



1. Law Enforcement & Security Operations Specialist

Dar Es Salaam, Tanzania, United Republic of

Job Description

Role Purpose & Key Responsibilities

Role purpose:

- The key purpose of Law Enforcement & Security Operations Officer to oversees Law Enforcement Assistance (LEA) and security operations, to ensure compliance to the applicable legislations in the data held in Vodacom systems, internal policies, procedures, guidelines, and standards, as well as all the Memorandum of Understanding (MoUs) with all the Law Enforcement Agencies (LEAs): and to develop and enforce LEA and security digitization's and policies to ensure a safe environment for company properties, employee's contractors, and visitors.

Key Responsibilities:

- Administer all lawful requests from LEAs for the provision of data held on Vodacom Tanzania systems and advice to LEAs on the interpretation of Vodacom data.
- Prepare and maintain a variety of records, logs, and files, including information of a confidential nature, with strict secrecy and confidentiality as per the applicable policies, procedures, guidelines, and standards.
- Determine the prioritisation of the LEA requests and reply within the stipulated Service Level Agreements (SLA).
- Compile information and data related to the LEA function, for reporting purpose, on weekly, monthly, and quarterly basis,

- Perform a wide variety of specialized duties independently, in support of the LEA functions delegated to a manager level administrator.
- Manage access entry to all Vodacom offices and designated areas, and ensure security to management, staff, and visitors during working hours.
- Management of work schedules of all security personnel of a contracted security company to always ensure a secure environment.
- Develop methods to improve security policies, processes and practices and recommend changes.
- Direct preparation and distribution of information to inform management and staff of security policies, procedures, and practices.

Qualification, Competencies, Knowledge and Experience

- Bachelor's degree in either Telecommunication Engineer, Computer Science; or Information and Communication Technology ICT); and
- Sequential Query Language (SQL) certification and/or working knowledge.
- Proficient with Microsoft software's i.e., word and excel.
- Ability to maintain a strong sense of propriety concerning confidential matters.
- Customer privacy legislations and regulations.
- Knowledge of relevant security equipment's, policies, procedures, and strategies to promote effective security.
- Computer user knowledge and working SQL knowledge.
- Good report writings and communication skills (verbal and written).
- Interpersonal and stakeholder's management/coordination.
- Integrity and ability to keep a high level of secrecy and confidentiality.

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2. M-Pesa Lead-South

Mwanza, Tanzania, United Republic of

Job Description

What you'll do

Role purpose:

- Manage and Grow Vodacom M-Pesa Business across all KPIs in the South region.
- Responsible to grow M-Pesa base for South region.
- Management of M-Pesa partners and customers by putting up a strategic on ground commercial plan and see to its successful implementation.
- Coordinate with all stakeholders and manage all M-Pesa ATL and BTL campaigns and foster M-Pesa footprint in order to maximize Customers Mobile money activities and grow M-Pesa Revenue Market Share.
- Effective M-Pesa partners' management and maintain close watch on market dynamics including competitor activities that affect M-Pesa business and recommend mitigations.

Key accountabilities:

- Design and implement M-Pesa Regional commercial plan in line with Overall Vodacom M-Pesa Annual strategy to increase the width and depth of M-Pesa distribution, which would translate into increasing M-Pesa customers and revenues in relation to regional targets.
- Coordinate sales and distribution activities within the region including wakalas, super agents, merchants.
- Coordinate and support M-Pesa partners in the region whilst optimizing Distribution partners' returns in terms of ROI and ensure mutually healthy returns.
- Information mining to facilitate M-Pesa performance review and relevant action plan at the Region/Territory/cluster level and prepare weekly reports for management meetings.
- Develop and execute approved, quarterly and on demand tactical plans to ensure M-Pesa Growth continuity despite market dynamics.

Core competencies, knowledge, and experience:

- Ability to manage an outsourcing partner to deliver business solutions and results.
- Ability to anticipate customer, competitor, and market dynamics.
- High on interpersonal skills and able to relate at all levels within the business.
- Sound sales & Distribution experience – combination of both FMCG/Direct marketing
- High level of planning & execution capabilities.

Must have technical / professional qualifications:

- Bachelor's degree or Advanced Diploma in a business-related course.
- 3-5 years of varied experience in Mobile Money on ground sales, 2 years at a senior level.
- Extensive knowledge of Mobile Financial Services business and value chain and sound understanding of distribution models and route to market.

- Mobile money products penetration and on ground execution skills.
- Mobile Money commercial analysis skills.

Key performance indicators:

- Overall M-Pesa KIPs Growth as per the South region target.
- Accurate and timely delivery of the execution plans specified on the calendar.
- Quality of support and stakeholder alignment.

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3. Digital Payments Ecosystem Specialist

Dar Es Salaam, Tanzania, United Republic of

Job Description

What you'll do

Role purpose:

- Develop and implement digital payment strategies aligned with the company's overall goals.
- Conduct market research to understand customer needs and preferences.
- Manage end-to-end digital products' lifecycle, from ideation to post-launch evaluation.
- Collaborate with cross-functional teams including IT, Customer Experience, Marketing in the designing, launch of new digital & online products and services.
- Enhance the experience for customers by gathering and analysing customer feedback to drive continuous improvement.
- Develop and manage relationships with external partners.

Key accountabilities:

- Maintain and drive the strategic roadmap for digital payment solutions to achieve maximum adoption and overall growth.
- Identify opportunities for innovation and differentiation in the digital payments space – Evaluate emerging technologies, drive innovation by piloting new solutions and assessing their feasibility for integration into M-Pesa's ecosystem.
- Continuously design and optimize digital & online solutions to improve user experience and functionality – Analyse customer feedback and usage to identify and address pain points.

- Consistent tracking & analysis of key performance metrics related to digital payments adoption, usage, revenue – Ensure analysis and reports are detailed and insightful enough for quick decision making.
- Collaborate with GTM teams in rolling out the overall GTM Strategy for digital solutions – Develop and execute campaigns promoting digital payment solutions, educate customers on the benefits and usage of the solutions and measure the effectiveness of these efforts and adjust the GTM strategies as need

Core competencies, knowledge, and experience:

- Strong stakeholder management skills
- Must be a critical thinker, innovative and agile.
- Ability to manage projects, multiple tasks and priorities effectively.
- Strong customer service and experience orientation
- Excellent analytical and problem-solving skills – Familiarity with data analysis tools and techniques

Must have technical / professional qualifications:

- Bachelor's degree in Business Administration, Economics, Marketing, Finance or a related field
- Understanding of digital payment ecosystems and mobile financial services
- Minimum 2 years of working experience in a fast-paced industry e.g., telco, FMCG
- Excellent analytical, problem-solving, and business acumen
- Strong communication and interpersonal skills
- Ability to work effectively in a fast-paced and dynamic environment.
- Flexibility in working hours may be required to meet project deadlines.

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