

Job Title:	Human Resources Officer	Job Reference indicator:
Organization Function:	Human Resources	Job grade:
Organization I Level:		Location: Head Office

Reporting Relationships

- Functionally reports to: Head HR
- Administratively reports to: Head HR
- Supervises: Nil

Job objective(s)

- Implement initiatives aimed at enhance the total employee worklife cycle, Improve Staff performance through training and development that will lead to the overall improved performance of the organization.

Duties & Responsibilities

- Follow up on preparation and completion for KPIs for all staff
- Monitor the performance of staff and manage poor performers.
- Monitor and manage employee confirmation based on performance
- Preparation of Annual training plan
- Identify training needs of all staff and develop training plan.
- Implement the Bank's training plan as per the approved budget.
- Implement rewards and recognition schemes based on performance.
- Learning champion and work with UBA Academy for various staff learning opportunities.
- Preparation of various monthly and annual training and Performance related reports.
- Assist the Head HCM to align all policies and procedures to comply with statutory requirements while ensuring adherence to the same by all employees.
- Consult and train employees and line managers regarding the Bank's Staff policy and other HR related policies and procedures.
- Manage staff information/Data, movement of employees from one job to another which includes promotions and transfers.
- Prepare and Coordinate wellness programs for all staff.
- Process monthly payroll and preparing of monthly statutory reports and payments
- Participate in designing and preparation of employee engagement activities
- Making sure that the notice period given by exiting staff is as per employment contact, preparing acceptance of resignation letters, conducting exit interviews in liaison with the Head of HR, and making sure that clearance procedures are adhered to.
- Payroll processing by providing accurate and timely employee data, including new hires, exits, and changes.
- Employees benefits administration such as medical insurance, pension schemes, Group Life and other staff benefits.
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- Prepare and maintain HR reports on recruitment, turnover, leave, training, and other key HR metrics.
- Administer disciplinary processes in line with the bank's disciplinary policy, labour laws, and principles of natural justice.
- Support investigations into misconduct, ethical breaches, fraud-related concerns, and policy violations, in collaboration with Compliance, Risk, and Internal Audit where required.
- Coordinate disciplinary hearings, issue notices, warnings, and outcomes, and maintain proper documentation.
- Track disciplinary cases, sanctions, and trends to identify conduct risks and recommend preventive actions.
- Any other assigned duties.

Key Performance Indicators

- Number of employee movements vs. planned
- Efficiency at implementing career management programs
- Timely payroll and benefits processing
- Maintain employee records and HR documentation
- Timeliness in carrying out assigned tasks and duties
- Customer satisfaction index

Minimum Education Qualifications

- Bachelor's degree in any Social Science field or Humanities

Previous Work Experience Requirements

- Minimum requisite experience – 3 years relevant experience

Key Competency List

Knowledge

- Knowledge of UBA organization structure
- Practical & broad understanding of policies, methods, systems, processes
- Performance management
- Training needs analysis
- Training needs analysis
- HR operations
- Labour laws
- HR Metrics

Skills/Competencies

Professional disposition, possess strong IT appreciation & application skills, must pay attention to detail, Reporting, Analytical Thinking, Workload Management, good numeric ability, supervisory skills. Conflict resolution, interpersonal skills

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Human Resources Officer

- Submit applications to: recruitment.tanzania@ubagroup.com
- The email subject should read: **Application for (Position Title)**
- Attachments required: Cover letter, CV, academic certificates

For more information, visit www.ubatanzania.co.tz/careers

Deadline: 15th February, 2026

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