

GENERAL:

Job Title: Quality Assurance Manager
Department: Operations
Job Grade: Assistant Managers/Manager
Reports to: Business Growth & Development Manager

No. of Vacancies: 10

BASIC PURPOSE:

To enhance branch operational performance and credit risk quality by ensuring compliance with bank policies, prudent credit management, customer experience standards, and sound operational controls. The role supports branches to maintain portfolio quality, drive recoveries, manage operational risks, ensure AML/KYC compliance, and strengthen customer relationship management effectiveness for sustainable portfolio growth.

MAIN DUTIES AND RESPONSIBILITIES:

A. Operational Compliance, Controls & Risk Oversight

- Review and evaluate branch compliance with operational standards, SOPs, AML/KYC requirements, and BOT prudential guidelines.
- Conduct periodic operational control reviews including:
 - Vault and teller cash control verification
 - Account opening & KYC documentation checks
 - Cheque processing, cash-in-transit, and suspense clearing processes
- Validate timeliness, accuracy, and completeness of branch operational returns.
- Track overdue items, exceptions, operational breaches, and escalate systemic gaps.
- Ensure proper record custody and archival retrieval discipline is adhered to.
- Monitor implementation of data clean-up exercises and integrity of customer information.

B. Audit & Compliance Assurance

- Follow up on internal and external audit findings to ensure closure within defined timelines.
- Conduct thematic reviews on high-risk operational areas to prevent repeat findings.
- Identify compliance vulnerabilities and support development of preventive controls.

C. Credit Documentation & Portfolio Quality Oversight

- Review credit files for completeness, accuracy and alignment with approved terms.
- Verify security documentation (insurance, valuation, search reports, mortgage/charge registration, collateral listings).
- Monitor early delinquency trends and recommend remediation action plans.
- Work closely with Credit, Recovery & Legal on accounts requiring escalation.

D. Customer Experience Governance

- Monitor adherence to the Customer Service Charter across service touchpoints.
- Track complaint patterns, resolution timelines, and root-cause findings.
- Review branch NPS/feedback insights and advise on service recovery strategies.
- Provide customer experience improvement guidance to operations and frontline teams.

E. Monitoring, Reporting & Performance Management

- Prepare and submit monthly Quality Assurance Reports highlighting:

- Operational control status
- Compliance levels
- Credit documentation quality
- Service quality observations
- Key risks and recommended mitigations
- Coordinate branch performance improvement action plans and follow-up on closure.

KNOWLEDGE SKILLS AND EXPERIENCE:

QUALIFICATION

- Bachelor's degree in Finance, Banking, Accounting, Economics, Business Administration, or a related field.

KNOWLEDGE REQUIREMENTS

- In-depth understanding of banking operations, processes, and service delivery standards.
- Strong knowledge of risk management, internal controls, and compliance frameworks.
- Familiarity with regulatory requirements (KYC, AML/CFT, CBK or local regulations).
- Understanding of quality management frameworks (ISO standards, Six Sigma, TQM).
- Knowledge of process mapping, audit methodologies, and quality testing techniques.
- Understanding of customer experience metrics and service improvement models.
- Knowledge of digital banking processes and system workflows.

SKILLS

- Ability to develop QA test plans, quality control procedures, and audit checklists.
- Skilled in identifying gaps, risks, and compliance issues within processes.
- Excellent communication and presentation skills.
- Strong problem-solving and decision-making abilities.
- Strong analytical and data interpretation skills.
- Ability to develop QA test plans, quality control procedures, and audit checklists.
- High attention to detail and accuracy.
- Ability to influence stakeholders and drive quality improvements.
- Time management and ability to work under pressure.

EXPERIENCE

- 3–7 years of experience in banking operations, risk, audit, compliance, or quality assurance.
- Proven experience conducting process reviews, internal audits, or QA assessments.
- Experience in developing and implementing quality improvement initiatives.
- Experience working with cross-functional teams—operations, risk, compliance, IT.
- Exposure to customer experience improvements or service standards evaluation.
- Prior experience in a supervisory or team-leading role is an added advantage.

Regulatory Knowledge:

Strong understanding of banking regulations, compliance standards, and risk management.
Familiarity with KYC, AML, and credit policies.

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 **Tuesday 29th November 2025**

Only short-listed candidates will be contacted.

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