



Job Description

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Job Title Head:HR & Governance	Job Location Dar es Salaam	Category -
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 -	Secondary Category -
Certificate -	Qualification -	

Summary

The head of HR & governance will be accountable for delivering efficient HR operational services and governance activities in-country, covering HR operations and controls, pensions, payroll, medical services, records management, management information, stakeholder management and integrated reporting. The position will ensure that HR services, both manual and digitized, are delivered within agreed SLAs, supported by effective business continuity plans, service standards and interventions that maintain high levels of people-service satisfaction.

The role requires a strong HR operations and governance leader with responsibility for embedding Group HR policies, governance controls, risk standards and processes within the business. The position will oversee HR policy and process maintenance, union benefit agreements, compliance and audit activities, risk and control remediation, and targeted governance interventions, while leading team development and succession planning to ensure business continuity across all areas of remit.

Responsibilities

- Drive and ensure HR operations service improvements and escalate service deliveries issues or concerns to senior management (Regional & local) as appropriate
- Overall management and overseeing of payroll operation and ensuring there is appropriate governance and delivery aligned to people experience standards
- Ensure all regional and country HR operating standards and procedures and service requirements are adhered to at all times
- Manage country specific third party suppliers in compliance with the sourcing and external supplier management policy and standards
- Understand global service delivery framework, and execute local service model at agreed standards of excellence
- Ensure that services are provided in line with legal contract and service level agreements
- Ensure that periodic meetings are held to review performance of service
- Ensure that updated and duly signed legal agreements and service level agreements exist for each service
- Seek ways to continuously ensure that the full value of outsourcing a service is derived
- In country champion of people systems including Workday, People Portal plus related Operational services

- Facilitate the review and updating of the organisation specific content on People Portal
- Prepare & monitor the HR function budget
- Manage deferred pensioner activities and delivery of company obligations
- Ensures HR platforms and digital HR content is maintained and proactively refreshed such as preparation of knowledge articles and upload on knowledge hub
- Ensures employee experience is lifted and continually improved through feedback mechanisms and quality assurance mechanisms
- Coordinate and oversee the center colleague hub support to the organisation to ensure agreed SLAs are effectively delivered
- Responsible for deriving strategies necessary for People digital adoption in country
- Embed the HR Governance agenda and ensures HR processes are implemented in line with Global standards and policies i-e pre-screening, exit management, conformance testing, RCA tests
- Key contact for all HR audits – act as the interface with Group Internal Audit and Operational Risk Management teams on a range of governance requirements including audits, attestation and control issues arising.
- Lead and direct the development of remediation plans that will support the enhancement of HR policies, procedures and operational activities
- Implement the required mandatory management controls and ensure that they are understood and adhered to by all staff within the function.
- Assist Country HR Leadership Team to deliver best practice with respect to governance, control, processes, procedures and organisation BAU practices
- Support Country HR team's skills with regards to people risk, remediation plans, HR processes and controls.
- Provide regular and accurate progress reports and updated plans to the Head of HR, BA Head of Governance and other relevant stakeholders
- Conduct review and testing of HR CPAs and track remediation actions until closure.
- Ensure the HR function has a BCM plan in place, tested and signed
- Lead the People experience team in country managing resources and workflow
- Provide clarity of vision and strategy to the HR operations team, ensuring clear understanding of objectives and deliverables
- Work with senior leadership regional and local to meet stakeholder needs and provide insight on People Experience & governance matters
- Recruit, induct, manage and develop the HR Operations and Governance team
- Agree performance objectives and standards, ensuring all individuals have Performance Development plans aligned with operations strategy
- Ensure individual development plans are in place to enhance the capability of staff and business continuity
- Monitor individual performance against SLA and set metrics, providing feedback, coaching, reward and recognition as appropriate
- Prioritize and allocate tasks
- Regularly review workload, productivity and resourcing levels
- Seek ways to continuously improve the operation of the team through benchmarking, monitoring internal and external best practice
- Manage issues and complaints relating to the team, Within the context of the Group Reward Strategy and guiding principles, to guide the organisation in the design, implementation and maintenance of reward programmes that provide a competitive edge, contribute to the organisation employee value proposition and support the NBC and Group's remuneration strategy.
- Proactively engage with HR Business Partners within the business unit to ensure an appropriate awareness and understanding of the broader Reward agenda
- Support the delivery and execution of the annual pay round process
- Effectively manage and co-ordinate Remuneration processes such as performance development and recognition schemes
- Lead the survey data collation, job matching and validation processes and subsequent submission.
- Follow up on survey reports, interpretation and integrating into simpler reporting for business consumption
- Undertaking of Remuneration governance issues and processes
- Assist with the implementation of specific Remuneration initiatives & projects
- Management of the data cleansing and data collation for all Remuneration activities
- Provide full Remuneration support for the employee life cycle
- Increase Reward competence & capability across the HR function and with line management

Education & Qualifications

- Bachelor's Degrees and Advanced Diplomas: Business, Commerce and Management Studies

Requirements

- Minimum 10 years of relevant experience in HR Operations, HR Governance, HR Service.

Characteristics

- Strategic HR leader
- Strong HR Operations expertise
- Governance and compliance focused
- Analytical and data-driven
- Excellent communicator
- High integrity and confidentiality

Driving Licence

Not Required

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