

General Manager for SELFINA, Dar es Salaam, Tanzania

The institution:

Created in 2002, the institution is a highly-successful for-profit company that makes capital available to women entrepreneurs in Tanzania through microleasing and microfinance. Its mission is to increase the income and employment of poor women in Tanzania.

The institution has been growing fast and is planning to continue to do so in the next 6 years. This growth will demand significant structural and operational changes.

The institution has access to a broad range of finance sources, including IFC, FSDT, local banks and more recently from the Grassroots Business Fund, a social fund investing in equity.

The position:

The GM is responsible to the Managing Director (MD) and Founder and part of the Management team. He/she will be responsible for all day-to-day and long-term operational matters and for the establishment of company-wide operational objectives, policies, programs, and practices that insure a seamless customer experience and sound controls in a high-growth environment; he/she will also establish the human resource department and set-up adequate trainings for staff. The GM will take on a leadership role to achieve the decentralization of the institution's operations and to implement the new processes that will enable and support growth. He/she will be working closely with Finance.

Responsibilities:

Strategic planning:

- Implementation of business strategy for the development of Selfina;
- Analysis of growth and development opportunities;
- Securing CFO approval prior to incurring expenses where expenses will exceed budget;
- Establish criteria and process for new branch openings

Operations:

- Management of the day-to-day operations of Selfina
- Establish clear operational processes and procedures for loan issuance, loan disbursement, payment collection and delinquency management
- Ensure that processes and procedures are standard and applied consistently throughout the branch network
- Supervise the Regional Operations Managers and the Branch Managers
- Establish operational objectives for the Operations department and monitor progress towards completion of strategic goals on a regular basis; implement key operating metrics
- Manage and control Portfolio at Risk (PAR) and maintain it at target level
- Monitor Client satisfaction
- In charge of product development

Financial management:

- Assist CFO with preparation of annual budget and ensuring that all expenses remain within budget
- Control of bank accounts and petty cash and ensuring that all bank accounts are reconciled daily in all branches
- Submission of weekly and monthly operating reports
- Plan financial and operation internal audits in branches with the CFO

Human Resources

- Define HR priorities
- Design Code of Conduct
- Define travel policy
- Define roles & responsibilities for each function, write job descriptions, establish reporting lines
- Establish clear training methodologies for new and existing staff
- Consider alternative salary payments methods to cash
- Strengthen middle management
- Establish clear policies to recruit staff
- Establish standard remuneration packages and pay grades
- Establish performance evaluation process and methodology to reward and promote staff
- Contract and negotiate with HR consultants as needed
- Act as HR Manager
- Coordinate the process of recruiting a HR manager

Skills & Experience:

- 10+ years of increasing responsibilities in banking, microfinance or other high-staff industries, with experience in branch network operations
- 5+ years of management experience at senior level
- Previous work experience in and willingness to live in a developing country environment for an extended period of time
- Strong experience in change management, preferably in high-growth environments
- Minimum of a university degree; MBA preferred
- Excellent communications skills; able to manage language misunderstandings when dealing with staff and management
- Ability to work with minimal resources and low-skilled staff
- Very comfortable with IT systems and data management
- Perfect English, Swahili preferred
- Commitment to the institution's mission of poverty reduction for women

Conditions:

- 3 year contract with possible extension
- Salary: based on experience + bonus on objectives met
- The CFO will report to the MD and will work closely with GBF, an equity stakeholder in the institution