



## 1. JOB TITLE: BUSINESS ANALYST

### Department

**BUSINESS PERFORMANCE & REVENUE ASSURANCE UNIT**

**Location:** Tanzania Head Office

**Number of openings:** 1

### Job Purpose

Oversees the performance of CRDB Bank's commercial business units, encompassing both Retail and Corporate segments. The role requires a well-rounded professional who combines strong analytical capabilities with excellent business acumen to ensure high standards of performance monitoring, strategic planning, and decision support.

### Principle Responsibilities

- Track, analyze, and report actual business performance against set targets across commercial units.
- Develop and maintain automated performance reports across all commercial dockets.
- Generate and present comprehensive executive reports and performance insights to support senior management decision-making.
- Actively participate in the annual budgeting process for commercial business units.
- Collaborate with business unit heads to set strategic and operational targets.

- Monitor budget adherence and alignment with strategic goals.
- Conduct deep-dive analyses into key business areas, banking products, and channels to identify drivers of performance and underperformance.
- Perform root cause analysis and suggest corrective actions to improve outcomes.
- Design and build interactive dashboards to visualize key business metrics using Power BI and other tools.
- Continuously enhance reporting systems to support real-time analytics.
- Identify potential product or operational issues before they impact performance and proactively coordinate resolution with relevant stakeholders.
- Contribute to the formulation, execution, and monitoring of business strategy across the commercial banking segment.
- Track strategic KPIs and provide timely alerts and insights.
- Provide ad-hoc analysis support and analytical consulting to various departments as required.
- Ensure alignment with financial legislation, accounting frameworks (IFRS, IAS, GAAP), and internal policies.
- Stay abreast of industry trends, regulatory changes, and evolving best practices in the financial services landscape.

## Qualifications Required

- Bachelor's degree in Business, Accountancy, Economics, Finance, Computer Science, or a related field.
- Additional training or certification in data science, artificial intelligence, or product development is an advantage.
- At least 3 years of relevant experience in business analysis or commercial performance management.

- Demonstrated ability to work professionally and effectively with stakeholders at all levels.
- Experience in budget formulation, strategic planning, and performance monitoring.
- A strong understanding of financial concepts, business metrics, and reporting tools.
- Deep knowledge of Tanzanian banking products and the systems supporting them.
- Familiarity with financial products across the broader financial services industry.
- Understanding of accounting and financial policies (IFRS, IAS, GAAP) is an added advantage.
- In-depth knowledge of financial legislation and compliance within the banking sector.
- Excellent report writing, executive briefing, and presentation development skills.
- Exceptional analytical capabilities and problem-solving skills.
- Strong data literacy, data manipulation, and ETL processes.
- Proficiency in SQL, Oracle, Python, and familiarity with AI and data science methodologies.
- Skilled in building dashboards using Power BI and other visualization tools.
- Advanced Microsoft Excel proficiency.
- Strong interpersonal, communication, and stakeholder management skills.
- Ability to clearly explain complex data and concepts to non-technical audiences.
- Competent in delivering presentations and conducting internal training sessions.

- Detail-oriented with a focus on quality and accuracy.
- Results-driven and proactive mindset.
- Adaptable and able to work in a fast-paced environment.
- High level of integrity and professionalism.

**Deadline: 2025-06-03**

**Employment Terms: PERMANENT**

**CRDB Commitment**

*CRDB Bank is dedicated to upholding Sustainability and ESG practices and encourage applicants who share this commitment. The Bank also promotes an inclusive workplace, hence applications from women and individual with disabilities are encouraged.*

*It is important to note that CRDB Bank does not charge any fees for the application or recruitment process, and any requests for payment should be disregarded as they do not represent the bank's practices.*

*Only Shortlisted Candidates will be Contacted.*

**[APPLY HERE](#)**

## 2. JOB TITLE: MANAGER VALUE CHAIN

**Department:** BUSINESS PERFORMANCE & REVENUE ASSURANCE UNIT

**Location:** Tanzania Head Office

**Number of openings:** 1

**Job Purpose**

Drive value chain business with aim to increase business through optimizing gain on existing and non-existing bank Customers and respective supply chain. Optimizing gain from portfolio with concession rates and link business between Corporate and Retail banking.

**Principle Responsibilities**

### 1. Value Chain Management

- Track value chain business leads from corporate clients and ensure a 360-degree customer approach is applied by working closely with the Retail team.
- Drive recruitment of MSME customers who are part of the corporate client value chain through the presentation of Banking products and services to targeted customers.
- Managing banking relationships of Value Chain customers and sustaining business relationships to ensure continued business streams.
- Monitor leads and the performance of the Value chain, ensure that the product delivery process is working properly, and advise on areas for improvement.

- Keep detailed records, generate reports, and develop presentations to help management and retail staff understand the value chain perspective.
- Analyse value chain sales and retention processes, identify, and monitor new business opportunities by analyzing MIS, industry, and local knowledge.
- Grow and retain deposits through a value chain strategy that onboards all their second-line beneficiaries, e.g., Suppliers, contractors, employees, logistics, Insurance, and other services.

## 2. Stakeholder Management

- Work closely with corporate/commercial/consumer bank relationship managers to identify value chain opportunities.
- Support all value chain opportunities with joint visits and drive for execution closure.
- Train and empower staff to develop sustainable client relationships and prospects within the community for increased value chain business.
- Track and monitor the portfolio of customers issued with concession rates to ensure compliance with terms and conditions that aim to give the bank additional business.

## 3. Customer Service

- Support the resolution process for escalated customer queries/complaints.
- Establish relationships with key value chain clients and business influencers in the country.
- Establish and sustain a customer-centric value chain focused business culture, leveraging people and technology.
- Ensure high customer satisfaction as measured and monitored through Customer Evaluation on Bank Service Survey, Focus Groups and Product Service Performance Information.

- Coordinating sales activities from all business units to ensure the client's onboarding into the bank is smooth and pleasant.

### Qualifications Required

- Bachelor's Degree in Business, Accountancy, Economics, Finance or any other related field.
- Ability to keep abreast of industry changes in business and marketing environments.
- Minimum of 5 years of working experience in Relationship Management, particularly within a business unit, with a track record of outstanding performance in driving business growth.
- Experience in structuring and managing financing solutions for value chains or sectors such as agriculture, trade, or manufacturing.
- Solid understanding of credit risk assessment, financial analysis, and value chain business models.

**Deadline: 2025-06-08**

**Employment Terms: PERMANENT**

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