	Job level Head of Department	Industry Banking
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Banking: 10 Years
Secondary Industry -	Primary Category IT & Network Administration: 10 Years	Secondary Category -
Certificate -	Qualification -	

Summary

Responsible for managing Operations and other Business Service support functions of the bank through the provision of leadership and operational support in the development and implementation of the Bank's operations policies and procedures. He/she is also responsible for ensuring the quality and effectiveness of the centralized bank operations, IT service management, security services, product delivery, transaction processing, customer service, project management, commercial services operations, process and issue management. He/she will provide visionary and strategic leadership to the centralized operations units and team members to ensure adherence to agreed Service level standards and ensuring that the credibility of the bank is upheld.

Responsibilities

Financial

- Develop plans for the achievement of Operational standards and cost targets for the areas under the control of the role holder.
- Agree respective departmental staffing and financial budgets and monitor performance against budgets.
- In conjunction with Departmental Managers, develop plans to ensure appropriate staffing numbers and capability to support all areas under the control of the role holder
- Compile and review on an ongoing basis performance figures/ statistics and monitor against targets/ budgets
- Interpret and communicate Bank policy covering Service Delivery and Operational Standards.

Internal business processes

- Develop and implement effective processes to ensure that Operational standards and cost targets are understood by appropriate staff.
- Develop and implement appropriate control processes to ensure that all elements of Operational risk, e.g. fraud, follow up of Audit recommendations, are managed effectively across all areas under the control of the role holder.
- In conjunction with Departmental Managers, develop and implement plans to rectify shortfalls in Operational service and cost performance.
- In conjunction with business units, identify and implement process/system improvement opportunities.
- To be aware of and understand the operational risk exposures in the bank and ensure that effective controls and procedures are in place to manage these risks.
- Ensure that risk assurance processes are in place throughout the operations departments.
- To ensure the achievement of group and local targets as set for specific KRIs including Nostro, Suspense Accounts and Central Bank outstanding.
- Ensure adherence to statutory and Bank legal requirements

- Monitor business and process metrics to measure and manage operations and service effectiveness
- Value-add to the business by proactively identifying new and developing risks and providing suggestions to senior management on how to improve on the Bank's operation.
- Uphold an Audit ready culture at all times to ensure achievement of minimum 'Satisfactory ' Audit scoring

Customer

- Set and maintain service management processes within all areas of jobholder's control
- Initiate actions to overcome problems identified in meeting the service levels.
- Set up the work flow process for Banking operations, and providing the needed support for smooth operations.
- Undertake the monitoring, reporting and reviewing of the levels of service delivery by departments under control and service providers against agreed SLAs
- Achievement of agreed service level commitments.
- Effective management and reduction of customer complaints.
- Attainment of agreed targeted Voice of Customer survey
- Promote quality customer service environment throughout the organization.
- Implement best practice initiatives to enhance excellent operational standards and customer service in the Bank.

Learning and growth

- Counsel, motivate and create a good working environment for all staff to enhance individual performance and productivity including an effective performance appraisal system.
- Develop and agree on an annual basis, individual and team performance objectives, standards and targets
- Review regularly performance against agreed objectives.
- Provide ongoing coaching and feedback to direct reports and members of the operation team by observing their daily activities and assisting them with complicated issues.
- Identify development and training needs and develop plans to satisfy areas identified.

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

Internal

- Chief Executive Officer
- Head of Retail & Marketing
- Head of Corporate Banking
- Head of Finance
- Head of Human Resources
- Head of Risk & Compliance
- Head of Audit

External

- Technical Team Heads—Telcom Companies
- BOT Directors (Banking & NPS)
- Heads of Operations-Security & CIT firms
- Bank Premises Landlords
- Admin Officers-Municipal Councils
- Officer Commanding Stations-Police
- Key Stationary Suppliers

Education & Qualifications

Bachelor's Degree in Banking or Business-related field

Professional Banking Qualification (ACIB) or Certified Public Account are added advantage

Requirements

At least 10 years work experience in a Senior Management position in Banking Operations. Role-holder must have exposure in:

- Significant Operations experience preferably at a Central Operations Centre level
- Branch Banking Operations with a good sense of responsibility.
- Service/ Quality Oriented environment
- Previous experience in planning and implementing change

- Significant experience in Projects Management
- Previous experience in leading a large team
- Good leadership skills

Characteristics

Confident (Self Mastery).

Describes people who are self-assured, in control, Bold, and deliver to the highest standards of expectations with ease while exhibiting the sort of presence that builds confidence in others

Comfortable (Connecting with people).

Describes people who are cool and resilient under pressure, honest in every dealing, open to constructive criticism, can be relied on to deliver

Elegant (Effortless delivery).

Describes people who demonstrate effortless simplicity and are able to do mundane things with grace and flair. They connect easily with different audiences, exhibit finesse in all interactions and have a high sense of values that they uphold at every turn.

Prestige (Pride and ownership of our work).

Describes people who believe in themselves, are respected and treat others with respect and occupy a significant place in people's minds

Technical Competencies

- **Knowledge of Banking and Business Operations:**

Well round knowledge of ALL the Bank's operations and processes and excellent knowledge of Bank policies, procedures and T24 System.

- **Risk Management:**

Ability to anticipate and mitigate risk by developing appropriate Risk Management Policies for the Bank

- **Audit Standards and Legislations:**

Excellent knowledge of International Accounting and Audit Standards, and Legislations

- **Compliance and Regulatory Framework:**

Top notch understanding of the regulatory issues, reporting and operational requirements as provided by BOT, TRA etc.

- **Conceptual and Analytical Skills:**

Analytical and practical understanding of workflow, capacity planning / optimisation and process implementation

- **Technology Skills:**

Knowledge of computerized Internal Audit Techniques, Computerized accounting and financial systems, banking applications and spreadsheets.

Behavioural Competencies

- **Personal Ethics:**

Must be honest, fair and just with self and others, and demonstrates integrity in work and business contacts.

- **Communication Skills:**

Excellent written and verbal communication skills and presentation skills.

- **Interpersonal Skills:**

Must be a people's person, with ability to interact with key contacts in finance sector.

- **People Management Skills:**

Staff supervisory skills and ability to engage, motivate, train and develop staff.

- **Results and Achievement Oriented:**

Strives to achieve results, enjoys measuring others, being measured, and being judged on performance standards and those of others she leads

- **High level of drive and energy.**
- **Ability to work under pressure and meet tight deadlines**

Driving Licence

Not Required

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