



We are  
**HIRING** ➔  
JOIN OUR TEAM

**HEAD OF HUMAN  
RESOURCES**

Akiba Commercial Bank Plc is a fully-fledged commercial bank incorporated in Tanzania with more than 27 years serving the financial needs of private individuals, micro, small and medium enterprises (MSMEs), large corporate clients and government institutions. The Bank has 14 branches in Dar es Salaam, Dodoma, Moshi, Arusha, Mwanza and Mbeya; a network of 1,700 Wakala agents in 16 regions of Mainland Tanzania; and more than 280 Umoja Switch ATMs serving more than 3 million customers country wide. This is supported by modern digital banking channels including Mobile Banking, VISA Cards and Internet Banking that serve customers in areas without physical presence in Tanzania and abroad

The Bank is looking for an experienced Head of Human Resources to join its senior management team. Reporting to the Managing Director, the **Head of Human Resources** will be primarily responsible for proper utilisation of human capital to enhance effectiveness and profitability of the Bank. This will be delivered through planning, designing and executing sound HR strategies, optimizing organisational structures, enhancing employee engagement and effective systems and procedures for staff development including training and capacity building, compensation and benefits management, staff attraction, recruitment and retention, industrial relations and all other HR related projects.

This leadership role requires a proactive, solution-oriented approach to human resources aligning HR practices with business objectives while fostering high-performance culture.



Piga: 0800 750 336 Bure  
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**Akiba Commercial Bank Plc**  
0755 202 011

## KEY RESPONSIBILITIES

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- Develop and implement comprehensive human resources strategies, policies, processes and procedures that support the Bank's business objectives and growth plans with a focus on talent acquisition, employee engagement and retention.
- Act as a trusted advisor to senior management, providing insights and guidance on HR issues including workforce planning, succession planning and leadership development.
- Review and recommend changes to optimize the organizational structure to ensure integrity, efficiency and alignment with business focus and organizational changes.
- Manage the Bank's performance management system by establishing and reviewing Key Performance Indicators (KPIs), coordinating staff performance appraisals, and management of poor performers including career and personal development plans.
- Coordinate annual staff salary surveys to ensure that the Bank maintains competitive salary structures that attract the best talent.
- Manage staff engagement surveys to gauge the level of employee engagement and take corrective action as necessary.
- Maintain good employee relations and employment practices to foster high degree of staff morale and discipline.
- Develop a clear and appealing employee value proposition (EVP) that reflect the Bank's mission, business objectives, values, culture, career development opportunities, work-life balance, compensation packages and other benefits.
- Develop and implement staff welfare programs and policies within the human resources function to support business strategies, e.g. medical insurance, staff loans, social and sporting activities, etc.
- Promote the results-oriented culture within the HR function, establishing clear goals and objectives for the team.
- Maintain staff budget and ensure that recruitment is done within the approved establishment by coordinating all recruitment and selection processes.
- Liaise with the Managing Director and other line managers to update job descriptions to ensure that all in serving and new staff have job descriptions.
- Foster a culture of continuous learning through employees' ownership of their professional development. Conduct training needs assessment (TNA) and coordinate training interventions including new staff inductions.
- Represent the Bank on all labor-related negotiations and discussions.
- Ensure the integrity and security of HR data and records while maintaining confidentiality in line with best practices.



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## THE CANDIDATE

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- Holder of a bachelor's degree in business administration, public administration, social science studies, human resources management, law or relevant fields.
- Possession of a master's degree in human resources management or a relevant field.
- Minimum of 10 years of experience in human resources management.
- At least 5 years in a senior leadership role in a similar position, preferably in the banking industry or financial services.
- Strong leadership and managerial skills.
- Good problem solving, decision-making and conflict resolution skills.
- Strong interpersonal, negotiation and persuasion skills.
- Superior written and verbal communication skills as well as good presentation skills.
- Detail oriented, good organizational skills and the ability to effectively prioritize tasks.
- Excellent analytical and research skills.
- Excellent computer and technical skills.

## APPLICATION INSTRUCTIONS

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If you meet the above requirements and ready for a great challenge, mail a covering letter and your curriculum vitae to [recruitment@acbtz.com](mailto:recruitment@acbtz.com) by 21st April 2025.

Akiba Commercial Bank Plc is an Equal Opportunity Employer. We are committed to creating a diverse environment and achieving a gender balanced workforce. Female candidates and people living with disabilities are strongly encouraged to apply for this position.

Akiba Commercial Bank Plc does not charge any fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it.

Only shortlisted candidates will be contacted.



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