



Job Description

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Job Title Operations Manager - Tanzania	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Manager	Industry Business Services / Consultancy

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Business Services / Consultancy: 7 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The Operations Manager, Tanzania plays a key role in providing management and oversight of operations of the Gatsby Africa Tanzania Branch (GATB).

Reporting to the Deputy Director of Operations based in Kenya, the role is responsible for driving operational excellence and serves as a vital business partner—collaborating closely with programme teams, finance colleagues, and other operations functions to ensure well-organised, compliant and responsive operational support.

The role provides analytical input to the planning, coordination and continuous improvement of operational activities for GATB, ensuring work is delivered and operations are designed in line with organisational frameworks, policies and priorities

Responsibilities

Operational Performance & Reporting:

- Support the Deputy Director of Operations in developing and delivering the Annual Operating Plan (AOP) for the Tanzania branch.
- Coordinate branch performance reporting, generating monthly operational updates, and contributing to quarterly performance reviews.
- Manage project plans, monitor operational KPIs and ensure lessons and insights inform process improvement and efficiency.
- Applies operational and organisational frameworks to assess effectiveness, identify issues, and support the refinement of operational approach

Tanzania Branch Oversight and Administration:

- Manage and coordinate administrative and logistics operations at a branch level, ensuring work is organised effectively and issues are identified and escalated in line with organisational processes.
- Oversight of the day-to-day operations of the branch, ensuring efficient coordination of procurement, travel & logistics, facilities, and general office management.
- Ensure a safe, well-maintained, and efficient office environment, including oversight of facilities and service providers.
- Supervise the implementation of approved procurement procedures, ensuring value for money and compliance with Gatsby's systems.
- Ensure effective asset management, maintenance, tagging, verification, and insurance.
- Maintain branch utilities, leases, and service contracts, ensuring up-to-date record keeping and timely renewals.

Safety & Security Management

- Coordinate safety and security processes at a branch level, supporting the implementation and compliance to organisational frameworks and escalating risks and incidents appropriately.
- Act as safety and security lead within the branch, as the Senior Staff Person (SSP) for GATB, implementing security protocols and developing plans for emerging threats in consultation with the Security Lead.
- For less serious safety and security incidents affecting the Tanzania team, be the first point of contact and manage Gatsby's response, completing incident reports and liaising with third parties such as insurance companies, as required.
- Support the Deputy Director of Operations in reporting and managing incidents or crises and participate as a member of Gatsby Africa's Crisis Management Team.
- Ensure adherence to duty of care and safeguarding in all travel arrangements.

Governance, Risk & Compliance

- Oversee branch compliance coordinating timely submissions of statutory returns and annual filings activities, working with external experts where needed.
- Monitor operational risks and ensure mitigation actions are tracked and reported to Deputy Director of Operations.
- Support internal and external audits by ensuring that operational processes are transparent, documented and in line with GA's internal control framework.
- Apply organisational policies and controls in day-to-day operations, identifying gaps or issues and contributing to solutions.
- Coordinate contracting processes with the in-house legal function, ensuring appropriate documentation and record-keeping.
- Ensure administrative compliance with health and safety statutory requirements.

People Operations Support

- Compile and validate monthly payroll inputs, reviewing payroll where required and resolving discrepancies with the relevant HR partner.
- Handle routine HR queries and documentation using approved policies and information, escalating complex matters to the people team.
- Maintain employee records including medical enrollment records and support additions/changes and annual medical renewal administration, escalating policy decisions to the people team.
- Coordinate onboarding and exit processes for the branch employees, ensuring all relevant documentation is in place.
- Manage relationships with key external advisors and providers such as insurances, payroll and benefits providers etc. and ensure staff are supported when needed e.g. liaising with statutory bodies, bank letters.
- Support the implementation of people initiatives including engagement activities as needed.
- Alert the people team on statutory changes and support compliance with national labour laws and statutory requirements.

Stakeholder Engagement & Collaboration:

- Ensure strong business partnering with programme teams and operational leads to understand operational challenges, support effective planning and share insights and feedback.
- Work collaboratively with Kenya-based Operations and Finance colleagues to contribute to the assessment and improvement of operational approaches, sharing insights and feedback from Tanzania to support consistent applications of systems and policies.
- Build trusted relationships across departments and foster a culture of collaboration, accountability, and transparency d) Lead operational projects across the region, working with diverse teams to deliver effective and sustainable operational solutions.

Team Leadership & Development

- Provide line management to assigned staff, including on workload planning and prioritisation, supervision and performance management.
- Provide mentoring and coaching support to contribute to direct reports professional development and high performance.
- Foster a collaborative, accountable, and customer-focused team culture.

Any other duties as assigned by the line manager from time to time.

Education & Qualifications

- A bachelor's degree in business administration, Operations Management, Procurement and Logistics, Management, or a related field.

Requirements

- Significant experience in operations or administrative management, including line management responsibility.
- Strong computer literacy and proficiency in Microsoft Office software including Word, Excel, Outlook and PowerPoint.

- Experience working in an international or multi-country context, ideally in East Africa.
- Strong analytical skills with the ability to assess information, identify issues and contribute to practical solutions.
- Ability to organise work, prioritise tasks and manage competing demands in a fast paced and often fast changing environment.
- Strong collaborative skills, with the ability to work effectively across functions and cultures.
- Clear and accurate written and verbal communication skills.
- Sound judgement, including knowing when to escalate issues appropriately.
- Financial literacy and confidence working with operational and financial information.
- A highly detail-focused person – whether relating to maintaining files, travel itineraries, reporting etc.

Characteristics

- Demonstrates emotional intelligence, builds effective working relationships with key stakeholders both internally and externally.
- Proactive and organised, with a solution-focused approach.
- Ability to adapt to changing circumstances and external factors.
- Shows an understanding and appreciation of what it takes to deliver across different cultures.
- Comfortable with some routine functions balanced with some more demanding requirements.
- Integrity and professionalism, setting and demonstrating the highest ethical and moral standards and a strong sense of personal accountability.
- Alignment and empathy with Gatsby's mission and values.

Reporting To

Deputy Director, Operations

Driving Licence

Not Required

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