



Applications are invited from suitably qualified persons to fill the following posts within the Zimbabwe Revenue Authority (ZIMRA) – an equal opportunity employer.

## **HEAD – WORKFORCE PLANNING & ANALYTICS - LEVEL 5 (1 POST)**

**Reporting to:** Director Human Capital

### **Duties and Responsibilities**

- ❖ Human resources planning, reward management, talent development, payroll management and reporting
- ❖ Running of all remuneration programs design and implementation,
- ❖ Talent Analytics and regular reporting of issues which inform both operational and strategic decision making
- ❖ Conducts HR Forecasting i.e. staff costs modelling and monitoring, headcount monitoring (Demand & Supply Monitoring) in line with corporate strategy
- ❖ Develops the HR OPEX and CAPEX Budgets in liaison with the Director-Human Capital and in line with the corporate strategy
- ❖ Manages Staff Productivity Monitoring and Analytics
- ❖ Conducts Employee Engagement (EE) Surveys (Annual, Pulse etc.) and Initiatives Tracking
- ❖ Conducts Staff Wellness Initiatives Tracking and maintains all remuneration systems and data integrity
- ❖ Sets the basis for Remuneration Policy Reviews and implements Salary Benchmarking
- ❖ Pay structuring to ensure pay equity (internal and external) across all employee categories
- ❖ Motivates for Funeral Assistance, Motor Vehicle Allowances and other benefits/allowances for maintenance of staff welfare.
- ❖ Designs Incentive Schemes (Short Term & Long Term) and recognition schemes for staff
- ❖ Proposes Housing Scheme Rules & Manages their implementation
- ❖ Designs Skills Gap Assessments Tools and offers technical support in skills assessment and tracking exercises
- ❖ Designs tools and ensures performance analytics for individual and employee groups
- ❖ Conducts succession planning and Talent Grid/Talent Profiling analytics in liaison with other HR subsections

- ❖ Manages the administration of Non-Payroll Benefits e.g. Incentive Schemes & Performance Bonus Operationalisation
- ❖ Sets Leave Balance targets in line with the staff costs budget & conducts leave liability analytics & tracking
- ❖ Conducts Medical Aid and Medical Cover Analytics & recommends appropriate uptake by the business
- ❖ Compiles the quarterly HR Board Reports with inputs from all HR subsections
- ❖ Runs the analytics, tracking and reporting on staff costs movement on a monthly basis.
- ❖ Ensures the development of reporting standards and implementation of reporting tools (SOPs) for use in the HR function

### **Qualifications and Experience**

- ❖ Bachelor's Degree in Applied Maths, Statistics, Actuarial Science, Data Analytics, Industrial Psychology or Psychology Equivalent
- ❖ At least six (6) years' experience four of which should be at managerial level

### **Key Skills and Competencies**

Technical skills required are:

- ❖ Advanced Microsoft Excel (Must Have) + Other Statistical Software
- ❖ Advanced Data Analytics
- ❖ Advanced PowerPoint & Other Reporting Software
- ❖ Comprehensive HR Value Chain Knowledge, among others

### **Soft skills required are:**

- ❖ High Learning Orientation
- ❖ Acute Problem Solving Attitude
- ❖ Effective Team Management

### **Other Attributes**

- ❖ Ability to work under pressure
- ❖ Ability to communicate at all levels
- ❖ Ability to work both independently and as part of a team
- ❖ Unquestionable integrity.

## **MANAGER CONTACT CENTRE & CLIENT EDUCATION - LEVEL 7 (1 POST)**

**Reporting to:** Head Corporate Affairs

### **Duties and Responsibilities**

- ❖ Responsible for the day to day running of the Contact Centre through effective and timeous handling of clients' queries, complaints and requirements through:
- ❖ Contact Centre Management, interdepartmental communications, Human Resource Management
- ❖ Risk Management
- ❖ Manages the Contact Centre operations through effective planning and implementation of robust strategies to increase usage of the channel to support business growth
- ❖ Develops, implements and reviews Contact Centre Operational Policies, Service Standards and Procedures.
- ❖ Recommends the deployment of appropriate software to improve operational efficiencies
- ❖ Develops a framework for the management, analysis, tracking and resolution of queries to optimize client experience.
- ❖ Rolls out digital marketing campaigns across all online platforms and measure response rates
- ❖ Manages all Group social media pages (LinkedIn, Facebook, Twitter, YouTube etc.) and the Group's centralised switchboard system
- ❖ Defines, designs, documents and constantly reviews all customer related business processes for the Contact Centre.
- ❖ Implements customer relationship and loyalty programs for clients who use the Contact Centre and Mobile App
- ❖ In liaison with other departments, designs procedures to identify recurrent sources of clients' complaints and take remedial actions to avoid recurrence
- ❖ Resolves and manages grievances, interpersonal conflicts and relations within the contact centre.
- ❖ Takes appropriate measures on indiscipline and poor performance
- ❖ Sets and monitors performance targets of the Agents against set targets and appraise staff from time to time
- ❖ Identifies training needs for contact centre agents and recommends training programmes and recommends appropriate training for agents to keep abreast with technological developments
- ❖ Oversees staffing issues, including an efficient shift work framework.
- ❖ Develops and implements effective risk management systems within the Contact Centre Operations.
- ❖ Communicates with clients on planned maintenance works or any other network disruptions.
- ❖ Provide appropriate analytics, metrics and reports to inform decision making and marketing efforts.

**Qualifications and Experience**

- ❖ Bachelor's Degree in a Business Related field. At least 3 years' experience should be in a Contact Centre management capacity.
- ❖ A certificate in Contact Centre Management – issued by a recognised body an added advantage
- ❖ At least three (3) years' experience in a similar engagement

**Other Attributes**

- ❖ Ability to work under pressure
- ❖ Ability to communicate at all levels
- ❖ Ability to work both independently and as part of a team
- ❖ Unquestionable integrity.

## **IT AUDITOR – LEVEL 8**

**Reporting to:** Chief Internal Auditor

### **Duties and Responsibilities**

- ❖ Formulates initiatives for inclusion in the Division strategic plans
- ❖ Participates in the Division's Quality Assurance and Improvement Program
- ❖ Exercises due professional care in planning, performing and reporting on the results of engagements
- ❖ Have reasonable expectation that engagements will be completed in accordance with the IS audit and assurance standards and, where required, other appropriate professional or industry standards" or applicable regulations and results in a professional opinion or conclusion.
- ❖ Prepares the Risk Based Internal Plan for the Division
- ❖ Uses an appropriate risk assessment approach and supporting methodology to develop the overall IS audit plan and determine priorities for the effective allocation of IS audit resources.
- ❖ Ensures findings in the audit report are supported by sufficient and appropriate audit evidence
- ❖ Offers independent and objective value adding Advisory and Consultancy Services to management and the Board
- ❖ Addresses risk consistent with the engagement's objectives and be alert to the existence of other significant risks during consulting engagements
- ❖ Incorporates knowledge of risks gained from Consulting engagements into their evaluation of the organization's risk management processes.
- ❖ Evaluates risk exposures relating to the organization's governance, operations, and information systems
- ❖ Evaluates the potential for the occurrence of fraud and how the organization manages fraud risk.

### **Qualifications and Experience**

- ❖ Business Studies and Computer Science/Computer Science/Information Systems/Electronics/Cyber Security/IT related degree
- ❖ CISA/CHFI/CISM/CRISC/CEH/CISSP
- ❖ At least three (3) years post graduate experience in IT Auditing or Cyber Security or IT Operations Environment

### **Key Skills & Competencies**

- ❖ Knowledgeable and hands on experience in the configuration, use and auditing of SAP ERP

- ❖ Knowledgeable in Oracle Audit Vault, Oracle Database Vault and Oracle Database Security
- ❖ Hands on experience in the use of data analytics tools such as Audit Command Language (ACL), IDEA and other relevant tools
- ❖ Hands on experience in the use of ACL, IDEA and Forensic Tool Kit (FTK) in performing digital forensics
- ❖ A firm understanding of internal auditing standards for both IIA (IPPF) and ISACA (ITAF)
- ❖ Knowledge of Zimbabwean Tax, Customs and Labour laws an added advantage
- ❖ High level of analytical skills
- ❖ Clean class 4 Driver's license

### **Other Attributes**

- ❖ Ability to work under pressure
- ❖ Ability to communicate at all levels
- ❖ Ability to work both independently and as part of a team
- ❖ Unquestionable integrity.

## **LEGAL OFFICER, LEGAL SERVICES – LEVEL 8 (2 POSTS)**

**Reporting to:** Head of Section

### **Duties and Responsibilities**

- ❖ Representing ZIMRA in litigation cases in all courts of law and other fora where legal representation may be required
- ❖ Drafting and filing of court process on behalf of the Authority
- ❖ analyzing land mark judgments and advising ZIMRA of their implications and providing legal advice on the course of action to be taken
- ❖ Liaising with and instructing external legal practitioners to represent the Authority where necessary
- ❖ Drafting new and amending existing legislation
- ❖ Drafting contracts and policies for and on behalf of the Authority
- ❖ Advising management and staff about new and amended legislation and its interpretation
- ❖ Researching and providing legal opinions on issues affecting the Authority's operations and making recommendations to internal clients
- ❖ Conducting research on tax reforms
- ❖ Participating in Works Council Meetings and providing legal advice on matters arising therein
- ❖ Any other duties as may be assigned

### **Qualifications and Experience**

- ❖ Bachelor of Laws Honours Degree
- ❖ At least 3 (three) years' experience in a litigation environment
- ❖ Knowledge of Zimbabwean Tax, Customs and Labour laws an added advantage

### **Other attributes**

- ❖ Ability to work under pressure
- ❖ Ability to communicate at all levels
- ❖ Ability to work both independently and as part of a team
- ❖ Computer literacy
- ❖ Unquestionable integrity
- ❖ High level of analytical skills

Interested candidates should submit applications, accompanied by a detailed Curriculum Vitae and certified copies of academic and professional qualifications, by **11 February**

**2022.** All applications should be emailed to **ZimraRecruitment@zimra.co.zw** clearly stating the position applied for; and addressed to:

The Director, Human Capital  
Zimbabwe Revenue Authority  
6<sup>th</sup> Floor ZB Centre  
Corner First Street / Kwame Nkrumah Avenue  
P. O. Box 4360  
HARARE

**Please note that only shortlisted applicants will be responded to.**

