



JOB TITLE: Payroll & HR Operations Officer

Locations: Head Office NBC

Time type: Full time

Time left to apply: End Date: August 3, 2026 (11 days left to apply)

Job requisition id: R-15989312

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 deliver payroll services through the execution of predefined objectives as per agreed standard operating procedures (SOPs).

Job Description

Overall Job Purpose:

To provide a seamless , simple, Tier 1 HR advisory and transactional Employee Data Management (EDM)/Payroll service .To ensure we attend to the needs of our clients, both internal and external in an efficient and effective manner within all points of entry including telephony, email, contact HR and Chat. The role holder is required to work in a

culture of service excellence, governance and critical timelines. They must work to identify continuous improvement and trends with the ability to make recommendations where service improvement/change is necessary within the EDM/Payroll Service Line

Accountability: Payroll Processing 50%

- Responsible for payroll Level 1 capturing on payroll and checking of Workday incoming data to ensure correctness of transactions
- Raise cases for L1 bulk capturing where such requirement arises
- Check all documentation received from business through the People Partners or other sources prior to capturing to ensure that it is correct
- Where there is missing or incorrect documentation received from the business /People partners, obtain the necessary documentation before processing
- Verify that all correct payroll information is submitted by the HRBPs and that the information complies with Payroll standards. i.e. correct position numbers are obtained, correct organizational structure is used and correct authorization is done.
- Once all the verification have been completed, process the necessary task i.e. manual payroll information/inputs capturing within agreed timelines to ensure colleague earnings are paid timely as approved
- Provide feedback to the HRPBs on status of requests where additional information is required or there is anything worth sharing back
- Ensure payroll records including input documents are filed in line with the IRM requirements
- Ensure proper filing of statutory remittances proof and schedules in support of such remittances on monthly basis
- Assist the Payroll Manager to ensure compliance to statutory remittances as per legal requirements i.e prior to cut off date
- Complete all payroll related checklist to attest completion of key activities such as submission of periodic returns/reports eg HESLB, WCF, PAYE, SOL etc
- Support HRBPs and Business with calculations of wages and deductions for existing, terminated or job change processes
- Assist Colleagues in payroll related queries eg production of payslips, interpretation, etc as necessary
- Assist the Payroll manager on all pension liaison requirements for employees, retirees, and ex-employees

- Provide Advice and Guidance on HR Portal functionality and promote self- service at all times with employees and Line Managers.

Accountability: Employee Records Management 30%

- Overall responsible for employee records management of the Bank
- Responsible for ensuring completeness of employee records on file including checking of joiners file against checklist of records required on file
- Manage employee file issuing by ensuring file movement is pre-approved and recorded for easy tracing
- Ensure there is adherence to IRM standards and requirements in employee Records management
- Maintain Business List of Records (BLoR) as required by IRM
- Maintain and update accurate database of all existing and previous employee files and their actual location as per BLoR
- Responsible for maintenance of both active and archived employee files and retrieval thereto
- Responsible for central record keeping of all HR records that requires storage for future references
- Maintain an indexation method that makes it easy to locate employee records and
- Identify trends and notify the Line Manager of any recommendations on processes and procedures to ensure continuous improvement.

Accountability: Governance and Control 10%

- Responsible for post-employment screening of new employees and ensuring reports are timely obtained and filed
- Act as Liaison officer with screening vendors ensure timely provision of necessary information for screening
- Ensure that the all the payroll processing documentation is aligned to the SOX requirement. e.g.: all the relevant signatures are obtained for the specific tasks i.e. out of cycle increases
- Ensure 100% completion of compliance tests.
- Ensure level of confidentiality of HR records is at all-time maintained with zero tolerance
- Demonstrate prudence, sound judgement and appropriate and timely escalations in the management of all types of risk applicable to role.

- Report all the risk events/incidents/issues immediately upon discovery to the leadership team and provide solution to prevent future occurrence.
- Proactively identify ways to improve the risk and control environment by considering what could go wrong in current internal processes and how errors could be prevented
- Focusing on the root causes and taking ownership of identified actions.

Accountability: People Experience/Customer Obsession 10%

- Discharge duties in a manner that is coherent with company values
- Adhere to set SLAs where applicable aiming at delivering services within SLAs
- Always strive to deliver best service experience to colleagues and clients
- Take personal initiatives for training and development to serve customers better
- Escalate any issues that may cause or lead to poor colleague experience

Qualifications

Bachelor`s Degrees and Advanced Diplomas - Business, Commerce and Management Studies, Digital familiarity (Meets some of the requirements and would need further development), Enabling team success (Meets some of the requirements and would need further development), Ethics and values (Meets all of the requirements), Financial Administration (Meets all of the requirements), Financial Experience, Openness to change (Meets some of the requirements and would need further development), Payroll Knowledge (Meets some of the requirements and would need further development), Quality orientation (Meets all of the requirements)

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