GENERAL:

Job Title: Head of Business Excellence
Department: Bank Operations
Reports to: General Manager Bank Operations
Job Grade: D2

No. of Vacancies: 1

BASIC PURPOSE:

Developing and implementing an operational excellence roadmap to drive efficiency and continuous improvement across the bank.

To ensure operational excellence through efficient and effective business processes, controls, and service delivery. Ensuring both people and systems are capable and engaged to provide the best customer experience, safety and security.

MAIN DUTIES AND RESPONSIBILITIES:

- Strategy and leadership: Create and implement the bank's overall operational excellence strategy and framework. Provide leadership to ensure existence and execution of functional strategic initiatives and activities.
- Process improvement: Identify and eliminate inefficiencies through the application of methodologies like Lean, Six Sigma, and other analytical tools.
- Cost management and resource optimization: Championing cross functional cost and resource planning, monitoring, and continuous adjustment, to create a cycle where efficiency gains lead to cost savings and maximum productivity.
- Performance management: Implement performance management systems, metrics, and KPIs to monitor operational performance and quality.
- Stakeholder collaboration: Partner closely with various business units, IT, and other departments to ensure operational goals align with the bank's objectives.
- Compliance and risk: Ensure all operations adhere to regulatory requirements, internal policies, and service-level agreements (SLAs).
- Technology and innovation: Champion the adoption of new technologies and digital tools to enhance efficiency and automate processes

KNOWLEDGE SKILLS AND EXPERIENCE:

- Methodologies: Deep knowledge of Lean, Six Sigma, and other continuous improvement methodologies.
- Leadership: Strong leadership and people management skills to guide and motivate cross-functional teams.
- Analytical skills: Excellent analytical, problem-solving, and decision-making abilities.
- Industry knowledge: Familiarity with banking operations, products, and regulatory environments is highly added advantage.
- At least 5 years' experience in operations/audit/analytical roles, with at least 3 years at managerial level.

Personal competencies

- Exceptional communication, negotiation, and stakeholder management skills.
- Must be able to work under pressure.
- Demonstrates sound judgement and decision-making abilities.
- Self-driven.
- Problem solving.
- Customer and service orientated.
- Have a supportive, solution seeking approach.
- Think proactively.
- Works as part of a team and builds relationships (Team player).
- Demonstrates trustworthiness and integrity.
- Focuses on delivering results.

EDUCATION QUALIFICATION REQUIREMENT

- Bachelor's degree from any recognized university preferably in Business, Technology, Engineering or equivalent field.

If you believe you can clearly demonstrate your abilities to meet the criteria given above, please submit your job application cover letter along with a detailed resume, copies of the relevant certificates and testimonials in a single PDF file format, quoting the respective Job title or Ref no. in the subject field to **TZRecruitment@equitybank.co.tz** by **Monday 01st December 2025**

Only short-listed candidates will be contacted.

Equity Bank is an equal opportunity employer. We value the diversity of individuals, ideas, perspectives, insights and values, and what they bring to the workplace.

By submitting your application, you consent to Equity Bank Tanzania Limited collecting and processing your personal data strictly for recruitment, selection, and, where applicable, employment purposes. Equity Bank Tanzania Limited will process your personal data in accordance with the Data Protection and Privacy Act, Cap 97, and its Data Privacy Policy. Your personal information will be treated with the highest level of confidentiality and will not be shared with unauthorized third parties, except where disclosure is required by law or regulatory obligation".