



1. JOB TITLE: Project Manager

Locations: Head Office NBC

Time type: Full time

End Date: March 10, 2026 (10 days left to apply)

Job requisition id: R-15984254

NBC is the oldest serving bank in Tanzania with over five decades of experience. We offer a range of retail, business, corporate and investment banking, wealth management products and services.

Job Summary

Overall accountability for managing the entire portfolio of projects within the business unit throughout the entire business development lifecycle, including pre-design, design, tendering and contract and implementation and post implementation phases.

Responsible with delivery for BAU Technology and CRES projects Ensure compliance to internal governances and external regulatory landscape by monitoring and reporting on project governance, control, allocation of financial resourcing and capacity

Job Description

Accountability: Project and Portfolio Management

Project Portfolio and Project Management 40%

Outputs to deliver this accountability:

- Overall accountability for overseeing concept, design, tendering and implementation phases of projects
- Capacity Management and implementation planning and budget control.
- Manage project governance and controls.
- Monitor, manage and report on strategic portfolio and project budgets allocated to property projects
- Accountable for rigorous cost management within assigned projects through budgeting, monitoring and reporting process and instilling discipline within the team around cost control and cost savings.
- Provide input into the categorisation of projects for streamlined implementation
- Manage stakeholder engagement by way of a stakeholder map by providing project status, conformance to governance, methodology and points of discussion.
- Manage all elements of project execution namely timelines, actions, status reporting, status meetings, deliverables, risks and issues, expenditures, forecast of costs, cash flow, timescales and resource requirements etc.
- Manage the activities of the project team members, as well as line role players and subject matter experts assigned to the project.
- Coordinate the work of the project team by allocating tasks, monitoring progress, ensuring awareness of responsibilities and securing commitment to successful project delivery.
- Comply with the appropriate structures established to ensure the delivery of projects.
- Write presentations and reports for various stakeholders to keep them informed of progress and status of the project i.e. Steering Committee, Management meetings,
- Regular status reporting, and present them to the relative audience as may be required.
- Manage relationships with line role players, business sponsors and business owners.
- Manage and run project meetings i.e. team, vendor, testers, to ensure agendas are adhered to, actions agreed, owners assigned and thereafter recorded in project plans, reports and minutes.
- Develop financial business cases to secure the project funding.
- Identify and manage all programme/project issues and risks including their mitigating actions, owners, appropriate escalation and contingency management.

- Monitor and control the use of resources and funds against the original budget or, where appropriate, the latest allocation.
- Gain agreement from project sponsor and/or the steering committee for all changes to the project as necessary.
- Within the context of a programme, confirm any plans for the external procurement of any resource/s and services in order to gain approval for the use thereof.
- Manage the process of procuring the external supply of resources and services, and the negotiation of major contracts with external suppliers.
- Ensure that all service contracts include a clear specification of the supplier's responsibilities regarding scope and quality of the deliverables, as well as costs and timescales.

Accountability: Project Governance and Compliance

- Provide a consolidated view of achievement of projects and programmes against the intent of the change landscape.
- Provide consolidated benefits reporting and analysis on projects
- Review and escalate risks and issues as required, of projects and their interdependencies and escalate these to Project Steerco forum.
- Understand the sectors and the BUs' strategies and medium term plans (MTP) in order to plan for the initiative CAPEX spend for the upcoming year.
- Ensure all project role players (external and internal) contribute their project status reports on deadline; and review and ensure the quality and accuracy of these reports.

Accountability: Team/Unit Management

- Agree resource plans with the Change Enablement Lead or Programme Manager (programme) and manage the recruitment of staff, contractors and external consultants, as appropriate.
- Manage and lead project team, provide assistance to less experienced staff by giving guidance and supporting on the job training, as appropriate.
- Regular review of individual and team performance targets.
- Delegates effectively, allowing team members to take responsibility for performance.
- Proactively and creatively develops team's skills encouraging learning and knowledge transfer and recognising achievements.
- Identify any training needed to support project implementation planning delivery of training within project timescales.

- Contribute to the performance assessment of staff undertaking project works in the team

Education and Experience Required

- Bachelor degree in (Engineering, Construction, Project Management)
- Relevant Masters Degree to be able to meet the intellectual demand of the job, or can demonstrate equivalent experience
- Minimum 3-5 years technical/managerial experience in projects
- Demonstrable track record of successful delivery of building fitout projects (not necessarily in the finance sector)
- Professional registration in relevant Professional Registration Body
- Project Management experience gained in a complex Financial Service environment
- A proven leadership background, including negotiation and delivering results

Knowledge & Skills: (Maximum of 6) Competencies: (Maximum of 8 competencies)

- Deciding and initiating action
- Learning and researching
- Entrepreneurial and commercial thinking
- Relating and networking
- Adapting and responding to change
- Persuading and influencing
- Creating and innovating

Qualifications

Administration (Meets all of the requirements), Bachelor`s Degrees and Advanced Diplomas - Business, Commerce and Management Studies, Customer Excellence - Service Delivery (Meets all of the requirements), Digital familiarity (Meets some of the requirements and would need further development), Enabling team success (Meets all of the requirements), Experience in a similar environment at junior management level, Leading people - Team level (Meets all of the requirements), Openness to change (Meets some of the requirements and would need further development), Planning and organising (Meets all of the requirements)

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2. **JOB TITLE: Relationship Manager Private Banking**

Locations: Zanzibar Branch NBC

Time type: Full time

End Date: March 6, 2026 (7 days left to apply)

Job requisition id: R-15974841

NBC is the oldest serving bank in Tanzania with over five decades of experience. We offer a range of retail, business, corporate and investment banking, wealth management products and services.

Job Summary

To develop and grow relationships with Affluent customers, and growing the customer base through targeted sales efforts and the delivery of impeccable service.

Delivers a high level of service and personal attention to the Bank's quality customers, with the aim of developing significant sales and new business and providing a high level of retention of existing clients business.

Job Description

Key Accountabilities

Solution sales to new and existing customers & Relationship Management.

- Achieve agreed sales target for customers (upgrades and new to bank), new accounts, assets and liabilities and any other products as may be assigned.
- Conduct a detailed need analysis for all existing and potential customers to determine which product will suit their needs.
- Ensure proactive selling of alternative delivery channels (internet banking, insurance products, etc.) to all clients.
- Based on proactive sales or leads referred from other sources, ensure contacts to potential new customers are done and offer them packaged financial solutions based on a detailed assessment of their needs.

- Increase product penetration for existing customer base by reviewing their portfolio to determine potential cross sells and pro-actively recommend new products to customers.
- Conduct financial planning for customers to play a pro-active role in increasing their wealth.
- Achieve agreed sales target for customers (upgrades and new to bank), new accounts, assets and liabilities and any other products as may be assigned.
- Continuously monitor utilization of credit facilities and investment avenues. Identify and resolve underutilization by contacting customers to determine the reasons and escalating service issues.
- Manage the banking relationships for portfolios of high-net-worth customers which may include senior local political figures and well known business people
- Conduct regular customer visits and motivate focused social events and individual entertainment to build long-term relationships.
- Take accountability for the relationship with the Client, across all hierarchical levels, which incorporates integrating and coordinating all contacts between the Bank and the Client.
- Manage own calling program including identifying names to call in a particular month and setting up meeting, obtain advise from Head of Affluent where required.
- On a monthly basis, compile a report on calling programs for the month and personal sales progress against the targets as agree. Present the report to the Head of Affluent.

Customer Experience

- Monitor operational delivery of customer requirements, summaries systemic failures and raise to the Head of Affluent for further follow-up at EXCO level.
- Log complaints and action general queries, track the resolution and respond to clients within a reasonable time.
- Always provide quality and professional service and support to customers. (world class customer service).

Compliance and Risk Management

- Ensure that processes, control requirements and risk management frameworks that have been designed for the area are understood by all members of the team.
- During scheduled audits and management assurance reviews, ensure that all information required by the auditors are provided timeously.
- Log all Risk and Loss events as a result of error or fraud highlighted in the department. Ensure that the issues are thoroughly investigated and closed or escalated as per policy.

- Monitor compliance training undertaken by team members and ensure that they complete the required training within prescribed timelines.
- Review the portfolio from a compliance perspective on a monthly basis and ensure that all documentation required for all clients including those related to KYC, AML and SANCTIONS are up to date.
- Follow the Retail end to end account opening ensuring new accounts are authorized and KYC compliant. Escalate any items that exceed the agreed service level timelines or where there are unresolved KYC requirements, to management in Operations.
- Check and approve each new account application and loan document.

Business Management.

- Drive customer engagement activities in branches
- Based on gaps identified, motivate requests to the manager for additional resources including people, budget and equipment.
- Obtain a thorough understanding of the business unit's strategy and explain it to team members in such a way that they understand the contribution they have to make.
- Explain targets and take accountability for the monitoring and achievement of performance objectives in the department in terms of employee satisfaction, customer experience, cost performance, return on investments, risk, and compliance and governance requirements. Create quarterly and monthly plans to ensure delivery for the year.
- Conduct basic statistical analysis to track performance variances and determine the root causes of errors. Make recommendations for productivity or process enhancements to process owners.
- Implement productivity improvement measures by coaching staff on any new processes or on their areas for improvement.

Other duties

- Carry out other duties as assigned by the Branch Manager.
- Prepare various reports and business proposals for management approval

Education and Experience Required:

- Bachelor's degree in business administration or its equivalent
- 4 and above years of banking experience (preferably from Branch)
- Broad knowledge of banking practice (Product knowledge) and bank regulations

Knowledge, Skills and competences required:

- Strong Customer Service management
- Communication skills verbal and written.

- Listening skills
- Relationship Management
- Financial Management and analytical skills
- Bank Products awareness
- Selling and negotiation skills
- Awareness of BOT Regulation
- Risk Management
 - Credit risk
 - Operation risk
 - Market risk

Qualifications

Bachelor`s Degrees and Advanced Diplomas - Business, Commerce and Management Studies, Business-to-Business Customer Relationship Management (Proficient), Customer Excellence - Service Delivery, Digital familiarity (Meets all of the requirements), Effective communication - Basic (Meets all of the requirements), Experience in a similar environment, Openness to change (Meets some of the requirements and would need further development), Product and/or Service Knowledge (Meets all of the requirements)

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3. JOB TITLE: Application Support Analyst

Locations: Head Office NBC

Time type: Full time

End Date: March 9, 2026 (10 days left to apply)

Job requisition id: R-15984160

NBC is the oldest serving bank in Tanzania with over five decades of experience. We offer a range of retail, business, corporate and investment banking, wealth management products and services.

Job Summary

- To take full responsibility to manage the implementation, maintenance, and enhancement of all Applications systems to enable the use of appropriate platform technology, as an integral and reliable component of business process within country.
- To drive convergence of technologies, ensure delivery of technology projects associated with Applications and liaise and negotiate with internal customers and technology vendors.
- To drive innovation related to Application within the bank for the purpose of improving efficiency and productivity in order to achieve revenue targets.

Job Description

System Stability and Resilience

- The prime responsibility is for maintaining the availability and reliability of applications to ensure that IT can effectively meet service targets in accordance with planned business objectives.
- The accountability also has a responsibility of analysing existing application availability issues and problems to determine ways to improve availability at acceptable cost levels.
- undefined
- The accountability has a responsibility to determine availability requirements for new applications or enhancements to existing applications.
- undefined
- Optimize the availability of the IT infrastructure to deliver cost effective improvements that deliver tangible benefits to business units and customers
- Provide a range of IT availability reporting to ensure that agreed levels of availability, reliability and maintainability are measured and monitored on an ongoing basis
- Take actions to achieve reductions in frequency and duration of incidents that impact IT availability
- Ensure shortfalls in IT availability are recognized and appropriate corrective actions are identified and progressed
- Create and maintain a forward looking availability plan aimed at improving the overall availability of IT services and infrastructure components to ensure that existing and future availability requirements can be met

- Provide regular reports on availability to the business, these includes those generated from database before system handover and after end of day or end of month batch run
- Organize and maintain a regular availability review process with both key business and IT representatives
- Agree appropriate actions to maintain or improve availability levels
- Initiate and coordinate actions required to maintain or improve availability of applications
- Act as a coordination point for changes to availability levels of applications when needed
- Determine the availability requirements from the business for new or enhanced IT applications
- Establish measures and reporting that reflect business, user and IT support requirements with regards to application availability
- Determine the availability requirements from the business for new or enhanced IT applications
- Maintain an awareness of technology best practices that support application availability

Projects and UAT Support.

- Work closely with change team in supporting new projects initiated by business, Government/TRA and group.
- Support UAT testing challenges related to Applications for new projects or enhancements and perform sanity testing
- Creation of new products in core banking Application that are related to new projects or business requirement as per current market or customers need.
- Attend meetings or conference calls from the beginning of the project until the end
- Facilitate implementation of innovative solution that meets customer's needs

Business Continuity Management and Disaster Recovery

- Participant on BCM and DR all critical systems
- Support the annual business continuity test plan.
- Resume support for all business functions and processes within the agreed time-frame

Support roles

- Tariffs implementation in the system as per business request

- Support and manage all Audits operations take place on our sections,
- Attend incidents and provide feedback to users once the issue resolved within SLA
- Daily servers health checks and restart servers or services if required
- Daily Online, ATM and Maintenance transactions reports while on duty
- Make sure that no authorized transaction on FCC system to facilitated EOD/EOM run
- Make sure that all branch batches are closed before handing over the system for EOD/EOM batch run
- Execution of EOD/EOM batch run
- Provides support for complex technical issues and initiatives related to assigned automation, systems, databases and/or other technical products and services especially when primary data centre will be moved in country.
- Uses diagnostic and other tools to maintain, troubleshoot and restore service or data to systems taking into consideration on having primary data centre in country
- Communicates verbally and in writing on complex large technical issues in a clear and concise format easily understandable by the intended recipient
- Participates in migration from development to production, upgrades, setup and/or configurations in primary data centre
- Troubleshoots Application issues using general guidelines, templates or direction from others.
- Understands quality, security and compliance requirements for supported areas and reviews changes for risk to Production systems
- An understanding of, and a willingness to adhere to, formal change control procedures and disciplines.
- Strong desire for exploring, evaluating and understanding new technologies.
- An aptitude for problem solving, with the ability to take a logical route to the source of an error
- Troubleshooting and providing solutions for production issues raise by either end user

Qualifications

Analytical Thinking - Basic (Meets all of the requirements), Digital affinity (Meets all of the requirements), Enabling team success (Meets some of the requirements and would need further development), Experience in a similar environment, Further Education and Training Certificate (FETC) - Physical, Mathematical, Computer and Life Sciences, IT Applications (Meets some of the requirements and would need further development),

Openness to change (Meets some of the requirements and would need further development), Quality orientation (Meets some of the requirements and would need further development)

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