



JOB TITLE: **Head of HR Services**

Aggregate function: Human Resources

Business Area: Local HR

Posting Country: Tanzania, United Republic of

Full Time / Part Time: Full Time

Contract Type: Permanent

At Vodafone, we're working hard to build a better future. A more connected, inclusive and sustainable world. As a dynamic global community, it's our human spirit, together with technology, that empowers us to achieve this.

We challenge and innovate in order to connect people, businesses, and communities across the world. Delighting our customers and earning their loyalty drive us, and we experiment, learn fast and get it done, together.

With us, you can truly be yourself and belong, share inspiration, embrace new opportunities, thrive, and make a real difference.

What you'll do

Role purpose:

Is to ensure the development, implementation and management of

Compensation & Benefits strategies and HR Services, policies and procedures throughout the company. This includes responsibility for building Vodacom Tanzania's reputation as a company that offers competitive compensation and rewards and ensuring excellent employee experience during the tenure of employment.

Key accountabilities and decision ownership:

Human Resources Services

- Accountable for the operational delivery of HR Services, aligned with the People Strategy, partnering with the HR Business Partners and Centres of Expertise.
- Responsible for the identification and carve-out of HR Services employees and processes at Opco level and migration to the HR Shared Service Centres.
- Manages and reports the operational delivery of HR Services to agreed Service Levels and People Plans
- Drives continuous process improvement, data integrity and operational effectiveness
- Accountable for ensuring compliance to all relevant HR policies, processes and practices
- Responsible for the creation and maintenance of a roadmap for the deployment of the future delivery strategy by element, by date, achieving buy in from the HR Leadership Team
- Integration of Artificial Intelligence (AI) in HR Operations: Implement AI tools to streamline HR daily operation and enhance decision-making by providing data-driven insights and automating routine tasks
- HR Analytics: Utilize HR analytics to make informed decisions about workforce management, compensation, and benefits. Leverage data to predict trends and address potential issues proactively

Compensation & Benefits

- Develop, manage and implement Compensation and Benefits strategy, policies and procedures for Vodacom Tanzania
- Liaise with International HR in ensuring alignment of Vodacom Tanzania's strategy and policies to Group Compensation and Benefit strategy and policies.
- Develop, mechanisms for monitoring trends in local labour markets and Reward and Benefits packages, including salary surveys, adhoc surveys, etc. and to advise management on the same, based on interpretation of key market data analysis, thus advising on best practice
- Regularly report on Compensation and Benefits trends in the company such as commission schemes, incentive schemes, airtime usage, etc. on a monthly/ quarterly basis and to advise management on managing such trends in conjunction with HR.
- Conduct job evaluations and to advise on salary scales and internal pay

equity.

- Responsible for preparing annual salary and benefits budget as well as payroll budget, monitoring and reporting on the same
- Manage Payroll Administration in ensuring company compliance with statutory and policy requirements pertaining to Compensation and Benefits for staff, including pensions administration, medical insurance, personal accident insurance, etc.
- Manage the annual Salary Review and Incentive exercises for staff, ensuring compliance to Group as well as local standards and requirements.
- Develop creative, broad-based compensation programs and policies by utilizing knowledge of business objectives, compensation principles, methods, best practices, and government regulations
- Retention Strategies: Develop strategies to support longer employee tenures, focusing on professional development and personalized training programs

Core competencies, knowledge and experience

- A good understanding of global and local compensation principles, methodologies and practices
- Analytical skills & Attention to details
- Self-driven and proactive approach
- An ability to build and maintain cordial, professional relationships with external business partners
- Assertive personality
- Integrity
- An understanding of current best practice and leading-edge Human Resources practices and global trends
- Understanding of HR Transformation and organisation design.
- Experience of working with Shared Services organisations would be a definite advantage
- Evidence of interfacing with High Level Stakeholders and gaining high credibility with this group
- Global and Local Compensation Principles: Understanding of compensation methodologies and practices both globally and locally.
- Awareness of current best practices and leading-edge human resources practices and global trends.
- Skills in financial planning and analysis to prepare business cases and track benefits realization.

Must have technical/professional qualifications:

- Minimum of 5 years work experience in a similar position
- Cellular Industry Experience would be an advantage but not a requirement
- Experience in managing teams

- Degree in Business Administration or related field
- MBA (added advantage)
- Shared Services Experience with shared services organizations is advantageous.

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