



# Job Description

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<b>Job Title</b> Operations Manager	<b>Job Location</b> Dar es Salaam	<b>Category</b> Operations
<b>Job Type</b> Full Time	<b>Job level</b> Manager	<b>Industry</b> Business Services / Consultancy

**Open to Expatriates**  
Only Open to Tanzanian Nationals

## Minimum Requirements

<b>Min Budget</b> -	<b>Max Budget</b> -	<b>Primary Industry</b> Business Services / Consultancy: 4 Years
<b>Secondary Industry</b> -	<b>Primary Category</b> Operations: 4 Years	<b>Secondary Category</b> -
<b>Certificate</b> -	<b>Qualification</b> -	

## Summary

Responsible for delivering quality services in administration, finance, procurement, event management, and HR in adherence to mastering all relevant rules, guidelines, processes, and procedures. Makes use of a client-oriented and results-focused approach to interpreting the rules and procedures, providing support and guidance to the Company and its members, and ensuring delivery of services.

## Responsibilities

### Finance

- Develop and monitor the annual Secretariat budget ensuring financial transactions are in accordance with the organization's financial rules and procedures.
- Coordinate the collection and deposit of cheques and cash from members for payment of membership fees.
- Review the monthly petty cash usage report for accuracy and completeness.
- Prepare payments and request approval on disbursement.
- Review supporting documents and raise invoices.
- Process payroll and ensure accuracy and completeness.
- Propose procedures to improve internal controls and efficiency and respond to audit issues.
- Ensure statutory obligations are computed and prepared including tax returns.
- Ensure bank reconciliation is conducted at month-end.
- Prepare monthly, quarterly, and annual financial reports for the Secretariat. Maintain financial records for the projects and prepare periodic reports.
- Liaise with the management team to get relevant financial documentation for the annual Secretariat audit including the projects.
- Work closely with the finance and accounting service provider on payroll matters, statutory obligations, internal controls, reporting, audits, and compliance with the International Financial Reporting Standards (IFRS) rules and regulations.

### Procurement

- Coordinate the sourcing of supplies and services.
- Verify procurement requests and ensure procurement procedures for general office and project-specific equipment, supplies,

and services are carried out in a transparent and cost-effective manner; and provide recommendations on procurement decisions.

- Negotiate prices with various suppliers aimed at cost optimization and ensuring value for money.
- Ensure the maintenance of the office supplies inventory, anticipate supplies that are needed, evaluate new office product requirements, orders are placed and delivered in a timely manner.
- Manage contracts with vendors/ service providers including contracts for outsourced services namely finance and accounting services; website maintenance services; communications, public relations and marketing services; and information technology services.
- Prepare monthly, quarterly, and annual procurement reports.

#### **Human resources**

- Design and implement an appropriate organizational structure to deliver its short and long-term strategies.
- Implement the recruitment and selection process that meets workforce demands and is aligned to the set policies and procedures.
- Coordinate staff training and development within the organization.
- Lead the implementation of the performance management system.
- Ensure the execution of a fair and equitable compensation and benefits policy. Conduct periodic salary reviews.
- Process and update records of staff leave.
- Prepare payroll, including benefits and entitlements.
- Ensure strong employee relations by managing employee discipline, complaints, and grievances with regard to labor law.
- Prepare monthly, quarterly and annual reports for human resources.

#### **Events management**

- Manage and coordinate, in collaboration with the partnerships and membership services and project functions, events including the monthly dinner, annual gala dinner, and project/program events. Ensure the media is notified of the events and member attendance is confirmed.
- Prepare monthly, quarterly and annual reports for events management.

#### **Administration**

- Ensure that the office is managed effectively and efficiently through timely provision of services and supplies and maintenance of records.
- Direct the sorting, dispatching, and collection of mail and drafting of letters and documents.
- Coordinate the development and implementation of hard copy and electronic filing and retrieval systems.
- Maintain a safe and secure working environment.
- Prepare monthly, quarterly and annual reports for administration.

## **Education & Qualifications**

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- Bachelor's degree in Finance, Accounting, Business Administration, Human Resource Management, Procurement or related field
- Master's degree in Finance, Accounting, Business Administration, Human Resource Management, Procurement or related field is an added advantage
- A professional qualification (e.g. Certified Public Accountant (CPA), Association of Chartered Certified Accountants (ACCA)) is an added advantage

## **Requirements**

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- Minimum of 5 years relevant working experience with at least 2 years supervisory experience.

## **Characteristics**

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1. Problem-solving
2. Communication
3. Organization
4. Management
5. External relations

**Reporting To**

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Executive Director

**Driving Licence**

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Not Required

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