

WE ARE

HIRING

Human Resources Officer

REPORTING TO

Assistant Manager –
Human Resources

RESPONSIBLE FOR

Ensuring positive employee
lifecycle experience within
the Bank

DEPARTMENT

Human Resources

REGION

Dar es salaam

HOURS OF WORK

8 AM - 5 PM Monday to Friday.
Additional hours as required by workload.



1

OVERVIEW OF THE ROLE

The Human Resource Officer plays a crucial role in ensuring a positive employee lifecycle experience within Exim Bank. This position is responsible for managing the end-to-end processes of new employee onboarding, serving as the central point of contact for staff loan applications, and facilitating the smooth offboarding of departing employees. The ideal candidate is expected to be highly organized, detail-oriented, possess excellent communication and interpersonal skills, and demonstrate a strong understanding of HR practices and procedures.

2

MAIN RESPONSIBILITIES

New Employee Onboarding:

- Manage the complete onboarding process for new hires, ensuring a welcoming and informative experience.
- Coordinate pre-boarding activities, including background checks and paperwork.
- Liaise with stakeholders in providing the onboarding sessions to introduce new employees to the bank's culture, policies, and procedures.
- Accurately register new employees in the Human Resources Information System (HRIS) in a timely manner.
- Provide comprehensive training and guidance to new employees on how to effectively use the HRIS for accessing personal information, benefits, and other relevant resources.
- Collaborate with various departments to ensure new employees have the necessary tools and resources for a successful start.

Staff Loan Origination:

- Serve as the primary point of contact for all staff loan inquiries and applications.
- Provide employees with accurate information regarding loan policies, eligibility criteria, and application procedures.
- Guide employees through the loan application process, ensuring all required documentation is completed accurately.
- Review and verify loan applications for completeness and compliance with bank policies.
- Liaise with relevant departments (e.g., Credit, Legal) to facilitate loan processing and disbursement.
- Maintain accurate records of all staff loan applications and statuses.
- Address employee queries and resolve any issues related to staff loans in a professional and timely manner.

Employee Offboarding:

- Manage the offboarding process for departing employees in a sensitive and efficient manner.
- Conduct exit interviews to gather valuable feedback and identify areas for improvement.
- Ensure all necessary offboarding documentation is completed accurately, including resignation acknowledgements and final pay calculations.
- Coordinate the return of company property and the cancellation of access privileges.
- Process final salary payments and benefits termination in accordance with bank policies and legal requirements.
- Update employee records in the HRIS to reflect termination details.
- Respond to former employee inquiries regarding final pay, benefits, and other offboarding-related matters.

HRIS Management:

- Maintain the accuracy and integrity of employee data within the HRIS.
- Generate reports from the HRIS as needed to support HR functions and provide insights.
- Stay updated on HRIS functionalities and best practices to maximize its effectiveness.
- Provide ongoing support to employees and managers on HRIS-related queries.

Compliance to Policy Adherence:

- Ensure all HR processes related to onboarding, loans, and offboarding comply with relevant labor laws, regulations, and bank policies.
- Maintain confidentiality of employee information.

Other HR Support:

- Provide general HR support to employees and managers as needed.
- Participate in HR projects and initiatives as assigned.

3

QUALIFICATIONS

- Bachelor's degree in Human Resources Management, Business Administration, or a related field.
- Proven experience in a Human Resources role, preferably within the financial services industry will be an added advantage.
- Solid understanding of HR principles, practices, and relevant labor laws.
- Experience with HRIS systems; proficiency in Adrenalin HRIS is an advantage.
- Excellent organizational skills and attention to detail.

- Strong communication, interpersonal, and presentation skills.
- Ability to handle sensitive information with discretion and maintain confidentiality.
- Problem-solving and decision-making abilities.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint).

4**SKILLS**

- Onboarding and Offboarding Management
- Loan Administration
- HRIS Proficiency
- Employee Relations
- Communication (written and verbal)
- Interpersonal Skills
- Organization and Time Management
- Attention to Detail
- Problem-Solving
- Confidentiality

Kindly use the provided link to submit your application.

NB: Only shortlisted candidates will be contacted.

Exim Bank (T) Ltd is an employer that provides equal opportunities and is dedicated to fostering a diverse workplace and attaining a gender-balanced team. We highly encourage women and individuals with disabilities to submit their applications for this position.

Application deadline: 4th July 2025

WE ARE

HIRING

Learning and Development Officer

REPORTING TO

Senior Manager - Learning
and Development

DEPARTMENT

Human Resources

REGION

Dar es salaam

HOURS OF WORK

8am - 5pm Monday to Friday.
Additional hours as required by
workload



SWIPE 

1

PURPOSE OF THE POSITION

The Learning and Development Officer will provide critical administrative and logistical support to the Training & Development unit, ensuring the efficient and effective delivery of all training programs across the bank. This role is vital to the seamless coordination of T&D initiatives and plays a key role in maintaining and improving the quality of training offerings to support the bank's overall business goals.

2

PRINCIPLE ACCOUNTABILITIES

2.1 RESPONSIBILITIES

- **Schedule Training Programs:** Coordinate training schedules, manage room bookings, and ensure availability of necessary resources (equipment, materials, etc.).
- **Training Calendar:** Maintain and update the master training calendar, ensuring alignment with business priorities and departmental needs.
- **Venue & Vendor Management:** Liaise with external vendors, trainers, and venues as required for both in-house and outsourced training sessions.
- **Materials Preparation:** Ensure all training materials are prepared and distributed in advance, including manuals, handouts, and digital content.
- **Employee Communication:** Manage all trainee communications related to registration, scheduling, and course completion. Respond to inquiries and resolve any logistical issues.
- **Pre- and Post-Training Surveys:** Administer and manage feedback surveys, ensuring trainees provide valuable input for course evaluation.
- **Data and Document Management:** Maintain a comprehensive and accurate database of training records, certifications, and course evaluations in compliance with company policy.
- **Compliance Tracking:** Ensure all mandatory training (e.g., compliance, risk management) is completed within required timelines. Follow up with employees who are behind schedule.
- **Report Generation:** Provide regular reports on training activities, completion rates, and learning impact for various stakeholders (HR, Department Heads, Compliance Teams, etc.).
- **Stakeholder Support:** Provide administrative support to other team members as needed.

2.2 FINANCIAL RESPONSIBILITIES

- **Budget Tracking:** Assist in monitoring and reporting on training and development budgets, managing purchase orders, and processing invoices.

3**SKILLS**

- Strong multitasking, time management, and organizational skills, with attention to detail and the ability to meet deadlines.
- Excellent written and verbal communication skills, with the ability to interact confidently with stakeholders at all levels.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint). Familiarity with eLearning tools is a plus.
- Ability to think critically, troubleshoot issues, and implement solutions efficiently.
- Strong focus on delivering high-quality service to both internal stakeholders and trainees.
- Ability to collaborate effectively within a team and independently, fostering a positive and supportive work environment.

4**QUALIFICATIONS**

- Bachelor's degree in human resources, Library and Information Studies or a related field. A certification in Learning & Development, or similar, is an added advantage.
- Minimum 1-2 years of experience in a similar role, ideally within a Training & Development environment or Human Resources.
- Previous experience in administrative or event coordination roles is highly desirable.

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Application deadline: 30th June 2025

WE ARE

HIRING

Relationship Manager

REPORTING TO

Branch Manager

DEPARTMENT

Retail Banking

REGION

Kigoma Branch

HOURS OF WORK

8am – 5:30pm Monday –Friday.
Or different hours as per individual
branches working hours.



SWIPE 

1

JOB PURPOSE

The purpose of this role is to build the Business, Deepen Relationships and Managing Key and Potential Customers from sales of Liabilities, Acquisitions, Cash Management, Credit Card and Retail Products to maximize revenue by achieving sales targets.

2

PRINCIPLE ACCOUNTABILITIES

- Establishing and managing relationships with an assigned portfolio of customers, serving as their primary point of contact for all banking needs.
- Growth of CASA FD and ASSET of the existing client portfolio as per the target given, and Acquisitions of new CASA FD and ASSET customers as per given budget.
- To meet the fee income goal through the existing client's portfolio.
- To provide a personalized and committed banking service to the customers in the portfolio, such as reviews on customers' accounts and giving each customer the opportunity to make informed choices on their everyday banking.
- Identification of cross-selling opportunities in the customer portfolio assigned.
- Developing and maintaining a sales/queries management database which can be used for review purposes, analysis of branch performance and reflection for improvement.
- Working with branch managers to anticipate key issues, identifying useful opportunities, and offering professional expertise/solutions to all stake holders.
- Use referrals from existing clients in the portfolio to open new client accounts.
- Have a good understanding of all products/services offered by EXIM to be able to serve the client better.
- Prepare Position reports for the Branch Manager.

3

QUALIFICATION AND EXPERIENCE REQUIRED

- University degree in Business or similar related field
- Minimum of two years' relevant working experience in a similar position.
- Computer literacy and knowledge of new evolving technology systems.
- Ability to assess customer needs and develop products that suit their needs.
- Self-confident, ambitious, willing to take on challenges.
- High energy level and aggressive.
- Self-motivated, fast learning with a proven ability to work independently under pressure and high efficiency.

- Experience in structured trade finance, syndication and project financing will be an added advantage.
- Possess in depth understanding and knowledge of retail banking Products viz (liabilities, acquisitions, cash management, credit cards, sales products etc)
- Proven sales experience in a client relationship role within retail banking

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Application deadline: 29th June 2025

WE ARE

HIRING

Relationship Manager – Elite Banking

REPORTING TO

Senior Manager – Preferred
and Elite Banking

DEPARTMENT

Retail Banking

REGION

Arusha and Zanzibar

HOURS OF WORK

8 AM - 5 PM Monday to Friday.
Additional hours as required by
workload.



SWIPE 

1

PURPOSE OF JOB

The purpose of this role is to offer personalized financial solutions and deliver exceptional service to high-net-worth clients. This includes addressing their unique financial needs, fostering long-term relationships, and enhancing customer satisfaction to drive business growth.

2

PRINCIPLE ACCOUNTABILITIES

- Actively work to expand the deposit base by acquiring high-net-worth clients, focusing on both the number of clients and the value of deposits in line with the targets provided.
- Achieve the fee income objectives by managing and growing the portfolio of existing and new-to-bank (NTB) Elite clients, driving overall profitability.
- Build and nurture strong, trust-based relationships with high-net-worth clients to ensure retention and long-term loyalty.
- Provide bespoke financial advice and innovative solutions tailored to client's specific needs, considering their unique financial situations and aspirations.
- Serve as the main point of contact for clients, offering exceptional customer service by promptly addressing inquiries, resolving issues, and ensuring satisfaction.
- Regularly assess and review client's financial portfolios to ensure alignment with their financial goals, adjusting as necessary to maximize returns and minimize risks.
- Identify and actively pursue new business opportunities, both from existing clients and new prospects, ensuring continuous portfolio growth.
- Collaborate with internal teams, including Wealth Management, Investment Advisors, and Risk, to provide clients with a comprehensive suite of financial services that meet their needs.
- Continuously stay informed about market trends, financial products, and investment opportunities to offer timely and relevant advice to clients.
- Ensure full compliance with all relevant banking policies, regulatory requirements, and industry standards in all client interactions and transactions.
- Continuously looking for ways to improve service delivery, operational efficiency, and client satisfaction to enhance the overall client experience.
- Perform any other duties as assigned by management, contributing to the overall success of the Elite Banking function.

3**QUALIFICATION AND EXPERIENCE REQUIRED**

- University degree in Business Administration or Economics and relevant professional qualifications in banking, finance, or marketing.
- Minimum of 8 years relevant working experience in a similar position.
- Computer literacy and knowledge of new evolving technology systems.

4**COMPETENCY REQUIRED**

- Demonstrated ability to assess customer needs and design products that effectively address those requirements.
- Self-assured, goal-oriented, and eager to take on new challenges with a drive for success.
- Possesses a high energy level and a proactive, results-driven approach.
- Highly self-motivated, quick to learn, and capable of working independently under pressure while maintaining high efficiency.
- Experience in structured trade finance, syndication, and project financing is considered an asset.
- Deep understanding and knowledge of retail banking products, including liabilities, acquisitions, cash management, credit cards, and other sales products.
- Demonstrated success in a client relationship role within retail banking, with a proven track record of sales achievement.

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Application deadline: 03rd July 2025

WE ARE

HIRING

Human Resources Business Partner

REPORTING TO

Senior Manager – HRBP

DEPARTMENT

Human Resources

RESPONSIBLE FOR

Oversee all HR functions
for the assigned portfolio

REGION

Dar es salaam

HOURS OF WORK

8am - 5pm Monday to Friday.
Additional hours as required by
workload



SWIPE 

1

POSITION PURPOSE

The Human Resources Business Partner will serve as a strategic partner to business leaders within the bank, providing HR guidance and support to drive business performance. The HRBP will ensure the effective implementation of HR policies, programs, and initiatives, while aligning human capital strategy with the bank's goals. This role is responsible for workforce planning, talent management, employee engagement, performance management, and employee relations across assigned business units.

2

MAIN DUTIES AND RESPONSIBILITIES

- Partner with business leaders to understand organizational goals and provide HR strategies to support them.
- Act as a consultant to management on human resource-related issues.
- Implement and drive HR initiatives such as talent acquisition, retention strategies, succession planning, and workforce development.
- Support organizational change and transformation initiatives.
- Analyse HR metrics and provide actionable insights to business leaders.
- Handle complex employee relations issues and investigations in compliance with labor laws and internal policies.
- Facilitate performance review processes and assist in building a high-performance culture.
- Coach managers on leadership and employee development.
- Drive Diversity, Equity & Inclusion (DEI) strategies within business units.
- Ensure HR compliance with regulatory requirements, internal policies, and industry best practices.

3

CAPABILITIES & EXPERIENCE

- Bachelor's degree in human resources, Business Administration, or related field; Master's or HR certification (CIPD, SHRM, etc.) is a plus.
- 5–8 years of HR experience, with at least 2 years in a business partnering role, preferably in the banking or financial services sector.
- Strong understanding of banking operations and regulatory environment.
- Excellent interpersonal, negotiation, and conflict resolution skills.
- Proven ability to influence and build trust with senior stakeholders.
- Sound knowledge of employment law and HR best practices.
- Strong analytical and problem-solving skills.
- Proficiency in HRIS systems and MS Office Suite.

4**REQUIRED COMPETENCIES**

- Strategic Thinking
- Business Acumen
- Stakeholder Management
- Change Management
- Coaching and Development
- Confidentiality and Integrity

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