1. **JOB TITLE: Personal Assistant to Senior Executive**

JOB PURPOSE (JUST A SUMMARY)

To provide comprehensive, confidential and proactive administrative and secretarial support to the Managing Director, ensuring the smooth and efficient running of the executive office and enabling effective decision making, risk management and regulatory compliance

SUMMARY OF THE KEY DUTIES AND RESPONSIBILITIES

General objective of the position

1. Provide comprehensive administrative, secretarial and diary management support to the Managing Director.
2. Serve as a trusted gatekeeper and liaison between the Managing Director, the Board, regulators, and internal and external stakeholders.

Area of responsibilities

1. Manage and coordinate the Managing Director's calendar, prioritising meetings, appointments and engagements, and proactively resolving scheduling conflicts.
2. Draft, proofread and manage correspondence, reports, memos and presentations on behalf of the Managing Director.
3. Prepare agendas, collate board packs, and take accurate minutes for executive and board-level meetings, following up on action points.
4. Organise domestic and international travel itineraries, visas, accommodation and transport, and prepare related expense reports.

5. Handle sensitive financial, HR and strategic information with the utmost discretion, ensuring compliance with the bank's confidentiality and data protection policies.
6. Maintain secure and accurate filing systems for both physical and electronic executive records, contracts and correspondence.
7. Act as the first point of contact for internal departments, clients, regulators and external partners, ensuring effective communication and timely follow-up.
8. Liaise with Compliance, Risk, Legal and Finance departments to gather information or documentation required by the Managing Director.
9. Organise internal events, client functions and off-site meetings, and manage office supplies and vendor relationships for the executive office.
10. Attend to any other duties as may be assigned by the supervisor.

KEY COMPETENCIES REQUIRED AND ACADEMIC BACKGROUND
(Knowledge, skills, qualifications and experience required for a satisfactory job performance)
A: Required Qualifications

- A university degree in Business Administration, Secretarial Studies, or a related field
- A certification in Executive/Personal Assistant training is an added advantage
- A diploma or certificate in Business Administration or Secretarial Studies

B: Required Experience:

- Minimum of 2-3 years of experience as a Personal Assistant/Executive Assistant to senior management, preferably within banking or financial services.

C: Required knowledge and skills

- Sound understanding of corporate governance and banking industry protocols.
- Proficiency in MS Office Suite and banking systems/tools
- Excellent written and verbal communication skills
- Strong organisational and time-management skills, with the ability to multitask under pressure

KEY BEHAVIORS COMPETENCY NEEDED

(List of personal attributes, motives, values and or characteristics required for the person to possess in order to carry, manage responsibilities towards meeting various Organization and particularly Departmental targets

- High level of discretion, integrity and professionalism in handling confidential information
- Calm under pressure, proactive, and an active team player

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2. **JOB TITLE: Head SME Banking**

Mwanga Hakika Bank Limited (MHB) is a fully fledged commercial bank 100% owned by local Tanzanians. We have an exciting opportunity for enthusiastic and committed individuals to join our dynamic and growing team in the following open vacancy.

Purpose of the Role

To lead and drive the growth, profitability, and strategic development of the Bank's SME and Micro Business Banking portfolio through effective business development, lending, product innovation, customer relationship management, and portfolio management.

The role is responsible for developing and implementing SME and Micro Banking strategies, expanding customer relationships and business deposits, enhancing access to appropriate financing solutions, and ensuring sustainable portfolio growth and asset quality across the Bank's operating markets.

Summary of Key Duties and Responsibilities

- Lead the development and execution of the Bank's SME Banking strategy to grow SME customer accounts and business deposits.
- Develop and manage SME lending products, including working capital and business expansion loans.
- Develop SME and Micro Lending Policy for the bank.
- Develop and implement customer acquisition and retention strategies to build, manage strong and sustain relationships with SME clients and business communities.
- Oversee the SME lending portfolio, ensuring sustainable growth and portfolio quality
- Monitor SME portfolio performance and implement strategies to reduce non-performing loans
- Collaborate with Risk and Credit teams to ensure responsible SME and Micro lending and portfolio quality by identifying the highest and lowest risk market segments for the various SME/Business Banking products as well as overseeing branches in recovery of SME and Micro clients.

- Strengthen SME advisory and financial products/solutions to support business customers.
- Lead and develop a team of SME relationship managers and business bankers, while supporting branch teams in SME customer acquisition and relationship management.
- Lead the sales and marketing strategy for SME and Micro products to increase market share and product penetration, while identifying growth sectors and SME market opportunities within the Bank's operating markets.
- Maintain a high level of service through Quality Assurance and Control.
- Lead the development and execution of the Bank's sales and marketing strategy to increase awareness of the Bank's SME & Micro products, monitor competitor offerings and enhance service delivery and product range.
- Coach, mentor and develop high-performing SME/Business Banking team, ensuring they are equipped with the necessary skills to deliver efficient service and achieve business targets.

Qualifications

- Bachelor's degree in commerce, Banking, Finance, Marketing, or Business Administration
- A postgraduate degree in either Commerce, Finance or Marketing or its equivalent a must /mandatory.
- 5-7 years of experience in a Financial Institution or in an FMCG of which three should have been at a Senior Managerial Level
- Experience managing SME or Corporate Banking portfolios

Knowledge and Skills

- SME Lending Management
- SME Product Development and Advisory
- Excellent communication and interpersonal skills
- Excellent selling and networking skills
- Managerial leadership experience with proven ability to lead a big team and interact effectively at all levels
- High level of innovativeness and creativity

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3. **JOB TITLE: Relationship Officer (Dar Es Salaam)**

Mwanga Hakika Bank Limited (MHB) is a fully fledged commercial bank 100% owned by local Tanzanians. We have an exciting opportunity for enthusiastic and committed individuals to join our dynamic and growing team in the following open vacancy.

Purpose of the Role

The Relationship Officer is responsible for managing and growing the portfolio of SMEs and Retail clients. The role involves fostering strong client relationships, increasing product penetration, and ensuring the achievement of set business goals and targets.

Summary of Key Duties and Responsibilities

- Client Portfolio Management: Develop and maintain a portfolio of SMEs and Retail Banking clients, ensuring growth in deposits, loans, and other banking products.
- Client Acquisition & Retention: Identify new business opportunities, acquire new clients, and build strong, long-term relationships with existing clients.
- Revenue Generation: Drive business growth through effective cross-selling of products, achieving set revenue targets.
- Credit & Risk Management: Assess and manage credit risks within the assigned portfolio, following bank policies and procedures. Ensure minimal non-performing assets (NPA).
- Customer Service: Provide exceptional service to clients, respond promptly to inquiries, and resolve issues to maintain high levels of client satisfaction.
- Business Development: Work with the sales team to generate leads and prepare business development strategies. Report on sales performance, achievements, and corrective actions as needed.
- Compliance & Reporting: Ensure compliance with banking policies and regulations. Prepare weekly reports on portfolio performance and risk management.

Qualifications

- Bachelor's degree in business administration, Marketing, Banking & Finance, or a related field.
- 1-3 years of experience in managing SMEs or a similar role, with a proven track record in client management.

Knowledge and Skills

- Ability to assess client financial needs and recommend appropriate banking products.
- Strong communication skills, both verbal and written, for client interactions and presentations.
- Excellent rapport-building, complaint resolution, and customer service skills.
- Ability to maintain long-term client relationships and trust.
- Strong organizational and time-management skills to handle multiple client needs and priorities.
- High level of professionalism and integrity when dealing with client information and transactions.

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4. **JOB TITLE: Relationship Manager (Arusha Branch)**

Mwanga Hakika Bank Limited (MHB) is a fully fledged commercial bank 100% owned by local Tanzanians. We have an exciting opportunity for enthusiastic and committed individuals to join our dynamic and growing team in the following open vacancy.

Purpose of the Role

The Relationship Manager Corporate is responsible for managing and growing relationships with corporate clients, focusing on both assets (loans) and liabilities (deposits). This role involves advising on business strategy, overseeing credit risk, and providing leadership to Relationship Officers. The goal is to ensure business growth, maintain high service standards, and meet clients' financial needs.

Summary of Key Duties and Responsibilities

Client Relationship Management:

- Develop and manage strong, long-term corporate client relationships.
- Understand clients' financial needs and provide tailored banking solutions.
- Maintain proactive engagement with clients to identify new business opportunities.

Revenue Generation:

- Drive growth in assets (loans) and liabilities (deposits).

- Work with the sales team to generate new client acquisitions and cross-sell products.

Risk Management:

- Oversee credit risk for assigned portfolios, ensuring compliance with regulations.
- Conduct KYC reviews and risk assessments during client onboarding.

Client Service & Support:

- Ensure timely response to client inquiries and service requests.
- Collaborate with Relationship Officers to improve service offerings and revenue generation.

Business Development & Strategy:

- Prepare business development strategies and presentations for senior management.
- Identify new market opportunities and contribute to strategic initiatives.

Operational Excellence:

- Ensure adherence to banking policies in operations, including cash handling and account management.

Monitor portfolio performance to ensure compliance with risk criteria.

Qualifications

- Bachelor's degree in business administration, Marketing, Banking & Finance, or a related field.
- 3 to 5 years' experience in Corporate Banking.

Knowledge and Skills

- Strong knowledge of corporate banking products, financial markets, and banking regulations.
- Excellent communication, negotiation, and presentation skills.
- Ability to manage client relationships and drive business growth.
- Focused on delivering value and maintaining long-term relationships.
- Able to identify and capitalize on business opportunities.
- Strong organizational skills with a focus on risk management and compliance.
- High ethical standards and commitment to providing quality service.

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The deadline for application is **11th September 2026.** Only shortlisted candidates will be contacted.