



1. JOB TITLE: HR Business Partner (1 Position(s))

Job Location : Southern Zone, Southern

Job Purpose:

To align business objectives with employees and management in designated business units. The position serves as a consultant to management on HR related issues.

Main Responsibilities:

- Maintain an effective level of business literacy about the zone's financial position, midterm plans, its culture and competition
- Partner with business to develop workforce planning and strategies
- Provide guidance to business leaders in interpretation and execution of people agenda
- Identification and Monitoring of talents and management of succession planning
- Formulate partnership across HR functions to deliver value added services to management and employees that reflects the business objectives of the organization
- Provides day-to-day performance guidance to Line Management (e.g. coaching, counselling, career development, disciplinary actions etc.)
- Work closely with zonal management and employees to improve work relationships, build morale, increase productivity and retention
- Monitor quality and compliance on the performance management process as well as ensuring performance culture is instilled among employees.
- Support Line managers in identifying Training needs for respective business units and ensure implementation of training framework.
- Initiating and proactively advising HR policy changes basing on business needs
- Be a change lead, through advising and challenging stakeholders with respect to organizational changes and ensure they have the right methodologies and tools
- Ensure HR processes within the operating model function effectively as well as making sure HR services are up to date and aligned with the wishes of the business.
- Provide HR policy guidance, interpretation and monitor its compliance
- Handle staff grievances and initiate disciplinary procedures where necessary.

Knowledge and Skills:

- Business acumen
- HR expertise (Knowledge in multiple HR disciplines)
- Change management skills.
- Relationship management
- Analytical skills
- Excellent communication skills in both English and Swahili
- Computer skills - proficient in outlook, word, excel and power point
- Leadership and people management skills (Coaching, mentorship)

Qualifications and Experience:

- Bachelor's Degree or equivalent in Human Resources, Social Science or any other related field.
- Master's degree /HR Certification is an added advantage
- Minimum of 4 - 5 Years' experience in Human resources including HR Business Partnering.
- 2 years' experience in banking or financial institutions is preferred.

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Only shortlisted candidates will be contacted.

Job opening date : 31-Oct-2024

Job closing date : 14-Nov-2024

2. JOB TITLE: Human Resources Planning Manager (1 Position(s))

Job Location : Head Office, Hq

Job Purpose:

Work closely with the Chief; Human Resource (HR) to plan, execute and review the HR strategy and provide day-to-day support to enable him/her to focus on key strategic issues and decisions.

Main Responsibilities:

HR Planning, Coordination and Support

- Support Chief; HR with the formulation and articulation of a HR strategy, and closely follow up implementation of it with respective HR Heads of Departments.
- Work closely with HR Heads of Department in planning, directing, and coordinating all functions of Human Resource Management.

- Compile and present to the Chief HR, presentations, reports and papers as required for various forums as they arise, on a routine basis (e.g. Board papers and monthly EXCO reports) as well as ad-hoc.
- Periodically track performance against plans, and propose measures to address risks and challenges, through working with the HR Heads of Departments and Strategy team.
- Work with HR Heads of Departments and Finance Department to complete yearly HR budget request and justifications both HR OPEX & CAPEX Budget for financial year, do monthly and quarterly budget review and ensure HR team remains within approved budget.
- Work together with the Chief; HR, HR Heads of Departments and Marketing and Corporate Communications department in terms of internal staff communication processes.
- Identify problems and opportunities within HR and ultimately provide solutions to Chief HR that will help achieve HR goals.
- Perform professional analysis work related to budgeting control, forecasting, accounting, and relationship management.
- Maintain effective working relationships with other members of the Department as well as Executive Assistants.

Administrative work related

- Provide high-level administrative support to Chief; HR, including preparing reports and handling all HR correspondences, together with HR Heads of departments.
- Assist the Chief; HR, with scheduling appointments and maintaining his/her annual calendar; facilitate and act as the meetings secretary of departmental top management meetings.
- Support HR Heads of Department in coordinating pipeline and workflow.
- Exercise discretion with filing of documents, topics/subjects pertaining to all incoming and outgoing information for Chief; HR.
- Identify priorities and important issues in connection with the day-to-day HR needs.
- Assist the Chief; HR in coordination of projects, highlighting areas of improvement within the business units.
- Maintain and follow-up on any communication or delegated action.

Knowledge and Skills:

- Understanding of key performance levers of HR.
- HR expertise (multiple knowledge in HR disciplines)
- Business acumen with a general business and financial understanding and the ability to apply to human capital implications.
- Excellent stakeholder management skills
- Strong technology, analytical and communication skills.
- Proven analytical background with an ability to read, analyze, and interpret complex instructions, legal rules, regulations, and policies.
- Ability to apply common sense to carry out detailed and complex written or oral instructions.
- Ability to establish and maintain effective working relationships.
- Advanced Excel skills
- Performance for success, coaching, contributing to team success, decision-making, formal presentation, planning & organizing, work standards

Qualifications and Experience:

- Bachelor's Degree in Human Resources Management, Administration or any other related field.
- Minimum of five (5) years of progressively responsible experience in Human Resource management or administration
- Experience in forecasting, budgeting and financial analysis will be an added advantage.

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Job opening date : 30-Oct-2024

Job closing date : 13-Nov-2024

3. JOB TITLE: Relationship Manager; Agri Retail (1 Position(s))

Job Location : Southern Zone, Southern

Job Purpose:

Responsible for marketing Agri Retail products and services to grow assets and liabilities; generating leads, processing and assessing SMEs agri-credit applications, reviewing credit appraisals from Relationship Officers from the branches in the zone.

Responsible for analyzing performance of all agri-SMEs in a mandated area of operation against the set budget and ensure compliance with quality standards of the Agri-loans products across the area of jurisdiction.

Responsible for advising the Head; Agri Retail on implications and corrective measures for any business anomalies. In view of the job purpose the Relationship Manager is expected to put forward business propositions and support the product development team in modelling new products and services that fits agribusiness customers.

Main Responsibilities:

- Prepare action plan for implementation and achievement of assets and liabilities budget objectives for his/her area of operation/zone.
- Review and advise the bank on its pricing policy for Agri-loan products and services from time to time based on feedback from the field.

- Come up with initiatives to improve customers' engagement platforms such as Business clubs, Agri Executive network and related Agri events.
- Monitor and supervise all MSMEs Agri-loans issued and disbursed in his/her area of operation/zone to ensure good and quality portfolio.
- Timely preparation of periodical and ad hoc evaluation reports on Agri-MSMEs performance on assets and liabilities (Weekly, Bi-weekly, Monthly and quarterly).
- Plan, prepare and review marketing strategies for new and existing Agri-loan products from time to time.
- Monitor and ensure that all MSMEs Agri-loan products delivery processes are working properly and provide advice to the Head; Agri Retail for any improvement needed.
- Review credit appraisals from Relationship Officers that require further assessment at the credit department for decision.
- Assist branches and zones to prepare budgets for Agri-MSMEs assets and liabilities.
- Train and coach Relationship Officers on various business best practices and processes in evaluating and assessing Agri-Loan applicants.
- Perform any other duties as they may be assigned from time to time by the line manager, other agribusiness management team and executive management.

Knowledge and Skills:

- Sound knowledge of agribusiness economics, the role of credit in business and business development.
- Sound knowledge of Agribusiness Retail Banking products and services in the agricultural value chains.
- Excellent knowledge of agriculture sector dynamics and related laws.
- Sound understanding of other bank's loan products, policies and procedures for cross selling purposes.
- Excellent knowledge of banking operations and financial markets in Tanzania.
- Sound knowledge of Agri-MSMEs market and general business environments in the agriculture value chains.
- Computer proficiency (Excel, word, power point presentation and access)
- Self-motivated, innovative with ability to initiate and lead change.
- Good customer relationship management with ambition to provide solutions to customers' expectations.
- Excellent communication (English and Kiswahili), numerical, analytical, report writing and presentation skills.
- Managerial and leadership skills (conceptual and resourcefulness)
- Strong interpersonal and networking skills for both internal and external customers.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- People management, representation, team building and developing high performing teams.

Qualifications and Experience:

- BSc in Agriculture or BSc in Agricultural Economics/ Bachelor in Banking, Business Administration, Finance or related fields.
- Minimum of 4 years' banking experience, inclusive of roles in Credit assessment, Project appraisal and other bank operations.

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Job opening date : 29-Oct-2024

Job closing date : 12-Nov-2024

4. JOB TITLE: Specialist; Talent Development & Engagement (Fixed term – 2 years) (1 Position(s))

Job Location : Head Office, COE

Job Purpose:

To develop and implement strategies to improve employee/talent satisfaction and experience, retention, and overall workplace culture.

Working closely with HR leaders and Marketing, Communication and Corporate Affairs department, identify areas for improvement and develop initiatives that promote a positive NMB culture and provide exceptional experience to internal and external talents.

Main Responsibilities:

- Develop strategies in increasing awareness of NMB's job opportunities, brand and mission, to both internal and external talents.
- Develop new and existing relationships with academic institutions to encourage talent sourcing.
- Collaborate with the Marketing Team in delivering high energy and engaging virtual/in-person pitches showcasing NMB Employer Brand.
- Engaging in/ hosting employability activities and events (employer panels, careers fairs, workshops)
- Collaborate with the Marketing Team to maximize the reach of talent sourcing campaigns.
- Conduct surveys, analyze data, and create action plans to address talent engagement concerns.
- Monitor and report on the effectiveness of talent development and engagement initiatives.
- Provide support and resources to talents to enhance their work experience.
- Support Senior Specialists in creating and manage talent development programs.
- Consult with the Talent Acquisition community unit to ensure that the talent experience from sourcing to placement reflects the NMB employer brand.

- Demonstrate service excellence and positive interpersonal relations in dealing with internal and external talents to maximize productivity and positive relations and experience.
- Stay up-to-date with industry trends and best practices in talents development and engagement.

Knowledge and Skills:

- A deep understanding of talents needs and the ability to create programs that foster a positive and engaging work environment.
- Knowledge of HR policies and procedures.
- A passion for enhancing the talent engagement and experience.
- Strong stakeholder management and engagement skills.
- Self-motivated and driven to work towards targets
- Good listening and communications, including strong public speaking and presentation skills.
- Project management and planning skills.
- Analytical mindset and critical thinking.
- Team player and able to collaborate with larger cross functional and diverse background groups

Qualifications and Experience:

- Bachelor's degree in Human Resources, Business Administration, Political Science or a related field.
- 3-5 years of experience in employee engagement, business development or a similar role.
- First-hand experience of building relationships, engagement and networking.
- 2 - 4 years banking experience will be added advantage.

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Job closing date : 13-Nov-2024

5. JOB TITLE: Team Leader Contact Centre (Fixed term – 3 years) (1 Position(s))

Job Location : Head Office, Hq

Job Purpose:

Contribute to the growth of the bank by supporting ways to provide the world-best service, implementing strategic initiatives and effective resource management of the Contact Centre through leading, coaching, and mentoring the Contact Centre team, administration, and maintaining Head Office receptions (Head Office ground floor and all floor receptions).

Main Responsibilities:

- Ensure Contact center Agents are meeting or exceeding performance expectations and support staff to deliver exceptional and professional service.
- Delivery of Contact Center services and ensuring that quality assurance, compliance, regulatory, and legal obligations are met across all interactions
- Embed a performance culture, framework and review processes to achieve All set KPI's.
- Drive an excellent customer experience through improving first contact resolution and satisfaction while driving a significant reduction in complaints and repeat calls.
- Accountable for the mitigation of the Contact Center unit risk profile as well as implementing sound governance and compliance processes
- Ensure staff adherence to set targets and appropriate call handling
- Ensure Receptionists deliver a consistently exceptional customer experience, identify opportunities to introduce products and services relevant to customers' expectations and needs

Knowledge and Skills:

- Knowledge on managing customer's complaints.
- Contact center monitoring tool and techniques
- Committed to achieve excellent.
- Excellent coaching skills.
- Excellent prioritization skills.
- Customer-oriented attitude.
- Problem-solving and resolution skills.
- Very good Computer skills (Word, Excel, Database management).
- Strong Interpersonal skills - written and oral.
- Ability to work in a fast-paced environment.
- Ability to manage a modern, technology-oriented product and provide customers with the knowledge required on applications.
- Good teamwork skills, as this position requires working closely with other team members to ensure that the daily workload is completed.

Qualifications and Experience:

- Bachelor's degree in Business Administration/ Computer Science or equivalent qualifications from a recognized higher learning institution.
- Insurance certificate is mandatory
- Strong Background in a contact center in the telecommunication or financial industry and ready to work in shifts (morning, late and night). This is essential

- Experience with call center technologies, i.e. workforce management, quality monitoring, social media listening, social media Management. Inbound/ outbound call management.
- Experience with call center operations
- Experience in managing social media channels.
- Strong background on forecasting, planing, scheduling and monitoring.
- 3 years' experience working in a Financial/Banking industry or Telecommunication industry.
- Proven sales, cross-selling, and up-selling experience

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