



Stimulating Career Opportunity at the Tanzania Commercial Bank (TCB) - Director of Human Resources

Are you ready to take a transformational journey in the banking sector and passionate about spearheading the Human resources agenda? Tanzania Commercial Bank (TCB) is hiring for a dynamic, experienced and resourceful **Director of Human Resources (DHR)** to spearhead the Human Resources department and drive the people strategy.

Reporting to the Chief Executive Officer, the DHR will be responsible for creating and shaping the work culture at TCB, attracting and retaining talent and fostering a high performing work environment. The successful candidate will work closely with the senior leadership team in developing and implementing the organization's HR initiatives and policies that align with TCB's strategic objectives.

Working with a vibrant team of Human Resource professionals, the DHR will be responsible for the overall management of recruitment, placement, training and career development activities of staff to ensure the needs of TCB, its management and employees are met in the most cost-effective manner and provide timely and effective training programs as per the TCB policies, procedures and guidelines.

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 an invigorating and 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

- Develop and maintain the Human Resource initiative within the Bank's Strategic Plan; ensuring the Bank's direction on employee relations, hiring, and retention is adequately addressed and managed;
- Develop and implement HR programs that support business objectives including competitive compensation and benefits programs, HR policies and guidelines, regulatory compliance programs, organizational development programs, payroll administration and employee record management policies;
- Develop the recruitment and retention strategy for the bank and its processes flow to ensure that the recruitment process complies with the Labour Act.
- Develop and manage the Performance Management program for the bank which includes designing and measuring the effectiveness of the performance review tools, training associates, and communicating the process as needed and annual salary planning with management;
- Provide consultation to management on sensitive employment issues, assist with the disciplinary process for the bank as per policy and engage legal counsel as needed;
- Ensure compliance with all employment laws, including and Bank policies;
- Direct and implement employee engagement and retention programs such as Service Awards, and other promotions;
- Complete internal control tasks, such as completing required governmental reports, monthly payroll audits, and ongoing reviews of other HR associate's reconciliations;
- Participate in other projects or Bank initiatives as assigned by the management.

○ ***Minimum requirements:***

- Holder of a bachelor's degree in one of the following fields; Human Resources Management, Public Administration, Industrial Relations, Commerce or Business Administration or equivalent qualifications from a recognized Institution with;
- At least 7 years' working experience in the banking industry or financial institution of which two (2) years should be in a managerial position
- Possession of a Master's degree in one of the above fields is an added advantage.
- Strong leadership skills coupled with the composure required to thrive under pressure;
- 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;
- Decisive, resilient and resourceful;
- High level of interpersonal skills; and
- Strong commercial acumen.



Interested candidates are advised to apply for the stated position and send their email to 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.***