

EMPLOYMENT OPPORTUNITY – HEAD OF OPERATIONS & ICT

Company Background

Tanzania Securities LTD is licensed by the Capital Markets and Securities Authority of Tanzania (CMSA) as a broker-dealer and investment adviser. TSL is also a Licensed Dealing Member (LDM) of the Dar es Salaam Stock Exchange (DSE) and is an approved primary and secondary dealer of Government Securities which include Treasury Bills and Treasury Bonds. Tanzania Securities is a registered Central Depository Participant (CDP) of the Bank of Tanzania.

Job Summary

To manage and coordinate TSL's business operating environment through establishment of policies, procedures and workflows that are responsive to business excellence, promoting good corporate culture and in alignment to company's vision. The incumbent will also be responsible for managing TSL's information and Communication Technology agenda including infrastructure, systems, and services and will work closely with the senior management to implement ICT strategy of the Company, and maintenance of technology solutions to support business operations and improve efficiency and productivity.

As a key member of the senior management team, reporting to the Chief Executive Officer (CEO), the incumbent will be integral in process reengineering necessary for organization's efficiency and service delivery enhancements.

Key Responsibilities

Operations

- Oversee daily operations of the company and the work of all departments / divisions to ensure optimal operating efficiencies.
- Work closely with TSL senior management team to create, implement and roll out plans for operational processes, internal infrastructures, reporting systems and company policies all designed to foster growth, profitability and efficiencies within the organization.
- Drive company's results from both an operational and financial perspective working closely with the Head of Finance, CEO and other key executive team members.
- Establish effective tools for measuring the efficiency and effectiveness of internal processes.
- Foster a growth oriented, positive and encouraging environment while enforcing employees' compliance to company policies, procedures and guidelines.
- Regularly evaluate overall performance and efficiency of business by gathering, analyzing and interpreting data and metrics and develop plans to improve relevant key performance indicators
- Review financial information and adjust operational budgets to promote profitability
- Partner with the Head of Finance to achieve favorable financial results with respect to sales, profitability, cash flow, systems, reporting and controls.

- Develop and manage operational and project-oriented budgets to ensure that the company 'resources are optimally utilized to meet set objectives and foster business and financial growth of the company.
- Act as the company's main adviser on all issues relating to operational environment and keeping abreast of latest developments to ensure that the Company maintains its competitive position in the market.
- Direct the coordination across different departments to identify areas needing further improvement.

Information Communication Technology (ICT)

- Develop and implement a comprehensive ICT strategy aligned with the TSL's overall objectives and long-term vision.
- Collaborate with senior management to determine technology priorities and investment decisions.
- Oversee the design, implementation, and management of the TSL's technology infrastructure, including networks, servers, databases, and telecommunications systems.
- Ensure the availability, integrity, and security of all TSL's ICT systems and data through effective backup, disaster recovery, and cybersecurity measures.
- Evaluate and recommend technology solutions that meet the TSL's operational needs and improve efficiency.
- Develop and enforce IT policies, procedures, and standards to ensure compliance with regulatory requirements and industry best practices.
- Establish and monitor service-level agreements (SLAs) with internal stakeholders and external vendors.
- Conduct regular audits and assessments to identify and address potential risks and vulnerabilities.
- Oversee the planning, execution, and monitoring of ICT projects, ensuring they are delivered on time, within budget, and meet stakeholders' requirements.
- Coordinate with internal departments and external vendors to ensure seamless project implementation.
- Conduct post-project evaluations to identify lessons learned and areas for improvement.
- Manage relationships with technology vendors and service providers, including contract negotiations, performance monitoring, and issue resolution.
- Evaluate vendor proposals and solutions, ensuring they align with the TSL's requirements and provide value for money.
- Develop and manage the ICT budget, ensuring resources are allocated effectively and aligned with strategic priorities.
- Monitor and control ICT expenditures, providing regular reports and analysis to senior management.
- Identify cost-saving opportunities and optimize ICT investments.

Required Skills/Ability /Competencies

- Solid leadership and team management skills, with the ability to inspire and motivate team.
- Excellent interpersonal and communication skills with the ability to effectively communicate complex technical concepts to non-technical stakeholders.
- Critical thinking and problem-solving skills
- Excellent organization and leadership skills
- Excellent analytical skills and performance/operation metrics
- Strategic planning skills
- Proficient with modern technology applications

Qualifications & Experience

- Bachelor's degree in BSc/BA in Business Administration; Information Technology, Computer Science, or relevant field; MSc/MBA is a plus
- 5-10 years of executive level operational experience required.
- Proven experience in process re-engineering, project management or roles with similar focus
- Understanding of other functions such as HR, Finance, Marketing etc.
- Demonstrable competency in strategic planning and business development

Mode of Application

Kindly apply through the following link <https://forms.gle/3CDoG5XC5rWwicks8>, not later than **26th October 2024**. Only shortlisted candidates will be contacted.

Female candidates are highly encouraged to apply.