

NCBA Bank Tanzania JOB DESCRIPTION

Job Title:	Administration Officer	Reports to:	Head, Commercial Services
Unit:	Commercial Services	Department:	Operations
Grade:	Band 3	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

Reporting to the Head of Commercial Services, this position is responsible for supporting the head of commercial services in management of procurement, properties, administration and logistics activities across the bank.

Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Financial	20%	<ul style="list-style-type: none"> Expense management goals Zero Statutory Penalties
Internal business processes	25%	<ul style="list-style-type: none"> Procurement Quality administrative support Health, Safety and Environment Property Management Vendor Management
Customer	45%	<ul style="list-style-type: none"> Property management service standards or benchmarks Timely Premises Repair Working Tools Maintenance TATs Complains Resolutions Quarterly Contracts Reviews
Learning and growth	10%	<ul style="list-style-type: none"> Competence development

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly

Direct Reports	<ul style="list-style-type: none"> N/A
Indirect Reports	<ul style="list-style-type: none"> Driver (s) Messenger (s)

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.

Internal

- Business Units
- Finance

External

- Vendors

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make *(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.*

- Action litigation process where there is breach in contractual obligations – tenants
- Develop CAPEX budgets
- Delivery Acceptance for Goods, Works and Services
- Initiating procurement process

Work cycle and impact: time horizon and nature of impact (Planning)

(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)

- Annual building inspection planning
- Annual Business Licenses Renewal Planning
- Annual OSHA Compliance Certification Planning
- Execution of Annual Procurement Plan

Ideal Job Specifications

Academic:

- Degree in Procurement, Supply Chain, Business Administration, Facilities and Property Management or related discipline

Professional:

- Registration by PSPTB is desirable.

Desired work experience:

- At least 2 years' experience in similar role.
- Proven Marketing and Leasing experience
- Ability to perform in a busy, changing, multi-tasking work environment
- Requires ability to physically inspect property (or properties) and individual units

NCBA Bank Core Value Behaviours (Performance Drivers)

DRIVEN: - We are passionate, make bold decisions and learn from our failures. We seek new challenges and appreciate different views constantly raising the bar. We explore our full potential.

OPEN: - Our interactions are candid, honest and transparent. We listen to each other and our clients. We are inclusive and always respect each other.

NCBA Bank Core Value Behaviours (Performance Drivers)

RESPONSIVE: - We are proactive, act quickly and resolutely to deliver results. We put our customer's interests at the heart of all that we do. We keep it simple and seek new ways to improve.

TRUSTED: - As a trusted partner we do what is morally right always. We keep our word. We are accountable and believe in each other.

Ideal Job competencies

Technical Competencies	
<ul style="list-style-type: none">• Negotiating Skills• Industry Knowledge• Analytical Skills• Communication Skills• Contracts Management• Property Management	<ul style="list-style-type: none">• Engage with landlords, tenants and service providers for better deals.• To comply with all relevant legislation to ensure effectiveness in the role.• Create and maintain authentic, timely and reliable records/data for analysis and decision making• Communication with tenants/landlords on lease agreement obligations, resolve disputes amicably.• Vendor performance management and relationship management.• Building service management and observe compliance issues such as OSHA requirements
Behavioural Competencies	
<ul style="list-style-type: none">• Interpersonal Skills• Self-empowerment	<ul style="list-style-type: none">• Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.• Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture.