



1. Manager, Branch

Job Overview

Business Segment: Personal & Private Banking

Location: TZ, undefined, Dar es Salaam, Livingstone/Narung'ombe Street

Job Type: Full-time

Job Ref ID: 80391032A-0001

Date Posted: 9/23/2025

Job Description

We are seeking a dynamic and experienced Branch Manager to lead our Kariakoo Branch. As the Manager of our Kariakoo branch, you will be responsible for overseeing all aspects of branch operations, driving business growth, and ensuring exceptional customer service while maintaining compliance with banking regulations.

- Develop and implement strategies to achieve branch performance targets and business growth objectives
- Lead, motivate, and mentor a team of banking professionals to deliver high-quality customer service
- Manage the branch's financial performance, including budgeting, forecasting, and expense control
- Identify and pursue new business opportunities within the local market
- Ensure compliance with all banking regulations, policies, and procedures
- Oversee risk management practices and maintain the security of branch operations
- Build and maintain strong relationships with key customers and community stakeholders
- Collaborate with other departments to implement new products, services, and initiatives
- Analyze branch performance data and prepare reports for senior management
- Address and resolve complex customer issues and complaints

Qualifications

Type of Qualification: First Degree

Field of Study: Business Commerce, Business Administration, Finance, or a related field

Experience Required

- Prior experience in Business Banking /Business Development roles will be added advantage

- Minimum of 5 years of experience in banking or financial services, with at least 3 years in a managerial role
- Proven track record of successfully leading and developing high-performing teams
- Strong financial acumen and experience in managing branch profitability
- Excellent communication and interpersonal skills, with the ability to build relationships at all levels
- Demonstrated ability to make sound decisions and solve complex problems
- In-depth knowledge of banking regulations, compliance requirements, and risk management practices
- Proficiency in Microsoft Office and banking software systems
- Strong analytical skills and attention to detail
- Ability to work in a fast-paced environment and adapt to changing priorities
- Fluency in English and Swahili (preferred)
- Banking certifications are a plus

Additional Information

Behavioral Competencies:

- Adopting Practical Approaches
- Articulating Information
- Challenging Ideas
- Convincing People
- Exploring Possibilities
- Following Procedures
- Generating Ideas
- Making Decisions
- Producing Output
- Providing Insights
- Showing Composure
- Understanding People

Technical Competencies:

- Application & Submission Verification (Business Banking)
- Banking Process & Procedures
- Client Acceptance & Review
- Client Knowledge
- Processing
- Product Knowledge (Business Banking)

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2. Manager, Branch

Job Overview

Business Segment: Personal & Private Banking
Location: TZ, undefined, Mwanza, Rock City Mall
Job Type: Full-time
Job Ref ID: 80313527A-0001
Date Posted: 9/23/2025

Job Description

We are seeking a dynamic and experienced Branch Manager to lead our Mwanza Branch. As the Manager of our Mwanza branch, you will be responsible for overseeing all aspects of branch operations, driving business growth, and ensuring exceptional customer service while maintaining compliance with banking regulations.

- Develop and implement strategies to achieve branch performance targets and business growth objectives
- Lead, motivate, and mentor a team of banking professionals to deliver high-quality customer service
- Manage the branch's financial performance, including budgeting, forecasting, and expense control
- Identify and pursue new business opportunities within the local market
- Ensure compliance with all banking regulations, policies, and procedures
- Oversee risk management practices and maintain the security of branch operations
- Build and maintain strong relationships with key customers and community stakeholders
- Collaborate with other departments to implement new products, services, and initiatives
- Analyze branch performance data and prepare reports for senior management
- Address and resolve complex customer issues and complaints

Qualifications

Type of Qualification: First Degree

Field of Study: Business Commerce, Business Administration, Finance, or a related field

Experience Required

- Prior experience in Business Banking /Business Development roles will be added advantage
- Minimum of 5 years of experience in banking or financial services, with at least 3 years in a managerial role
- Proven track record of successfully leading and developing high-performing teams
- Strong financial acumen and experience in managing branch profitability
- Excellent communication and interpersonal skills, with the ability to build relationships at all levels
- Demonstrated ability to make sound decisions and solve complex problems

- In-depth knowledge of banking regulations, compliance requirements, and risk management practices
- Proficiency in Microsoft Office and banking software systems
- Strong analytical skills and attention to detail
- Ability to work in a fast-paced environment and adapt to changing priorities
- Fluency in English and Swahili (preferred)
- Banking certifications are a plus

Additional Information

Behavioral Competencies:

- Adopting Practical Approaches
- Articulating Information
- Challenging Ideas
- Convincing People
- Exploring Possibilities
- Following Procedures
- Generating Ideas
- Making Decisions
- Producing Output
- Providing Insights
- Showing Composure
- Understanding People

Technical Competencies:

- Application & Submission Verification (Business Banking)
- Banking Process & Procedures
- Client Acceptance & Review
- Client Knowledge
- Processing
- Product Knowledge (Business Banking)

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3. Teller

Job Overview

Business Segment: Personal & Private Banking
 Location: TZ, undefined, Dar es Salaam, EACLC, Ubungo
 Job Type: Full-time
 Job Ref ID: 80445201A-0001
 Date Posted: 9/23/2025

Job Description

We are seeking a friendly and professional Teller to join our Ubungu Branch. As a Teller, you will be the face of our bank, providing exceptional customer service while accurately processing financial transactions. This role is ideal for detail-oriented individuals who enjoy working in a fast-paced environment and have a passion for helping customers with their banking needs.

- Process various financial transactions, including deposits, withdrawals, and loan payments
- Verify customer identities and maintain account confidentiality
- Balance cash drawers and maintain accurate records of all transactions
- Promote and cross-sell bank products and services to customers
- Respond to customer inquiries and resolve issues in a timely manner
- Comply with all bank policies, procedures, and regulatory requirements
- Collaborate with team members to ensure smooth operations and excellent customer experience
- Assist with administrative tasks and special projects as needed

Qualifications

Qualifications

- Bachelor Degree in Commerce, Finance or equivalent
- Strong cash handling and basic math skills
- Proficiency in computer systems and banking software
- Excellent customer service and communication skills
- Keen attention to detail and ability to maintain accuracy in all tasks
- Problem-solving abilities and capacity to work well under pressure
- Previous experience in banking or customer service preferred
- Knowledge of banking products and services is a plus
- Ability to work flexible hours, including weekends and holidays as required
- Fluency in English and Swahili (preferred)

Additional Information

Behavioural Competencies:

- Checking Things
- Documenting Facts
- Examining Information
- Following Procedures
- Interacting with People
- Interpreting Data
- Making Decisions
- Managing Tasks
- Meeting Timescales

- Producing Output
- Team Working
- Upholding Standards

Technical Competencies:

- Client Relationship Management
- Collaboration
- Continuous Improvement
- Creative Problem Solving
- Operations Risk Management

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4. Head, CIB Credit

Job Overview

Business Segment: Group Functions

Location: TZ, undefined, Dar es Salaam, Kinondoni Road

Job Type: Full-time

Job Ref ID: 80380947A-0001

Date Posted: 9/23/2025

Job Description

To establish an appropriate country CIB credit strategy and enabling policies to support the business strategy of Standard Bank Africa. Manage the Country CIB Credit Risk portfolio and profile within its risk appetite and acceptable Group parameters, through evaluating Credit Risk Profiles. Interact with other departments with regard to credit strategy and manage various credit related matters with the staff in the department.

Qualifications

Type of Qualification: First Degree

Field of Study: Business Commerce, Finance & Accounting or related field

Other Professional Qualification: ACCA, CFA, ACIB as acceptable to the bank

Experience Required

Credit Risk – Corporate and Investment Banking (CIB)

7-10 years

Experience in a management position in credit with experience in local and cross border credit transactions.

Additional Information

Behavioural Competencies:

- Interpreting data
- Providing Insights
- Examining Information
- Documenting Facts
- Convincing People
- Articulating Facts
- Convincing People
- Articulating Information
- Conveying Self-Confidence
- Pursuing Goals
- Producing Output
- Team Working

Technical Competencies:

- Credit Granting
- Recoveries
- Financial Statement Analysis
- Risk Reporting
- Risk Management
- Loan assessment and approval
- Stakeholder Engagement

Leadership Competencies:

- Leading Courageously
- Influencing Others
- Customer and Client Focused Innovation
- Driving Delivery of Results
- Inspiring Performance for Execution
- Holding People Accountable
- Aligning Business to Strategy

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5. Manager, Branch - Tanga

Job Overview

Business Segment: Personal & Private Banking

Location: TZ, undefined, Dar es Salaam, Tanga

Job Type: Full-time

Job Ref ID: 80407121A-0001

Date Posted: 9/23/2025

Job Description

We are seeking a dynamic and experienced Branch Manager to lead our Branch in Tanga. As the Manager of our Tanga branch, you will be responsible for overseeing all aspects of branch operations, driving business growth, and ensuring exceptional customer service while maintaining compliance with banking regulations.

- Develop and implement strategies to achieve branch performance targets and business growth objectives
- Lead, motivate, and mentor a team of banking professionals to deliver high-quality customer service
- Manage the branch's financial performance, including budgeting, forecasting, and expense control
- Identify and pursue new business opportunities within the local market
- Ensure compliance with all banking regulations, policies, and procedures
- Oversee risk management practices and maintain the security of branch operations
- Build and maintain strong relationships with key customers and community stakeholders
- Collaborate with other departments to implement new products, services, and initiatives
- Analyze branch performance data and prepare reports for senior management
- Address and resolve complex customer issues and complaints

Qualifications

Type of Qualification: First Degree

Field of Study: Business Commerce, Business Administration, Finance, or a related field

Experience Required

- Prior experience in Business Banking /Business Development roles will be added advantage
- Minimum of 5 years of experience in banking or financial services, with at least 3 years in a managerial role
- Proven track record of successfully leading and developing high-performing teams
- Strong financial acumen and experience in managing branch profitability
- Excellent communication and interpersonal skills, with the ability to build relationships at all levels
- Demonstrated ability to make sound decisions and solve complex problems
- In-depth knowledge of banking regulations, compliance requirements, and risk management practices
- Proficiency in Microsoft Office and banking software systems
- Strong analytical skills and attention to detail
- Ability to work in a fast-paced environment and adapt to changing priorities
- Fluency in English and Swahili (preferred)
- Banking certifications are a plus

Additional Information

Behavioral Competencies:

- Adopting Practical Approaches
- Articulating Information
- Challenging Ideas
- Convincing People
- Exploring Possibilities
- Following Procedures
- Generating Ideas
- Making Decisions
- Producing Output
- Providing Insights
- Showing Composure
- Understanding People

Technical Competencies:

- Application & Submission Verification (Business Banking)
- Banking Process & Procedures
- Client Acceptance & Review
- Client Knowledge
- Processing
- Product Knowledge (Business Banking)

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6. Senior Manager, VAF

Job Overview

Business Segment: Business & Commercial Banking
 Location: TZ, Dar es Salam, Dar es Salaam, Kinondoni Road
 Job Type: Full-time
 Job Ref ID: 80444809A-0001
 Date Posted: 9/23/2025

Job Description

To Contribute to the growth of commercial asset finance book within BCB (primarily) + support to other segments (CIB and PPB) through generation of leads by strengthening dealer and customer relations, making visits to customers, motor vehicles dealers and equipment suppliers, working to see that bank achieves sales objectives on running promotional schemes. Ensure alignment with business teams and collaboration on delivery of VAF proposition/offering to clients sitting in BCB, and extend support CIB and PPB.

Qualifications

Type of Qualification: First Degree (required),
Field of Study: Business Commerce, Finance and Accounting, Banking

Experience Required

Business Solutions

Business & Commercial Banking

Additional Information**Behavioural Competencies:**

- Developing Strategies
- Directing People
- Embracing Change
- Exploring Possibilities
- Generating Ideas
- Interpreting Data
- Making Decisions
- Managing Tasks
- Producing Output
- Resolving Conflict
- Seizing Opportunities
- Upholding Standards

Technical Competencies:

- Asset Based Lending
- Customer Understanding (Business Banking)
- Loan Assessment & Approval
- Risk Acceptance
- Risk Identification
- Risk/ Reward Thinking
- Written Communication

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7. Consultant, Customer Service

Job Overview

Business Segment: Personal & Private Banking

Location: TZ, undefined, Dar es Salaam, EACLC, Ubungo

Job Type: Full-time

Job Ref ID: 80445304A-0001

Date Posted: 9/23/2025

Job Description

We are seeking a dedicated Consultant, Customer Service to join our Branch in Ubungo. As a key member of the branch, you will be responsible for providing exceptional service to our valued clients, ensuring their satisfaction and fostering long-term relationships.

- Serve as the primary point of contact for customer inquiries, concerns, and requests
- Respond to customer queries through various channels, including phone, email, and chat
- Analyze customer issues and provide timely, effective solutions
- Maintain accurate records of customer interactions and follow-up actions in our CRM system
- Collaborate with cross-functional teams to resolve complex customer issues
- Identify opportunities to improve customer satisfaction and loyalty
- Stay updated on company products, services, and policies to provide accurate information
- Participate in ongoing training and development programs to enhance customer service skills

Qualifications

Type of Qualification: Undergraduate Degree

Field of Study: Business Commerce, Finance or related field

Qualifications:

- Excellent verbal and written communication skills, with the ability to convey information clearly and empathetically
- Strong problem-solving abilities and a customer-focused mindset
- Proficiency in CRM software and basic computer applications
- Exceptional time management skills and ability to prioritize tasks effectively
- Previous experience in customer service or a related field
- Bachelor's degree in Business Administration, Finance, Commerce, Banking, or a related field (preferred)
- Knowledge of customer service best practices and industry standards
- Ability to remain calm and professional in challenging situations
- Flexibility to work in shifts, including weekends and holidays, as required

Additional Information

Behavioural Competencies:

- Adopting Practical Approaches
- Articulating Information
- Examining Information
- Exploring Possibilities
- Following Procedures
- Generating Ideas
- Making Decisions
- Managing Tasks

- Producing Output
- Providing Insights
- Understanding People
- Upholding Standards

Technical Competencies:

- Application & Submission Verification (Business Banking)
- Banking Process & Procedures
- Customer Acceptance & Review (Consumer Banking)
- Customer Understanding (Consumer Banking)
- Processing
- Product Knowledge (Consumer Banking)

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8. Lead, Agency Banking

Job Overview

Business Segment: Personal & Private Banking
 Location: TZ, undefined, Dar es Salaam, Kinondoni Road
 Job Type: Full-time
 Job Ref ID: 80426712A-0001
 Date Posted: 9/23/2025

Job Description

Driving agency banking business in areas of sales, acquisition, retention, and distribution for agency banking business that enable the bank to achieve its ambition and strategic vision. Responsible for design, monitor and drive the performance of agency banking business in the bank and our stakeholders. Drive productivity management and increase agent network, transacting customers within the channel to meet overall revenue objective.

Qualifications

Type of Qualification: First Degree

Field of Study: Business Commerce, Information Technology, Accounting, Finance or related field

Experience Required

Personal and Private Banking

Years: 3-4 Years

Experience in sales and marketing in a busy commercial environment, 5 of which should have been at supervisory or managerial level.

Additional Information

Behavioural Competencies:

- Generating Ideas
- Adopting Practical Approaches
- Developing Strategies
- Making Decisions
- Upholding Standards
- Interpreting Data
- Directing People
- Seizing Opportunities
- Stakeholder Engagement

Technical Competencies:

- Effective Business Communication
- Campaign Management
- Product Knowledge
- Customer Understanding
- Banking Process and Procedures
- Heart of Customer Experience

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[Officer, Operational Excellence](#)

[Officer, Sales Support](#)

[Head, Service Support](#)

[Head, Credit, BCB](#)

Teller

Manager, Customer Propositions