



AKIBA COMMERCIAL BANK PLC
benki kwa masendeleo yako



WE ARE HIRING

Relationship Officer, Personal Banking



Locations: Dar es Salaam



0800 750 336 Toll Free
support@acbbank.co.tz
www.acbbank.co.tz



WhatsApp Channel
Akiba Commercial Bank Plc
0755 202 011

The Relationship Officer, Personal Banking has primary responsibility for building and maintaining strong relationships with personal banking customers by providing tailored financial solutions, growing the customer base, and ensuring excellent customer experience in line with the bank's service standards and strategic goals.

THE ROLE

- Develop and manage relationships with new and existing personal banking clients to grow a high-quality loan and deposit portfolio.
 - Actively identify customer needs and offer appropriate banking solutions including savings, deposits, personal loans, and other retail banking products.
 - Cross-sell bank products and services to enhance customer value and deepen wallet share.
 - Conduct regular client visits and follow up to ensure high levels of customer satisfaction and retention.
 - Proactively manage customer accounts and ensure all customer queries and issues are resolved promptly and effectively.
 - Monitor loan performance, conduct early follow-ups on arrears, and take proactive steps to maintain portfolio quality.
 - Ensure compliance with internal policies, regulatory requirements, and risk management frameworks.
 - Support the achievement of branch and individual sales targets as defined by the bank.
 - Prepare and submit timely and accurate reports on customer activity, sales performance, and market feedback.
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THE CANDIDATE

- Bachelor's degree in business administration, Banking, Finance, Economics, or a related field.
- Minimum of 2 years of experience in retail or personal banking, preferably in a sales or relationship management role.
- Knowledge of banking products and services, credit analysis, and lending procedures.
- Familiarity with regulatory and compliance requirements in the banking sector.



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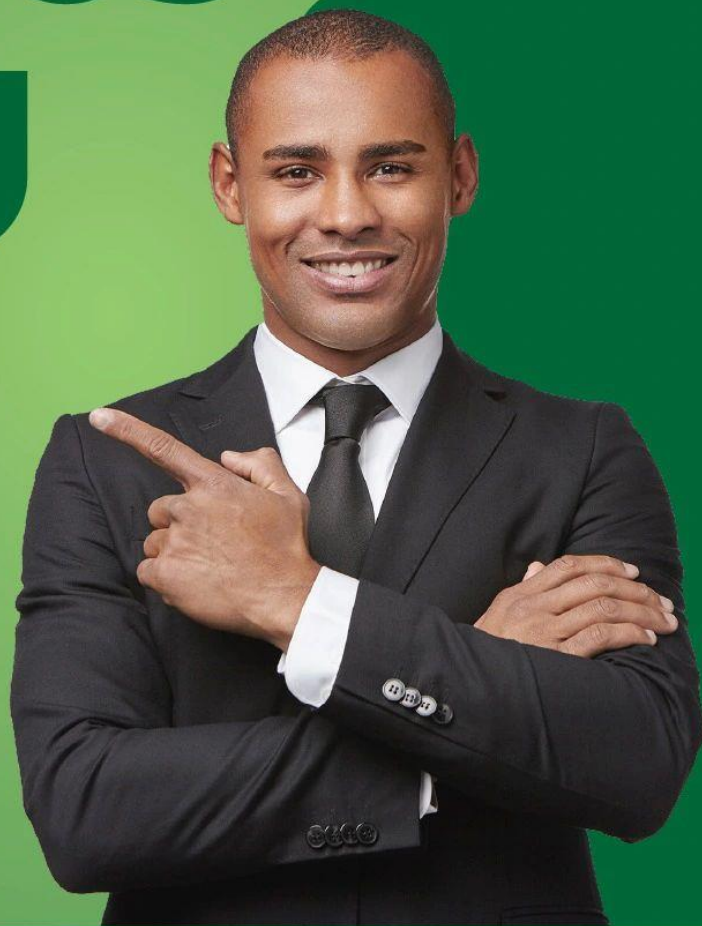
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**INFORMATION
SECURITY
MANAGER**



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The Information Security Manager will be responsible for the protection of the Bank's information processing assets, managing vulnerabilities within the information processing infrastructure, managing the threats and incidents impacting the Bank's information resources, ensuring appropriate use of the Bank's information processing resources and conducting awareness campaigns for all users regarding their responsibilities for the Bank's security and privacy of information

THE ROLE

● Organizing Information Security

- Establish and implement an information security program for communicating and coordinating information security activities in the Bank.
- Work with business, internal IT and third-party vendor team to promote and adopt security practices
- Ensuring daily backups for all system are taken
- Checking if backups are successful taken
- Overseeing the implementation of security measures, such as access control, encryption, and authentication mechanisms
- Proactive manage threat detection and Vulnerability management services and lead required remedial activities.

● Security Policy Management

- Provide Management advice for the Bank's information security program
- Develop and maintain information security policies, standards, guidelines, processes and procedures
- Oversee the monitoring and compliance with security policies, standards, guidelines, processes and procedures.
- Create a security policy acknowledgment process for all employees
- Providing security awareness training to employees to promote a security-conscious culture within the organization.

● Access Control

- Review procedures for applying the appropriate rules and rights for each users or group
- Management and control of privileged user access



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- Ensure the identification and separation of systems, application, and information based on criticality and sensitivity
- Ensure users are made aware of their responsibilities in accessing, protecting and using information assets.
- **System Communication Protection**
 - Provide guidance for the integrity and availability of information and system
 - Ensure structure for the protection of networks and supporting infrastructure
 - Provide guidance for the prevention of unauthorized disclosure, modification, removal or destruction of assets
 - Lead in the development and implantation of security measures to ensure the integrity and confidentiality of information while accessing electronically.
- **Assets Management and Protection**
 - Ensure that the Bank's assets are under an inventory with clear ownership designations for accountability.
 - Provide implementation guidance to ensure that employees are fully informed with regard to their responsibilities for protecting Bank assets.
 - Ensure effective and appropriate monitoring controls and measures are in place to protect system and data.
 - Ensure that the Bank's has established policies and procedures for data classification in accordance with laws, regulations and best practices.
- **Information Security Incident Management**
 - Accountable for security Incident Management
 - Maintain and improve security incident responsible procedures and playbooks
 - Develop and document corrective action plans and implement lessons learned to mitigate recurrence.
 - Follow Bank policy for the notification and reporting of incidents immediately upon discovery
- **Disaster Recovery management**
 - Oversee and managing BCM in the bank (BCM manager)
 - Lead in the planning efforts for the Bank's disaster recovery plan and provide oversight to ensure it is maintained. Participate in the testing and management of the plan.
 - Implementation of BCP in the bank (lead champion)



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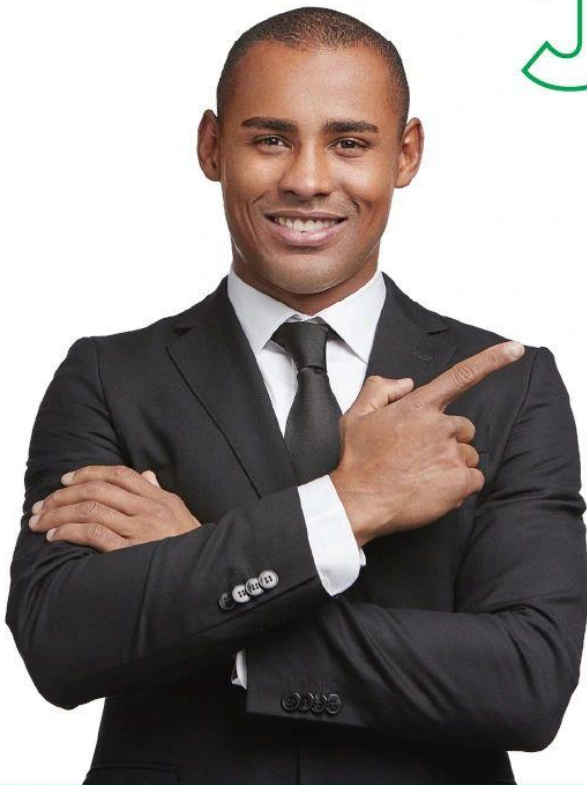


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WE ARE HIRING



COMPLIANCE MANAGER

We are seeking talented, dynamic, self-driven and results oriented individual who is committed to performance excellence and participating in our growth strategy.



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Reporting to the Chief Risk Officer, the position is responsible to develop and ensure implementation of the annual Compliance Risk Management Plan cutting across Financial Crime Compliance Risks, Regulatory Risk Monitoring and Transaction Monitoring. Responsible in providing oversight and support to the bank's Compliance Risk Infrastructure that monitors Suspicious Activity, AML, and Sanctions violations. Planning, Monitoring, Analyzing and Interpreting of various pieces of legislation within ACB Plc and conducting periodic internal reviews or audits to ensure the Bank is compliant with laws, rules and regulations.

THE ROLE

- Oversee Compliance monitoring and intervening on the bank's compliance with internal policies, procedures, and guidelines and training of bank staff by performing regular and comprehensive compliance risk assessments and testing.
- Develop relevant Compliance policies, procedures, and processes to support management of financial crime compliance and reputational risks.
- Promote a culture within the Bank that emphasizes commitment to internal controls, regulatory compliance and high ethical standards.
- Create compliance risk matrix for all laws/by-laws/circulars and guidelines the bank is subjected to, for regulatory compliance and risk mitigation.
- Maintain awareness of and complete Risk & Control Self-Assessments (RCSAs) for all units, products/services: ensuring Compliance requirements have been properly mapped against respective Risk Registers.
- Review of compliance records through the review of audit reports of specific operating units on the issues of non-compliance and the implications thereof.
- Provides assistance and advice on compliance issues specific to the Business Unit (new businesses, products, and other initiatives such as projects).
- Oversees in conjunction with the Combined Assurance structure, the adherence to the Compliance Policies in order to identify further areas of improvement and detect significant compliance breaches and exposures.
- Assists the Business Unit with the resolution of compliance related audit issues and findings



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- Establishes a line of communication to the Business Unit Management, in order to monitor relevant compliance aspects within the Business Unit.
- Prepare a quarterly compliance report for use by the Board Risk Committee that provides an overview of the risks faced by the Bank, together with the recommended actions, as appropriate.
- Liaise with relevant external bodies and regulators on compliance matters;
- Advise management on the applicable laws, regulation, rules and standards and inform them about any developments in these areas.
- Maintain robust proactive communication protocol and process with the Regulators.
- Effective implementation of the Compliance Programme to assess compliance with risk management.
- Review of the timely implementation and corrective action of deficiencies identified.
- Ensure that the policies and procedures are reviewed on an annual basis.
- Ensure the bank has relevant policies, procedures, processes, and strong controls to support management of Financial Crime Compliance (FCC) Risks that includes Money Laundering, Terrorism Financing, Sanctions, and Anti-Bribery & Corruption Risks.
- Assist to define the bank's AML & Sanctions Monitoring strategy and goals across the bank, providing direction and guidance on the program
- Ensure understanding of policies and governance processes, driving compliance as appropriate within the bank.
- Manages oversight and ongoing enhancement for Compliance training programs and ongoing enhancements to Regulatory Change and Regulatory Reporting Management processes.
- Responsible to ensure compliance to all local and international regulatory requirements.
- Oversees and supports Regulatory Compliance Examinations.
- Focus on aligning the bank's business operating practices with changes in Global Financial Crime Standards and regulatory risk and ensure that the Bank's Financial Crime Compliance Framework remains appropriate.
- Design and implement strategies to identify, assess, and mitigate Money laundering and Sanctions risks facing the bank: enhancing effectiveness and efficiency of monitoring



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while maintaining ability to address risks.

- Responsible for ensuring compliance to Code of Conduct, management of Conflict of Interests and responsible to ensure effective implementation of the bank's Whistle Blowing program.
- Improve monitoring capabilities and enhance overall operational efficiencies within ACB.
- Ensure compliance with the Regulatory framework and Internal policies.
- Ensuring compliance with ACB policies and methodology, including adherence to customer service standards.
- Lead and drive the implementation plans to quantify regulatory impacts and implement actions to address, manage and mitigate impacts of regulatory changes on the bank.
- Ensure production of timely and effective AML, Sanctions, and Transaction Monitoring-related management information ("MI") and other applicable information/reports to the Chief Risk Officer, Management Risk & Compliance Committee and to the Board.
- Provide leadership and support in the preparation of monthly, quarterly, and ad hoc AML & Sanctions risk assessment reports in line with Management, Board, and regulatory expectations.
- Ensure adequate management information systems are in place to facilitate communication and decision making.
- Ensure smooth functioning of day-to-day operations, and report to the Chief Risk Officer any exceptions, together with details of any action taken to resolve such exceptions.
- Supervision of staff to ensure that business targets of the segment are achieved.
- Lead and motivate the assigned team by displaying strong integrity and business ethics, so as to achieve the business strategy of the Bank.
- Proactive self-education on existing procedures and products.
- Identify in liaison with the Head Human Resources appropriate on the job training and development programmes and to act as internal resources for in-house trainings.
- Proactive self-education on existing procedures and products.
- Participate in "In-house" training programmes and workshops



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THE CANDIDATE

- Bachelor's degree or equivalent preferably in Law, Economics, Finance, Risk Management or related discipline from a reputable university.
- ACAMS Certifications
- A minimum of 8 years of experience in the banking industry or regulatory environment; with at least 5 years in AML/CFT, OFAC/ Economic Sanctions, & Regulatory Compliance.
- Significant experience in Compliance Risk and Operations Management together with business management, from a frontline role in Commercial Banking.
- Experience of dealing with regulatory matters and confident interaction with Management, Board, and Regulators.
- Strong grasp and practical knowledge of key regulatory trends and requirements e.g. FATCA, ESG, GDPR, Data Governance.
- Strong understanding of Corporate Governance and the Regulatory Environment
- Strong analytical, problem solving and modelling skills.
- Ability to formulate business strategy and articulate it across all levels of the organization.
- A proactive, tenacious and results oriented leader with great initiative.
- Detailed knowledge and understanding of wider Bank issues and policies.

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JOIN OUR TEAM

BRANCH MANAGER
◆ **DAR ES SALAAM**



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This position is responsible for leading and managing all branch operations, ensuring the delivery of excellent customer service, business growth, operational efficiency, compliance, and staff performance. The Branch Manager is accountable for achieving branch financial targets, maintaining a quality loan portfolio, and building strong customer and community relationships

THE ROLE

- Drive the achievement of branch targets for deposits, loans, and other revenue-generating products and services.
- Identify and pursue opportunities to acquire new customers, deepen relationships, and grow the branch's market share.
- Develop and implement branch marketing initiatives and participate in community engagement to build brand visibility.
- Oversee cross-selling and up-selling activities by the branch team to maximize customer value. Ensure a high standard of customer service delivery in line with the bank's service charter.
- Resolve customer issues promptly and professionally, ensuring customer satisfaction and retention.
- Maintain and grow relationships with key clients and ensure a personalized banking experience.
- Oversee day-to-day branch operations, ensuring compliance with internal policies, procedures, and regulatory requirements.
- Manage branch cash, security, and reconciliations, ensuring proper controls are in place.
- Monitor and maintain the quality of the loan portfolio, ensuring timely collections and follow-ups on non-performing accounts.
- Conduct regular operational and compliance checks to identify and mitigate risks.
- Lead, supervise, and motivate the branch team to deliver performance and uphold a strong team culture.
- Conduct regular performance reviews, coaching, and mentoring to enhance team productivity and engagement.
- Identify training needs and coordinate staff development initiatives in collaboration with HR.
- Prepare and submit timely and accurate branch performance reports to management.
- Monitor key performance indicators (KPIs) and implement corrective actions where necessary to meet set objectives.
- Analyze market trends and competitor activities to inform strategy



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- Bachelor's degree in Business Administration, Banking, Finance, Economics, or a related field.
- A Master's degree or professional certification (e.g., CPA, ACCA, or banking-related qualifications) is an added advantage.
- Minimum of 5 years' experience in the banking industry, with at least 2 years in the same role.
- Strong experience in retail banking operations, credit management, and customer relationship management.
- Proven ability to drive business growth and achieve financial targets.
- Strong leadership and team management skills.
- Excellent communication, interpersonal, and negotiation skills.
- Sound knowledge of banking products, services, and regulatory requirements.
- Business acumen and strategic thinking.
- Strong analytical and decision-making abilities.
- High level of integrity, professionalism, and ethical conduct.
- Customer-centric with a proactive approach to service delivery.

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