



1. Relationship Officer: Transaction Banking

Locations: Mwanza Branch NBC
time type: Full time
Time left to apply: End Date: April 21, 2025
job requisition id: R-15973911

NBC is the oldest serving bank in Tanzania with over five decades of experience. We offer a range of retail, business, corporate and investment banking, wealth management products and services.

Job Summary

- Acquire and manage relationships with Business Banking customers through pro-active and consultative approach in line with NBC policies and procedures.
- Utilize customer focus approach to provide holistic financial solutions to basic and complex financial needs by understanding customers' business process cycle.
- Provide differentiated customer experience that support NBC value proposition by maintaining regular contacts with customers to ensure overall satisfaction.
- Support migration of business banking customers to digital channels such as NBC connect, Edu Connect, NBC Lipa Kiganjani, Merchant services, e-commerce, Edu Connect, Saccoss, SADAKA solution etc.

Job Description

Sales and Relationship Management

Outputs to deliver this accountability:40%

- Maximize client profitability within agreed targets (Liabilities and non- interest revenue) by identifying, building, and deepening of relationships to gain incremental wallet share of the Business Banking clients by offering solutions through a wide range of products and services.
- Provide value added engagement, regular face to face meetings, consistent communication with clients by conducting meetings with clearly defined objectives and desired outcome.
- With the support of product specialists, intuitively recognize and understand clients' business cycle, financial goals/needs and proactively provide holistic financial solutions.
- Create and maintain a pipeline of business opportunities and proactively master referrals to grow liabilities portfolio.

- Develop and maintain Customer Relationship Management Plan of Top 10 merchant's clients and Top 10 non-borrowing clients
- Maintain accurate and up-to-date records of all actual and attempted client customer interactions (i.e. Call Reports)

Customer Service: 20%

Outputs to deliver this accountability:

- Proactively and professionally manage client experience by providing appropriate answers regarding products and services.
- Promptly respond to customer complaints and constantly provide regular feedback on unresolved issues.
- Keep accurate records of discussions or correspondences with clients
- Effectively co-ordinate client relationship/activities with another department within the bank.
- Educate customers on the bank's products, services and procedures.
- Use client feedback to improve product and service offering

Compliance and Risk Management: 20%

Outputs to deliver this accountability:

- Build awareness and comply with KYC, AML, and Financial Sanctions and Prohibitions of Business Activity policies.
- Review the portfolio on a monthly basis and ensure that all documentation required (KYC, AML and Sanctions) are up to date, and escalate any unresolved KYC requirements to the relevant mandated holders.
- Check and signoff each of the digital channels such as NBC connect, Edu Connect, NBC Lipa Kiganjani, Merchant services, e-commerce, Edu Connect, Saccoss, SADAKA solution Identify potential problem accounts and communicate appropriate risk mitigating strategies by accessing excess report on daily basis, regular monitoring of client's transactions.
- Research, read, and network to keep abreast of developments in various industry/sector to ensure adequate industry knowledge and potential risks and or opportunities.

Team and Networking

Outputs to deliver this accountability;10%

- Attend daily Branch meetings and knowledge sharing meetings
- Conducting and maintain constant dialogue/sharing of information with other departments (Retail and Corporate Credit, Corporate Banking, Retail Banking).
- Attend local functions/community/governmental and business development activities
- Develop and maintain contact with Product Specialists in other areas of the bank, including Corporate Banking, Treasury, and Retail Banking.
- Provide feedback into the performance review of other members of Cross function team

Self-Development

Outputs to deliver this accountability; 10%

- Comply and keep abreast of all policies, procedures, and circulars updates.
- Ensure self-development pertaining to career path to develop knowledge and skills
- Complete all critical compliance training

Other duties

- Perform all other duties as reasonably assigned.

Education and Experience Required:

- Degree – Business/Accounting/ICT
- 1-2 years banking experience

Knowledge, Skills and competences required:

- Strong financial and business skills
- PC skills and Microsoft Office
- Proven ability to develop and implement sales plans
- Clear understanding of credit process, and procedure
- Good problem solving and decision-making skills
- Good oral and written communication skills
- Good time management and organization skills
- Ability to work on team and support others
- Strong integrity and professionalism
- Good knowledge of Bank Products

Qualifications

Bachelor`s Degrees and Advanced Diplomas - Business, Commerce and Management Studies, Commercial mindset - Junior (Meets some of the requirements and would need further development), Customer Excellence - Service Delivery (Meets all of the requirements), Digital familiarity (Meets all of the requirements), Effective communication - Basic (Meets all of the requirements), Experience in a similar environment, Openness to change (Meets some of the requirements and would need further development), Product and/or Service Knowledge (Meets all of the requirements), Sales Management (Meets some of the requirements and would need further development)

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2. Manager Enterprise Risk Management

Locations: Head Office NBC
time type: Full time
Time left to apply: End Date: April 22, 2025
job requisition id: R-15972320

NBC is the oldest serving bank in Tanzania with over five decades of experience. We offer a range of retail, business, corporate and investment banking, wealth management products and services.

Job Summary

Ensure that all activities and duties are carried out in full compliance with regulatory requirements (home and host), Enterprise-Wide Risk Management Framework and internal Policies and Standards. Understand and manage risks and risk events (incidents) relevant to the role. This role is to lead the oversight of Risk Appetite Management and Treasury Risk on behalf of the KRO and Head of Risk.

Job Description

- Risk Management 65%
- Develop and maintain risk appetite statement policy and framework for the bank
- Develop and maintain financial risk policy and framework for the bank
- Develop and quantify financial key risk indicators or Limits for the bank, drive both management and approval process.
- Extract data and perform data analysis on macroeconomic variables with correlation to NBC risk taking approach.
- Prepare and maintain risk strategy, risk appetite statement and integrated planning for the bank together with driving both management and board approval process
- Report and Monitor Limits on periodic basis and maintain mitigation plan necessary to remediate the position back to targeted range as per the risk appetite statement.
- Perform risk assessments and gap analyses over liquidity, capital risks and risk appetite together with preparing and maintaining Internal Capital adequacy assessment process (ICAAP) and Internal Liquidity Adequacy Assessment Process (ILAAP)
- Perform assurance work on areas related to risk as whole. provide value adding recommendations to senior management team to ensure that activities are controlled but also processes are efficient.
- Prepare management reports and present matter arises during the period
- Provide updates to regulators and respond to inquiries into company's financial risk functions following appropriate governance.
- Provide direction on financial risk related matters.
- Contribute to the strategy recommendations for financial risk management.

- Perform bank's stress testing on quarterly basis as per the requirement of both group and regulator.
 - Participate in new product / business developments, significant change processes and complex trade reviews by performing risk assessment.
 - Drive implementation of new regulatory directives i.e., guideline, regulations, law, circular etc.
 - Support and provide guidance to business in the implementation of frameworks and policies.
- Project support 25%
- Represent the Risk team, for example our approach to manage risk– from time to time, this includes calls or meetings with regulators (home and host) or internal/external auditors.
 - Both on regulatory and general projects, the candidate is expected to provide a Risk view of the bank. The candidate is expected to engage with the Programmes at a senior level and to make recommendations to the AGL Key Risk Officer, in-country head of risk and other senior management members.
 - Provide support on other technical activities as required.
- Relationship Management 10%
- Provide expertise on financial risk and input to key Group initiatives
 - Liaise with Internal Audit on relevant audits
 - Liaise with key stakeholders including both local and group level stakeholders
 - Develop a wide network of contacts across Risk and the business to identify and work towards common goals.
 - Know our clients/customers and understand how the conformance team's work benefits them
 - Proactively take on additional tasks as requested by the Director/Managing Director.
 - Make sure our colleagues in the business are equipped to be able to protect our reputation at all times.
 - Understand and adhere to the appropriate Policies and Standards applicable to the role.
 - Understand and manage risks and risk events (incidents) in the role thereby contributing to the adherence to the Risk and Control Framework. Complete all mandatory training as required
- Education and Experience Required
- Bachelor's Degree or its equivalent in a Finance-related field.
 - Minimum of three (3) years' experience as a Liquidity & Market Risk Analyst or Financial Analyst in a financial institution.
 - Excellent understanding of Liquidity Risk, Capital Risk and Market Risk. A broad knowledge gained in the Treasury, Risk or Audit team of a bank
 - Practical risk management experience in Treasury or risk is preferred
 - Very good understanding of bank products and their inherent risks for clients and the Bank

- Good understanding of current and future regulatory environment and ability to translate that into requirements for risk frameworks and individual businesses.

Knowledge & Skills: (Maximum of 6)

- Excellent negotiation skills, ability to use this in presentations to very senior stakeholders
- Ability to manage a relationship with staff at all levels and to agree the recommendations with senior management.
- Very good understanding of macro-economics
- Very good understanding of reputational and its impacts
- Good understanding of operational and compliance risks

Competencies: (Maximum of 8 competencies)

- Analytical mind, capable of collecting and assessing multiple risk information from diverse
- Excellent interpersonal, persuasion and communication skills, both written and oral.
- Deciding and initiating action
- Learning and researching
- Entrepreneurial and commercial thinking
- Relating and networking
- Adapting and responding to change
- Creating and innovating

Qualifications

Bachelor's Degrees and Advanced Diplomas - Business, Commerce and Management Studies, Digital familiarity (Meets some of the requirements and would need further development), Experience in a similar environment at junior specialist level, Openness to change (Meets some of the requirements and would need further development), Process optimisation (Meets some of the requirements and would need further development), Reasoning (Meets all of the requirements), Risk Management (Proficient)

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3. Relationship Officer Transaction Banking

Locations: Dodoma Branch - NBC

Time type: Full time

Time left to apply: End Date: April 21, 2025 (11 days left to apply)

Job requisition id: R-15973904

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Job Summary

- Acquire and manage relationships with Business Banking customers through pro-active and consultative approach in line with NBC policies and procedures.
- Utilize customer focus approach to provide holistic financial solutions to basic and complex financial needs by understanding customers' business process cycle.
- Provide differentiated customer experience that support NBC value proposition by maintaining regular contacts with customers to ensure overall satisfaction.
- Support migration of business banking customers to digital channels such as NBC connect, Edu Connect, NBC Lipa Kiganjani, Merchant services, e-commerce, Edu Connect, Saccoss, SADAKA solution etc.

Job Description

Sales and Relationship Management

Outputs to deliver this accountability:40%

- Maximize client profitability within agreed targets (Liabilities and non- interest revenue) by identifying, building, and deepening of relationships to gain incremental wallet share of the Business Banking clients by offering solutions through a wide range of products and services.
- Provide value added engagement, regular face to face meetings, consistent communication with clients by conducting meetings with clearly defined objectives and desired outcome.
- With the support of product specialists, intuitively recognize and understand clients' business cycle, financial goals/needs and proactively provide holistic financial solutions.
- Create and maintain a pipeline of business opportunities and proactively master referrals to grow liabilities portfolio.
- Develop and maintain Customer Relationship Management Plan of Top 10 merchant's clients and Top 10 non-borrowing clients
- Maintain accurate and up-to-date records of all actual and attempted client customer interactions (i.e. Call Reports)

Customer Service: 20%

Outputs to deliver this accountability:

- Proactively and professionally manage client experience by providing appropriate answers regarding products and services.
- Promptly respond to customer complaints and constantly provide regular feedback on unresolved issues.
- Keep accurate records of discussions or correspondences with clients
- Effectively co-ordinate client relationship/activities with another department within the bank.
- Educate customers on the bank's products, services and procedures.
- Use client feedback to improve product and service offering

Compliance and Risk Management: 20%

Outputs to deliver this accountability:

- Build awareness and comply with KYC, AML, and Financial Sanctions and Prohibitions of Business Activity policies.
- Review the portfolio on a monthly basis and ensure that all documentation required (KYC, AML and Sanctions) are up to date, and escalate any unresolved KYC requirements to the relevant mandated holders.
- Check and signoff each of the digital channels such as NBC connect, Edu Connect, NBC Lipa Kiganjani, Merchant services, e-commerce, Edu Connect, Saccoss, SADAKA solution Identify potential problem accounts and communicate appropriate risk mitigating strategies by accessing excess report on daily basis, regular monitoring of client's transactions.
- Research, read, and network to keep abreast of developments in various industry/sector to ensure adequate industry knowledge and potential risks and or opportunities.

Team and Networking

Outputs to deliver this accountability;10%

- Attend daily Branch meetings and knowledge sharing meetings
- Conducting and maintain constant dialogue/sharing of information with other departments (Retail and Corporate Credit, Corporate Banking, Retail Banking).
- Attend local functions/community/governmental and business development activities
- Develop and maintain contact with Product Specialists in other areas of the bank, including Corporate Banking, Treasury, and Retail Banking.
- Provide feedback into the performance review of other members of Cross function team

Self-Development

Outputs to deliver this accountability; 10%

- Comply and keep abreast of all policies, procedures, and circulars updates.
- Ensure self-development pertaining to career path to develop knowledge and skills
- Complete all critical compliance training

Other duties

- Perform all other duties as reasonably assigned.

Education and Experience Required:

- Degree – Business/Accounting/ICT
- 1-2 years banking experience

Knowledge, Skills and competences required:

- Strong financial and business skills
- PC skills and Microsoft Office
- Proven ability to develop and implement sales plans

- Clear understanding of credit process, and procedure
- Good problem solving and decision-making skills
- Good oral and written communication skills
- Good time management and organization skills
- Ability to work on team and support others
- Strong integrity and professionalism
- Good knowledge of Bank Products

Qualifications

Bachelor`s Degrees and Advanced Diplomas - Business, Commerce and Management Studies, Commercial mindset - Junior (Meets some of the requirements and would need further development), Customer Excellence - Service Delivery (Meets all of the requirements), Digital familiarity (Meets all of the requirements), Effective communication - Basic (Meets all of the requirements), Experience in a similar environment, Openness to change (Meets some of the requirements and would need further development), Product and/or Service Knowledge (Meets all of the requirements), Sales Management (Meets some of the requirements and would need further development)

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4. Relationship Officer Transaction Banking

Locations: Mbeya Branch NBC
 Time type: Full time
 Time left to apply: End Date: April 21, 2025 (11 days left to apply)
 Job requisition id: R-15973909

NBC is the oldest serving bank in Tanzania with over five decades of experience. We offer a range of retail, business, corporate and investment banking, wealth management products and services.

Job Summary

- Acquire and manage relationships with Business Banking customers through pro-active and consultative approach in line with NBC policies and procedures.
- Utilize customer focus approach to provide holistic financial solutions to basic and complex financial needs by understanding customers' business process cycle.
- Provide differentiated customer experience that support NBC value proposition by maintaining regular contacts with customers to ensure overall satisfaction.
- Support migration of business banking customers to digital channels such as NBC connect, Edu

Connect, NBC Lipa Kiganjani, Merchant services, e-commerce, Edu Connect, Saccoss, SADAKA solution etc.

Job Description

Sales and Relationship Management

Outputs to deliver this accountability:40%

- Maximize client profitability within agreed targets (Liabilities and non- interest revenue) by identifying, building, and deepening of relationships to gain incremental wallet share of the Business Banking clients by offering solutions through a wide range of products and services.
- Provide value added engagement, regular face to face meetings, consistent communication with clients by conducting meetings with clearly defined objectives and desired outcome.
- With the support of product specialists, intuitively recognize and understand clients' business cycle, financial goals/needs and proactively provide holistic financial solutions.
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- Develop and maintain Customer Relationship Management Plan of Top 10 merchant's clients and Top 10 non-borrowing clients
- Maintain accurate and up-to-date records of all actual and attempted client customer interactions (i.e. Call Reports)

Customer Service: 20%

Outputs to deliver this accountability:

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- Keep accurate records of discussions or correspondences with clients
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- Educate customers on the bank's products, services and procedures.
- Use client feedback to improve product and service offering

Compliance and Risk Management: 20%

Outputs to deliver this accountability:

- Build awareness and comply with KYC, AML, and Financial Sanctions and Prohibitions of Business Activity policies.
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Team and Networking

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- Develop and maintain contact with Product Specialists in other areas of the bank, including Corporate Banking, Treasury, and Retail Banking.
- Provide feedback into the performance review of other members of Cross function team

Self-Development

Outputs to deliver this accountability; 10%

- Comply and keep abreast of all policies, procedures, and circulars updates.
- Ensure self-development pertaining to career path to develop knowledge and skills
- Complete all critical compliance training

Other duties

- Perform all other duties as reasonably assigned.

Education and Experience Required:

- Degree – Business/Accounting/ICT
- 1-2 years banking experience

Knowledge, Skills and competences required:

- Strong financial and business skills
- PC skills and Microsoft Office
- Proven ability to develop and implement sales plans
- Clear understanding of credit process, and procedure
- Good problem solving and decision-making skills
- Good oral and written communication skills
- Good time management and organization skills
- Ability to work on team and support others
- Strong integrity and professionalism
- Good knowledge of Bank Products

Qualifications

Bachelor`s Degrees and Advanced Diplomas - Business, Commerce and Management Studies, Commercial mindset - Junior (Meets some of the requirements and would need further development), Customer Excellence - Service Delivery (Meets all of the requirements), Digital familiarity (Meets all of the requirements), Effective communication - Basic (Meets all of the requirements), Experience in a similar environment, Openness to change (Meets some of the requirements and would need further development), Product and/or Service Knowledge (Meets all of the requirements), Sales Management (Meets some of the requirements and would need further development)

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