

**SENIOR MANAGER OPERATIONAL RISK I - 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.

<b>Position:</b>	<b>Senior Manager Operational Risk -I</b>
<b>Rank</b>	<b>Principal Operational Risk Management Officer-I</b>
<b>Department:</b>	<b>Risk Management and Compliance</b>
<b>Section:</b>	<b>Risk Management</b>
<b>Salary Scale</b>	<b>COBSS 9 (at Principal Level I)</b>
<b>Reports to:</b>	<b>Chief Manager Risk Management</b>
<b>Location:</b>	<b>Dar es Salaam</b>

**POSITION OBJECTIVE**

1. To ensure that the bank is in compliance with the Banks and Financial Institution Regulations; Bank and Financial Institutions Act and minimizing operational and financial risks.
2. To ensure Bank's Policies, Processes and Procedures are in line, and remain in line with business and Board of Directors risk appetite and fully implemented and adhered to by all incumbents.

**KEY RESPONSIBILITIES**

- Develops and implements the Risk Management framework.
- Develops Risk assessment and measurement system.
- Identifies current and emerging operational risks in the daily operations of the Bank.
- Monitors the potential risks on a continual basis and brief on any situation that needs prompt action.
- Develops risk Tolerance limits for the bank's management and board approval and periodic review of the same.
- Evaluate the impact of changes in legislation and company policies on operational risk.
- Monitors positions against approved risk tolerance limit.

- Coordinate development and review of policies periodically to ensure they adequately address the bank's exposure to the risk for approval by the Board.
- Coordinate and develop risk alerts for risk identifications inherent in all business units in the banks.
- Monitor market, economic and financial trainings both within and outside the Bank and their impacts, and advise management on how to minimize risk exposure.
- Coordinates development of the risk monitoring and control measures in all business units in the bank.
- Develop and implement operational risk management policies and procedures.
- Conduct regular risk assessments across business units.
- Conduct regular risk assessments across different business units and operational. Collaborate with internal department to identify and mitigate risk.
- Identify potential risks related to process, project and new initiatives.
- Developing and implement strategies to prevent mitigate and eliminate operational risks.
- Monitoring and reporting on key risk indicators (KRIs)
- Investigating operational incidents and near misses.
- Ensure compliance with the regulator requirement in the internal controls.
- Promote a culture of risk awareness throughout organization.
- Support internal and external audits related to operational risk.
- Carries out analysis of the risk associated with new products, process and systems to determine the Bank's ability to manage those risk before venturing into it and provide guidance on what to do to minimize exposure.
- Prepares periodical reports to guide and assist the management in understanding the Bank's level of exposure to risk for proper and strategic mitigating interventions. Prepare risk reports and present finding to senior management.
- Carries out research and due diligence analysis pf other bank and financial institutions operational risk management issues to ensure that the Bank is not left behind by other peers.
- Conducts periodic reviews to assess compliance with Bank's policies, procedures and tolerance limits by all departments and report the same.
- Creates awareness to all staff in the Bank on risk management practices. Arranges for departmental staff development and training for improved performance of the bank.
- Mitigate, implement and embed controls and actions to close all audits findings related to operational risk and ensure this is done within the allowed timeframe.
- Analyse effectiveness of processes and systems in user departments and make recommendations for improvements.
- Set key performance indicators (KPIs) for all direct reports and conduct review on semi-annually and annually.
- Ensure timely, accurate, quality and reliable data used in preparing various risk reports for management and Boards of directors, regulatory returns and others.
- Perform any other related duties assigned by the supervisor.

## **QUALIFICATIONS, SKILLS & EXPERIENCE**

**Education:** Holder of Master degree in one of the following fields; Banking, Economics, Commerce, Business Administration majoring in Accounting or Finance, Risk, Actuarial Sciences, Insurance, Statistics or Banking from any recognized university or equivalent qualifications from any recognized institution with working experience of at least sixteen (16) years in related field.

- Strong leadership and people management skills.
- Extensive knowledge of risk, risk systems and industry regulations.
- Expertise in the concepts, principles and practices of operational risk.
- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Proficiency in risk assessment methodologies and tools.
- Knowledge of relevant regulations and compliance requirements.
- Experience in developing and implementing risk management frameworks.
- Strong organizational and time-management skills.
- Experience in the financial industry is often preferred.

#### **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 / programmers 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 17<sup>th</sup> August, 2025.**