

CHIEF MANAGER HUMAN RESOURCE - SHARED SERVICES-1 POSITION**ABOUT US:**

Tanzania Commercial Bank is a Bank that provides competitive financial services to our customers and creates value for our stakeholders through innovative products with a vision “to be the leading bank in Tanzania in the provision of affordable, accessible and convenient financial services”. As part of organizational development and management of its human capital in an effective way, Tanzania Commercial Bank commits itself towards attaining, retaining and developing the highly capable and qualified workforce for Tanzania Commercial Bank betterment and the Nation at large.

Position:	Chief Manager Human Resource - Shared Services
Department:	Directorate of Human Resource
Section:	HR-Shared Services
Salary Scale	COBSS 11 (at Manager Level)
Reports to:	Director of Human Resource
Location:	Dar es Salaam

POSITION OBJECTIVE

The HR Shared Services Manager plays a strategic leadership role in designing, delivering, and continuously improving centralized HR services across the bank. This role is critical in ensuring operational excellence, compliance, and an employee-centric approach across all HR transactions and services to create a scalable, data-driven and digitally enabled shared services function that aligns with the bank's business priorities and regulatory obligations.

KEY RESPONSIBILITIES

1. Design and implement a comprehensive compensation strategy that aligns with business objectives and attracts top talent.
2. Conduct regular market analyses to ensure competitive salary structures and compensation packages.
3. Oversee the design and administration of employee benefits programs, including health insurance, retirement plans, paid time off, and other benefits.
4. Evaluate and recommend new benefits programs as needed to align with industry standards and employee needs.

5. Develop and maintain compensation and benefits policies that comply with legal and regulatory requirements.
6. Ensure clear communication and understanding of compensation and benefits programs among employees.
7. Monitor compliance with relevant labour laws and regulations related to compensation and benefits.
8. Prepare reports and presentations on compensation and benefits metrics for senior management.
9. Collaborate with senior leadership and department heads to understand and address compensation and benefits needs.
10. Provide consultation and guidance on salary negotiations and compensation-related issues.
11. Collaborate with HR leaders to integrate compensation with performance management processes to drive employee engagement and performance.
12. Recommend adjustments to compensation structures based on performance results and organizational growth.
13. Develop and implement effective communication strategies to educate employees about their compensation and benefits options.
14. Address employee queries and concerns regarding compensation and benefits in a timely and professional manner.
15. Lead and mentor a team of compensation and benefits professionals, fostering a collaborative and high-performance work environment.
16. Conduct regular training and development sessions to enhance the team's skills and knowledge.

QUALIFICATIONS, SKILLS & EXPERIENCE

- Holder of Master Degree in one of the following fields; Human Resource Management, Public Administration, Commerce or Business Administration majoring in human resource management or equivalent qualifications from recognized institutions. With at least eight (8) years working experience in banking industry or financial institution.
 - Strong knowledge of compensation and benefits practices, employment laws, and regulations.
 - Proven ability to design and manage compensation programs and benefits offerings in a complex organization.
 - Excellent analytical, negotiation, and problem-solving skills.
 - Exceptional interpersonal and communication abilities.
 - Proficiency in compensation management software.

PERSONAL ATTRIBUTES AND BEHAVIOURAL COMPETENCIES

- Ability to demonstrate Tanzania Commercial Bank core values:
- Ability to priorities work and to meet deadlines.
- Ability to implement projects / programmes according to set objectives & timelines, across a wide business platform.
- Has sound judgment, common sense and good humor.
- Strong leadership and people management skills.
- Very strong business acumen, with ability to grow business.

- Ability to build effective relationships with all stakeholders
- Self-drive with a results-oriented mindset
- Effective data analysis
- Efficient and quality audit report

The position will attract competitive salary packages and benefits. Applicants are invited to submit their resume via the following link:- <https://www.tcbbank.co.tz/careers> **applications via other methods will not be considered. Applicants need to fill their personal information, academic certificates, work experiences, and application letter. Other credentials will be submitted during the interview for authentic check and administrative measures.**

Tanzania Commercial Bank has a strong commitment to environmental, health and safety management. Late applications will not be considered. Short listed candidates may be subjected to any of the following: a security clearance; a competency assessment and physical capability assessment.

DEADLINE OF THE APPLICATION IS 4TH SEPTEMBER, 2025.

#Mission100by100