



1. Batch Processing Administrator (1 Position(s))

Job Location : Head Office, Hq

Job Purpose:

Responsible for running the end of day (EOD) process in the Core Banking Systems.

Support branches to ensure they also end day smoothly and Head office to ensure all business units process their batches on time and no pending issue is left before the actual Head office EOD Run.

Main Responsibilities:

- Handle incoming queries related to EOD from branches and head office and escalate to level 2 if there is complex case.
- Actively run EOD batch and ensure the EOD is completed within the defined timelines.
- Ensure CBS users are allowed to login to the system by activating the login time level before branches or business open for a day.
- Restrict access to the system (CBS) to avoid users to login in disallowed time to avoid frauds cases.
- Resolve incidents related to EOD and all issues which need to be resolved by 3rd level support to be logged in my oracle support portal.
- Ensure the CBS application is refreshed to improve the system performance before allowing all users to login.
- Throughout the EOD process, maintain detailed records of EOD incidents in a special knowledge base tool.
- Support department-wide operations by creating, editing, and maintaining IT documents. This can include FAQ documents for users that detail common issues and how to resolve them without opening a service desk or My oracle support (MOS) ticket.
- Submission of EOD/EOM/EOY report immediately after the process is completed.

Knowledge and Skills:

- Good knowledge of banking operations, procedures and systems
- Ability to absorb and retain information quickly
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service skills
- Excellent technical and computer skills
- Excellent written and spoken communication skills
- Substantial experience in IT support to customers
- Problem solving ability/skills

- Attention to detail
- Team collaboration skills - routinely work with other IT personnel to resolve user issues.

Qualifications and Experience:

- Bachelor's degree in Computer Science or related fields.
- At least 2 years' experience in Core Banking System/Service Desk or any batch processing experience.

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Female candidates and people living with disabilities are strongly encouraged to apply for this position.*

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Only shortlisted candidates will be contacted

Job opening date : 18-Sep-2024

Job closing date : 02-Oct-2024

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2. Senior Credit Analyst (1 Position(s))

Job Location : Head Office

Job Purpose:

Timely and quality assessment of proposals for credit facilities (new and/or existing) based on sound credit & financial principles with the view of providing expert opinion to the approving authorities for them make informed decision /judgement.

Main Responsibilities:

- Provide direct (specialist/ professional) credit assessment and evaluation to whether a credit proposal meets criteria and counter-party credit risk falls within acceptable parameters, and independently recommend appropriate credit proposal including terms or conditions where necessary to ring fence exposure.
- Attend and present papers to Retail Credit Committee and Wholesale Credit Committee meetings.
- Prepare and present various credit reports as will be required to various committees.
- Interrogate information obtained to gain a thorough understanding of business parameters, which creates profit/value as well as the associated risks.

- Identify, quantify, and evaluate sources of risks of credit portfolio or individual client and where possible, provide mitigations.
- Provide technical support to other Credit Analysts / Officers, Relationship Officers (ROs)/Relationship Managers (RMs) including coaching to improve quality of the credit proposals recommended for approval.
- Appropriately structure a deal in line with the purpose and cash inflows.
- Review applications reviewed by Credit Analysts before submission for approvals.
- Adhere to agreed TAT and CREDCO (Retail and Wholesale) calendars without necessarily compromising with quality of the credit proposals / decisions.
- Attend CREDCO meetings (Wholesale and Retail) held on a weekly basis and provide sound Credit & financial principles opinions to approving authorities for final decision.
- Attend other Credit related meetings from Zones and other business units
- Review credit policy and related manuals and update where necessary.
- Utilize industry and market information available to identify and understand contextual threats to existing and potential clients.
- Build a smooth working relationship with business counterparty at Head Office and branches to improve quality of business proposals and turnaround time on credit evaluations.
- Detect and evaluate shifts or changes in key risk parameters in a business relationship or industry and evaluate the implications of such changes on continued business dealings.
- Work closely with the Credit Risk department members to comply with Risk and Control Assessment (RCA) testing and other quarterly reviews as per BOT requirements.
- Take and/or recommend remedial /appropriate actions for deteriorating exposure identified during review process.
- Mentor, guide and monitor Credit Analysts for timely and quality assessments and evaluation of propositions submitted (new/existing)
- Keep track records of all incoming and outgoing credit applications/memos etc.
- Respond to all audit and BOT queries when need be.

Knowledge and Skills:

- Business understanding of various industry sector Government/ Parastatals, manufacturing, wholesale, Agribusiness, and retail.
- Ability to defend own judgement in a manner which does not negatively affect business relationships.
- Excellent understanding of credit and associated risks.
- Proven interpersonal skills in a Business or Credit environment.
- Knowledge of Bank Credit Products
- Detailed knowledge of credit analysis techniques
- Analytical and numerate
- Communications and presentation skills
- Negotiation skills

Qualifications and Experience:

- Bachelor's degree in Commerce/ Economics / Finance/ Business or other related fields.
- At least 5 years' experience in credit analysis for corporate and SME credit applications including but not limited to Agri, trade finance, project financing etc.

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3. Senior Governance Manager (1 Position(s))

Job Location : Head Office, Hq

Job Purpose:

Responsible for identifying, evaluating, and analyzing risks inherent to the Retail Banking Products and operations and sufficiently address and mitigate them while ensuring compliance.

Oversee the product governance ensuring appropriate controls and processes are defined and maintained. Act as an investigative internal consultant, working with retail banking business to fully understand financial flows and improve the state of play in revenue tracking, realization and minimizing leakage.

Main Responsibilities:

- Identify applicable Tanzania laws and regulations related to banking institutions (including but not limited to Financial Laws) and ensure the division is compliant where applicable.
- Plan, design and implement an overall risk management process across all Retail Products, Pricing and Insights.
- Manage all audits to Retail Products, Pricing and Insights and ensure timely closure of all audit findings.
- Assess product, compliance, or operational risks and develop risk management strategies.
- Monitor laws and regulations with possible impact on Retail Products, Pricing and Insights Identify compliance issues that require follow-up or investigation.
- Ensure all staff understand banking applicable laws, regulations and offer timely advice.
- Provides support and training to staff to build risk awareness within the Business.
- Design and develop key business process and policy documents to enhance business process optimization, risk assessment and internal controls for all Retail Products, Pricing and Insights

- Ensure all identified revenue leakages are reported, rectified timely and controls are in place as a prevention.
- Ensure all relevant documentation is available for both internal and Central Bank purposes.
- Maintain excellent relationships with all stakeholders within compliance, transaction monitoring and risk departments for Retail Products, Pricing and Insights department safe housekeeping.
- Ensure effective fraud controls and other key internal controls are in place
- Design, develop and implement the Retail Products, Pricing and Insights risk and control matrices.
- Ensure compliance with internal systems of control that are imposed to achieve compliance with the externally imposed rules.
- Periodically aid in the sensitization of staff on Retail Products, Pricing and Insights policies and procedures through well thought of awareness campaigns.
- Develop trackers to monitor compliance with laws, regulations and policies. Ensure regulatory gaps raised in all audit reports are sufficiently addressed and mitigations put in place to ensure no repeat findings.
- Provide periodic updates/refreshers on compliance procedures and policies
- Ensure proper documentation of compliance activities for reference purposes
- Conduct internal reviews on the respective Retail Products, Pricing and Insights process to ensure that procedures are followed.

Knowledge and Skills:

- AML & Compliance.
- Commercial awareness; Revenue assurance.
- A detailed understanding of banking industry, advisory, regulatory and professional bodies.
- A good understanding of legislation related to financial services and channel delivery
- An understanding of customer segmentation theory and practice.
- Risk assessment & fraud prevention.
- Data analytics and information management.
- Strong interpersonal skills.
- Strong critical thinking and problem-solving skills.
- Detail-oriented with strong research and analytical skills.
- Forensic and process optimization skills; System audit skills.
- Self-motivated with leadership abilities.
- Strong mathematical and statistical analysis.
- Good communication and presentation skills

Qualifications and Experience:

- University Degree in Computer Science, Finance, Law or related field.
- Minimum of 5 years' experience in financial services, fast-paced and dynamic environment.

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