



## **1. Assistant Relationship Manager Liabilities (fixed term – 1 year) (1 Position(s))**

Job Purpose:

Responsible for coordination of deposit mobilization on the Business Banking department by working closely with Branches and Head Office sales team in monitoring and growing business liability portfolio to achieve overall deposit targets of the Department.

Main Responsibilities:

- Take lead in business deposit mobilization strategy.
- Ensure that dormancy rate is kept at minimum.
- Proactively provide guidance to branches in managing top business depositors.
- Launching and implementing new and innovative Liability products as per market, customer, and banks requirement
- Providing branches with training of new and existing products
- Develop sales strategy for business liability products.
- Provide guidance to Business Bankers/Relationship Officers teams across branches in building liability portfolio.
- Conduct liability sales training for Business Bankers/Relationship Officers
- Identify and develop business opportunities from existing customers as well as potential customers.
- Cross sell of banks products and services (e.g. Trade Finance, Forex, Bank Guarantees, NMB Mobile etc.) to ensure utilization and usage of all these products.
- Ensure excellent customer relations are maintained to facilitate growth in customer numbers and retention of the same.
- Monitor market and competitor activity to ensure opportunities for new customer acquisitions and enhanced market share.
- Provide senior management with appropriate reports on business progress.
- Managing departmental events and sponsorships to ensure full participation and payments to suppliers/vendors are done timely.

Knowledge and Skills:

- Strong sales skills
- Good customer relationship skills
- Knowledge of Bank's products, policies and procedures is essential.

- In-depth understanding of all frontline and other technical support systems e.g. Flexi cube
- Up to date knowledge of competitor and market activities in Tanzania
- Strong analytical, communication and presentation skills
- Excellent client management skills
- Well versed with deposit mobilization principles and innovative sales techniques.
- Time management skills
- Strong Networking and interpersonal skills

Qualifications and Experience:

- Bachelor's degree in Finance, Accounting, Banking or related field
- 3 years' experience with specific expertise in marketing/sales/product development of business liability products and services with proven success results.

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*Female candidates and people living with disabilities are strongly encouraged to apply for this position.*

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Only shortlisted candidates will be contacted.

Job opening date : 23-Aug-2024

Job closing date : 06-Sep-2024

To Apply, [\*\*CLICK HERE\*\*](#)

## **2. Legal Manager; Wholesale Business (1 Position(s))**

Job Location : Head Office

### **Job Purpose:**

To assist the Senior Manager in overseeing the processing of security documentation and lending-related contracts, regulatory compliance and general legal advisory related to wholesale business functions (large corporate customers).

Main Responsibilities:

- Drafting, preparation, and review of legal documents e.g. security documents, contracts, and letters.
- Advice and support the Wholesale Business team on different lending procedures, documentation, and registration procedures.
- Follow up with the registration unit to ensure all legal documents which require registration are registered.

- Follow up with respective departments on all issues which are pending and are hindering the preparation/registration of security documents.
- Assist in advising and supporting the wholesale business team on different lending procedures, documentation, and registration procedures.
- Assist the Senior Manager; Wholesale Business to provide legal advisory services to wholesale business on all legal issues related to lending.
- Assist Senior Manager, wholesale business in reviewing the standard developed documents and ensuring proper use by the team.
- Process discharge of securities as per the approved mandate whenever required.
- Attend meetings with various stakeholders as and when required to.
- Prepare reports as and when required.
- Prepare court proceedings and represent the bank in courts of law.
- Handle other tasks as assigned by the Head of Legal/or Senior Manager from time to time.

Knowledge and Skills:

- Knowledgeable in banking products and commercial law
- Drafting and reviewing of agreements.
- Research skills, negotiation skills and document management.
- Adaptability, Solution oriented, Communication, Continuous Learning, Customer Focus, Planning and Organizational skills.
- Ability of working under pressure and meeting tight deadlines.
- A quick learner who can work under minimum supervision.
- Must display flexibility in day-to-day work.

Qualifications and Experience:

- Bachelor's Degree in Law (LLB)
- Must be a Registered Advocate
- Minimum of 5 years' experience working in the banking industry and handling of security documentation for large & complex transactions (local and international).

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### **3. Senior Product Manager Asset (Re-advertisement) (1 Position(s))**

Job Purpose:

Responsible for asset product development, management and performance for Retail Banking  
Monitoring and ensuring asset product profitability and its end-to-end life cycle

Main Responsibilities:

- Develop, implement and manage a compelling Retail banking portfolio of Asset products.
- Ensure proper communication of new products before public launch, awareness, and training to branches and all key stakeholders
- Ensure new products are approved and in line with controls and regulations, customer centric concept and are fairly priced.
- Monitor, assess and report new products framework and ensure the same is in line with Bank's projections, targets and budget.
- Analyze, manage and identify all system faults that affect product performance then, suggest areas of improvement, get approvals for improvement and ensure approved changes/enhancements are implemented within agreed time.
- Monitor asset product quality by working with key stakeholders to ensure it remains within the acceptable bank's threshold
- Play a key role in innovating Retail Banking asset products.
- Manage internal relationship with all stakeholders and business partners during introduction of new or existing products in accordance to bank risk appetite as well as customer needs.
- Responsible for products' feature enhancements and revamps where need be to ensure that all product features are relevant to customer's need and vis-à-vis market competition
- Conduct product profitability analysis to ensure product performance as per target
- Proactive to identify and suggest way forward for underperformance product if any, ensuring continued profitability and Balance Sheet Growth.

Knowledge and Skills:

- Strong analytical and numerical skills for calculation of statistics, figures and targets
- In-depth understanding of product life cycle
- Business planning and Project management skills
- Strong credit skills/ knowledge
- Sound understanding of bank's loan products, policies and procedures.
- Conversant of product offerings in the wider financial services industry and systems supporting them
- Detailed knowledge of Retail buying behavior, marketing techniques and evolving trends
- An understanding of customer segmentation theory and practice.
- Detailed understanding of banking industry, advisory, regulatory and professional bodies.
- Good understanding of legislation related to financial services and channel delivery.
- Strong knowledge of constructing reports, executive summaries and briefs.
- Excellent communication skills both written and oral
- Standard Computer skills
- Able to deal professionally, confidently and effectively with staff at all levels, internally and externally.

- Good interpersonal and networking skills
- Negotiation and Report writing skills
- Ability to explain and handle complex information clearly and simply.
- Presentation, Coaching and Training skills.
- Ability to keep abreast of industry changes in both business and marketing environments.

Qualifications and Experience:

- Degree/Advanced Diploma in Business, Accountancy, and Economy, Finance or any other related field.
- A Master's Degree will be an added advantage
- Any course or training in product development is an added advantage
- A minimum of 5 years working experience in Product Development within the Banking Industry and at least 2 years' experience in credit
- Familiar with a variety of the field's concepts, practices, and procedures.
- Conversant in Customer segmentation, Pricing and Product Development procedures/processes.

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#### **4. Senior Specialist; Learning Content & Delivery (1 Position(s))**

Job Location : Head Office

##### **Job Purpose:**

To implement HR objectives in building staff capability required by the bank through design, development, and delivery of learning content solutions.

Main Responsibilities:

- Coordinate content design and development activities and ensure there are quality learning solutions including all course materials, exercises, and skills evaluations.

- Coordinate instructional design projects; engage stakeholders and subject matter experts in conducting research/analysis to identify training needs.
- Consult as needed with third-party providers of educational materials and resources to ensure they meet organization training objectives.
- Coordinate the conceptualization, development, and layout of the appropriate technical infrastructure required to deliver digital e-learning content to its audience.
- Collaborate and engage stakeholders i.e. subject matter experts, departmental Heads, Senior Managers and Human Resources Business Partners in conducting research/analysis to identify training needs.
- Liaise with stakeholders to gather learning and performance support requirements and present solutions to seek alignment.
- Coordinate and deliver training and ensure development and growth of the internal pool of trainers.
- Coordinate development and monitor training feedback mechanisms and evaluate the impact and effectiveness of training content and materials (ROI).
- Implement the E-learning strategy as agreed from time to time, ensure the e-learning system is used along the vision of increasing access to learning and cost saving (Effectiveness and Efficiency)
- Responsible for arranging, reviewing of the training materials and training volunteer trainers
- Perform periodic course reviews based on identified gaps in either design process, evaluations or changes in the business
- Ensure the quality of learning solutions is adhered to in different delivery channels
- Ensure data integrity and adherence in report generation both for L&TD and management use.

#### Knowledge and Skills:

- Understanding of learning design approaches
- Knowledge of adult learning principles and theories
- Familiarity with server-based technology, learning management systems, databases and SCORM/AICC/XAPI standards.
- Business acumen
- Conversant with course development and implementation
- Familiar with e-learning development production authoring tools
- Ability to communicate ideas and information effectively, clearly, and concisely both verbal and written.
- Stakeholders and Project Management
- Customer focus and Relationship Management.
- Expert in learning and development frameworks, approaches, and interventions
- Planning, prioritizing and delivery of full learning demand cycle; from needs analysis to evaluation.
- Communication & presentation skills
- Facilitation skills
- Analytical skills

#### Qualifications and Experience:

- Bachelors degree in Instructional design & learning technologies or a related field.
- Post Graduate studies in Instructional design & learning technologies is an added advantage.

- Certification in HR or Learning & Talent Development is an added advantage.
- Minimum 4 years' experience in content development and delivery of both traditional and technology-based learning solutions.

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