



## ***Stimulating Career Opportunity at the Tanzania Commercial Bank (TCB) - Chief Operating Officer;***

Are you ready to take a transformational journey in the banking sector and passionate about spearheading Operational excellence? Tanzania Commercial Bank (TCB) is hiring for a dynamic, experienced and resourceful **Chief Operating Officer (COO)** to spearhead the Operations department and drive its strategy.

Reporting to the Chief Executive Officer, the Chief Operations Officer (COO) will be responsible for overseeing the bank's operational functions, including technology, operations, and process improvement initiatives to ensure operational excellence and to drive efficiency, innovation, and growth across the organization. The role requires strong leadership skills, strategic thinking, and operational expertise, as well as a deep understanding of the banking operations and industry best practices.

Working with a vibrant team of professionals, the COO will be at the forefront of the bank's implementation of operations and information communication technology (ICT) strategy in order to facilitate and support smooth functioning of the organization.

### ***About TCB***

Tanzania Commercial Bank (TCB) is one of the leading financial institutions in the country, providing first-class banking services and solutions to private individuals, enterprises, and the community at large. The bank has a team of highly qualified, experienced, and committed professionals who serve customers and contribute to the economic development and financial inclusion of the country. The Government of the United Republic of Tanzania is the majority shareholder, with minority stakes held by the Tanzania Posts Corporation, the Revolutionary Government of Zanzibar, Posta na Simu Savings and Credit Society, the Public Service Social Security Fund, and the Workers Compensation Fund. TCB has launched its new strategic plan for the years 2024–2028, with the primary focus of trying to transform its balance sheet to serve SMEs more. This will help to not only widen the customer base but also position TCB as the future leader in the industry and spearhead the country's economic growth. TCB aims to incorporate technology into its five-year plans aimed at disrupting the market and leading to a better customer experience.

If working in a dynamic environment such as this is something that is of interest to you, then the Tanzania Commercial Bank is the place to be.

### ***Key Duties and Responsibilities***

- Oversee the overall administrative functions of the bank.
- Develop and implement administrative policies and procedures.
- Manage office operations and ensure efficient workflow.
- Supervise the database management team.
- Ensure the security and integrity of the bank's data.
- Develop, implement and review operations policies, guidelines and manuals;
- Manage electronic fund transfer via SWIFT and TISS, clearing process, letters of credit and guarantees for trade facilitations;

- Provide efficient business management to facilitate delivery of performance and achievement of operational excellence in the zone offices and institute controls to avoid revenue leakages;
- Manage the treasury back office operations according to the laid down procedures;
- Develop, implement and review internal ICT infrastructure and operations policies, guidelines and manuals;
- Study business processes and develop ICT infrastructure projects that are able to achieve the expected business objectives at optimal costs;
- Coordinate data processing, networking, office automation and external contractors in the provision of efficient ICT systems, services and support;
- Plan and facilitate systems installations and introduction of new systems to enhance the bank's performance, integrity and administration;
- Develop and put in place facilities and security systems to prevent cybercrimes;
- Manage and support current and planned business operations in efficient manner;
- Ensure compliance with internal and external regulations.
- Supervise the reconciliation team for accurate and timely reconciliation processes.
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- Implement controls to prevent errors in reconciliation activities.
- Conduct regular audits to ensure reconciliation accuracy.
- Carry out any other related duties as assigned by the Supervisor.

### ***Minimum requirements:***

- Holder of a Bachelor's Degree in one of the following fields; Information Technology, Computer Engineering, Electronics Engineering, Computer Science, Telecommunication or any equivalent qualifications from any recognized institution.
- At least 7 years' working experience in the banking industry or financial institution of which two (2) years should be in a managerial position
- A Master's Degree in one of the above fields and or possession of certification such as CCNA, MFC, MCSC, and MCDA is an added advantage.
- Strong leadership skills coupled with the composure required to thrive under pressure;
- Always willing to learn and grow as a leader and professional;
- Strong motivational skills to drive the team for self-motivation in challenging times;
- Excellent oral and written communication skills to create a message and lay out strategies that team can easily understand;
- A healthy level of diplomacy and discretion while dealing with customers and stakeholders at all levels;
- Decisiveness, Resilience and resourcefulness;
- Strong influencing skills;
- Strong commercial acumen

***Interested candidates are advised to apply for the stated position and send their email to [tz\\_executiverecruitment@pwc.com](mailto:tz_executiverecruitment@pwc.com) indicating on the subject of the email and the name of the position on or before 3 July 2024. The applicants should attach their Motivational letter, CV which should contain the applicant's mobile number, email address, career background, and three referees. The applicants are also required to attach certified copies of their academic certificates.***

- ***Any form of canvassing will lead to automatic disqualification.***
- ***Only short-listed applicants will be contacted.***