



## VACANCY NOTICE

Applications are invited from suitably qualified candidates to fill in the following positions that have arisen within the Zimbabwe Revenue Authority (ZIMRA) – an equal opportunity employer.

### HEAD PROCUREMENT MANAGEMENT-LEVEL 5 (1)

#### Duties and Responsibilities

- Ensure that purchasing strategies and processes are in place for each procurement category to meet business objectives and operational needs in terms of price, quality and delivery targets, which enables the Authority to function effectively.
- Ensure that value for money is achieved, including Terms and conditions, supplier selection or de-selection, evaluation and rationalisation of supply chain solutions including vendor managed inventory, supplier consignments and safety stock.
- Procure goods and services in line with the Public Procurement & Disposal of Public Assets Act (CAP 22:23) and procedures
- Evaluate the challenges faced in each category and take action to mitigate risks and develop opportunities.
- Contribute to overall business strategy and annual budget process.
- Participate in the initiation and development of a creative and innovative procurement processes (e-Procurement).
- Analyse and compare financial reports and pricing proposals from several trusted suppliers before negotiating terms and prices to obtain the best deal for the company.
- Provide leadership to categories under control. Coach, mentor and develop direct reports and manage a high performing team that delivers continuous improvement, added value and cost reductions.
- Set categories objectives and monitor ongoing progress and performance.
- Ensure strong communication between teams under leadership to facilitate exchange of information and in order to implement change and improvements.
- Establish risk management strategies, checks and controls in order to address project risks.
- Manage the Procurement budget and ensuring that the expenditure is within the budget.
- Effectively utilize the Performance Management System (IRBM) for the training & development of staff as well as achievement of sectional and organizational goals.

#### Job Skills and Competencies

- Ability to work under immense pressure and beyond stipulated hours.
- Proficiency in SAP, Microsoft Excel.

- Good organizational, people and time management skills.
- Good communication and strong interpersonal skills.
- A team player who is innovative and analytical and sound knowledge of Public Procurement.

### **Qualifications and Experience**

- A degree in Administration / Business Administration / Logistics / Supply Chain Management / Purchasing & Supply Management or equivalent.
- An MBA / MBL / MSc is a must.
- Knowledge of SAP is an advantage.
- Full Chartered Institute of Purchasing and Supply (MCIPS) membership is a must.
- At least ten (10) years working experience in Purchasing and Supply environment at management level of which 5 years should be in Public Procurement.

## **HEAD CONTRACTS - MANAGEMENT: PROCUREMENT MANAGEMENT UNIT – LEVEL 5 (1)**

### **Duties and Responsibilities**

- Ensure that the function operates in accordance the Public Procurement and Disposal of Public Assets Act, and with any other policies and procedures affecting effective execution of procurement duties in the Authority.
- Advise the division on legal matters in procurement contracts.
- Ensure procurement proceedings compliance to the relevant laws
- Report all Procurement activities to the relevant stakeholders as guided by the relevant internal policy and the relevant laws.
- Manage and administer all procurement contracts of the Authority.
- Craft negotiation strategies and close deals with optimal terms.
- Establish and enforce procurement policies and procedures, and manage compliance within the Unit.
- Oversee the functions of procurement planning, budgeting, compliance with the Act and internal procedures, alignment of the act and procedures.

Ensure swift responses to the macro and micro systems without violating the requirements of the law.

Manage contract, PRAZ returns process, compliance, internal and other external reports.

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### **Job Skills and Competencies**

- Ability to work under immense pressure and beyond stipulated hours.
- Knowledge of SAP and Microsoft Packages.
- Good organizational, people and time management skills and sound knowledge of contracts management.
- Good communication and strong interpersonal skills.
- A team player who is innovative and analytical

### **Qualifications and Experience**

- A degree in Administration / Business Administration/ Commercial/Business Law / Logistics / Supply Chain Management / Purchasing & Supply Management or equivalent.
- An MBA / MBL / MSc is a must.
- Knowledge of SAP is an advantage.
- Certificate in Project Management is a must
- Full Chartered Institute of Purchasing and Supply (MCIPS) membership is an added advantage.
- At least ten (10) years working experience in Purchasing and Supply environment at management level of which five (5) years should be in Contracts Management.

## **MANAGER: PROCUREMENT MANAGEMENT UNIT –LEVEL 6 (2)**

### **Duties and Responsibilities**

- Conduct procurement in accordance the Public Procurement and Disposal of Public Assets Act, and with any other policies and procedures affecting effective execution of procurement duties in the Authority.
- Develop sound, cost-effective strategies for the procurement of goods, works and services
- Maintain relationships with suppliers while continually scouting for additional vendors.
- Evaluate spending operations while seeking ways to improve and enhance the quality of products, works or services procured and the timeliness of deliveries.
- Communicate with Head Sourcing regularly regarding the efficient flow of goods and services affecting production.
- Conduct cost analysis and setting benchmarks for improvement.
- Develop risk management procedures to mitigate losses in the event of product shortages.

- Supervise a purchasing team and delegating tasks across departments when necessary.
- Work closely with the company legal department to make sure contracts and terms are favourable
- Manage categories of procurements done for the regions.

### **Job Skills and Competencies**

- Ability to work under immense pressure and beyond stipulated hours.
- Knowledge of SAP and Microsoft Packages.
- Good organizational, people and time management skills and sound knowledge of public procurement management.
- Good communication and strong interpersonal skills.
- A team player who is innovative and analytical

### **Qualifications and Experience**

- A degree in Administration / Business Administration / Logistics / Supply Chain Management / Purchasing & Supply Management or equivalent.
- An MBA / MBL / MSc is an added advantage.
- Knowledge of SAP is an advantage.
- Full Chartered Institute of Purchasing and Supply (MCIPS) membership is an added advantage.
- At least five (5) years working experience in Purchasing and Supply environment at supervisory or management level of which three (3) years should be in Public Procurement

## **PLANNING AND COMPLIANCE SPECIALIST: PROCUREMENT MANAGEMENT UNIT – LEVEL 8 (2)**

### **Duties and Responsibilities**

- Ensure that procurement is done in accordance the Public Procurement and Disposal of Public Assets Act, and with any other policies and procedures affecting effective execution of procurement duties in the Authority.
- Implement and manage an effective legal compliance program.  
Develop and review company procurement policies and procedures.
- Advise management on the company's compliance with laws and regulations through detailed reports.
- Prepare PRAZ returns and other internal reports as assigned.
- Create and manage effective action plans in response to audit discoveries and compliance violations relating to procurement.
- Regularly audit procurement procedures, practices, and documents to identify possible weaknesses or risk.
- Ensure all PMU members are trained on the latest regulations and processes.
- Resolve PMU members' concerns about legal compliance.
- Training and development of Procurement Evaluation Committee (PEC) members.

### **Job Skills and Competencies**

- Ability to work under immense pressure and beyond stipulated hours.
- Knowledge of SAP and Microsoft Packages.
- Good organizational, people and time management skills and sound knowledge of contracts and compliance management.
- Good communication and strong interpersonal skills.
- A team player who is innovative and analytical

### **Qualifications and Experience**

- A degree in Administration / Business Administration / Logistics / Supply Chain Management / Purchasing & Supply Management or equivalent.
- An MBA / MBL / MSc is an added advantage.
- Knowledge of SAP is an advantage.
- Full Chartered Institute of Purchasing and Supply (MCIPS) membership is an added advantage.
- At least four (4) years working experience in Purchasing and Supply environment at supervisory or management level of which two (2) years should be in Public Procurement Compliance Environment.

## **PROCUREMENT OFFICERS: PROCUREMENT MANAGEMENT UNIT –LEVEL 9 (5)**

### **Duties and Responsibilities**

- Conduct procurement in accordance the Public Procurement and Disposal of Public Assets Act, and with any other policies and procedures affecting effective execution of procurement duties in the Authority.
- Execute procurements for requirements above certain thresholds, in all the categories.
- Oversee and supervise procurement assistants and other procurement activities below their threshold values.
- Prepare plans for the purchase of goods, services, and works.
- Following and enforcing the Authority's procurement policies and procedures.
- Review, compare, analyse, and approve products and services to be purchased.
- Manage inventories and maintaining accurate purchase and pricing records.
- Maintain and updating supplier information such as qualifications, delivery times, product ranges, etc.
- Maintain good supplier relations.
- Research and evaluate prospective suppliers.
- Prepare budgets, cost analyses, and reports

### **Job Skills and Competencies**

- Ability to work under immense pressure and beyond stipulated hours.
- Knowledge of SAP and Microsoft Packages.
- Good organizational, people and time management skills and sound knowledge of contracts and compliance management.
- Good communication and strong interpersonal skills.
- A team player who is innovative and analytical.

### **Qualifications and Experience**

- A degree in Administration / Business Administration / Logistics / Supply Chain Management / Purchasing & Supply Management or equivalent.
- Knowledge of SAP is an advantage.
- Full Chartered Institute of Purchasing and Supply (MCIPS) membership is an added advantage.
- At least four (4) years hands on working experience in Purchasing and Supply environment of which two (2) years should be in Public Procurement.

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

### **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.

## **MONITORING & EVALUATION ANALYST – STRATEGY, RESEARCH & INNOVATION LEVEL 9 (1 POST)**

### **Duties and Responsibilities**

- Assessing and validating Project business plans regarding resource estimates (e.g. people, budgets and timelines) and ensure synergy between Projects.
- Consolidating individual Project Plans and prepare the Implementation Plan including priorities, key milestones and performance objectives and indicators.
- Following up and monitoring implementation of projects and take appropriate action to ensure company objectives are met.
- Managing the project request tracker and continuously flagging urgent matters and critical success factors that will be off-track.
- Monitoring and managing the project risk and change requests
- Providing advice to Project Owners and Project Team Leaders on all issues relating to the design and implementation of Projects.
- Consolidating regular progress reports; give relevant and regular M&E feedback to key stakeholders for decision-making.
- Conducting research and benchmarking exercises on modernisation and provide advice on project management to technical teams.
- Training and mentoring Project Managers on project issues with the aim of continuously raising skills and expertise.
- Conducting field visits for capacitating supervision and monitoring of scheduled activities, ensuring quality in data collection.
- Any other duties as assigned by the Head Monitoring and Evaluation.

### **Job skills and Competencies**

- Knowledge of project management, monitoring and evaluation methodologies and principles.
- Ability to collect, compile and analyse data and prepare comprehensive reports.
- High levels of computer and report writing skills.
- Strong analytical skills
- Excellent training and M&E capacity building skills.
- Self-starter with ability to work independently and as part of a team.



- Good organizational, people and time management skills.
- Good interpersonal and communication skills.
- Unquestionable integrity.

### **Qualifications and Experience**

- BSc Degree in Commerce, Social Science/ or any projects related degree.
- A relevant postgraduate qualification in Monitoring and Evaluation or Project Management.
- Project management certification (PMP, PRINCE2, PMBOK, AGILE Projects) an added advantage.
- MBA/Master's degree in Social Sciences/Project Management is an added advantage.
- Minimum of four (4) years Professional experience in Monitoring & Evaluation and Project Management.
- Experience in Customs and Tax administration an added advantage.
- Clean Class four (4) driver's license.

## **ORGANISATION & METHODS ANALYST – STRATEGY, RESEARCH & INNOVATION LEVEL 9 (1 POST)**

### **Duties and Responsibilities**

- Development of structures, objectives, strategies and plans aimed at achieving client satisfaction and the efficient use of organisation's resources.
- Analysing and evaluating current systems and structures and advising of departments from procedures and standards.
- Assessing and analysing organisation's work flow charts, records, reports, manuals and job descriptions.
- Preparing and recommending proposals to revise methods and procedures, alter work flows, redefine job functions and resolve organisational problems.
- Implementing approved recommendations, issuing revised instructions and procedure manuals, and drafting other documentation
- Conducting research and data analysis in relation to the alignment and success of organisational goals.
- Developing and implementing management and employee development programs that support the organisation's succession plan.
- Evaluating consulting interventions by identifying the impact on organizational effectiveness and performance improvement.
- Generating new ideas to meet business needs and develop solutions to organisational problems.
  - Any other duties as assigned by the Head Monitoring and Evaluation.

### **Job skills and Competencies**

- Strong understanding of business process re-engineering, industry standards and tools.

- Presentation and project management skills.
- Excellent written, verbal and interpersonal communication skills.
- Strong negotiation skills
- High levels of computer and report writing skills.
- Demonstrable initiative to analyse and resolve problems quickly and efficiently.
- Knowledge of Organisational Development theory, preferred.
- Unquestionable integrity.

### **Qualifications and Experience**

- Bachelor's degree in Business Administration/Economics/Human Resources Management/Psychology, or other relevant behavioural sciences.
- MBA/Master's degree in Strategic Management, Human Resources Management/Applied behavioural Sciences is an added advantage.
- Minimum of four (4) years professional experience in change management, and project management. \Clean Class four (4) driver's license.

### **HEAD ADVISORY & LEGAL COMPLIANCE – LEVEL 5 (1 POST)**

#### **Duties and Responsibilities**

- Provide legal advisory services to the Authority, Ministry of Finance & Economic Development and other stakeholders on legislation administered by ZIMRA;
- Monitor and evaluate the Authority's compliance with various laws that govern its operations;
- Provide legal advice and opinions on the interpretation of revenue laws to both ZIMRA staff and its stakeholders;
- Draft new and amended legislation;
- Advise ZIMRA staff on the new and amended legislation affecting the operations of the Authority;
- Analyse landmark judgments and advise ZIMRA's Operations divisions of their implications;
- Participate in pre-budget meetings for the National Budgeting process and provide advice on fiscal issues;
- Participate in the Tax Reform Committee as the Secretariat and initiate research on tax reforms;
- Participate in the negotiation and drafting of tax treaties, Memoranda of Understanding and other similar or related instruments;

- Prepare the Authority's legal compliance framework documents;
- Coordinate the preparation and compilation of legal compliance reports for the Authority;
- Manage the Advisory and Compliance Section through supervising, reviewing and validating legal opinions, compliance reports and other work prepared by the Legal Officers;
- Partake in the formulation and development of the Legal Services division's strategy plan and budget;
- Provide legal advice on matters arising in National Works Council and National Employment Council meetings and;
- Perform any other duties as may be assigned by the Director Legal Services.

### Job skills and Competencies

- Excellent leadership abilities, decision making and critical thinking skills;
- Self-starter with ability to work under pressure and beyond stipulated hours;
- Good writing and verbal communication skills;
- Attention to detail and ability to work under tight deadlines and; ❖ Unquestionable integrity.

### Qualifications and Experience

- A degree in Law, Taxation or any related field;
- A Masters' degree is an added advantage;
- At least 5 years working experience in a legal advisory environment at managerial Level;
- Computer literacy is a requirement;
- Knowledge of Zimbabwe Tax Laws is an added advantage and;
- Ability to use SAP is an added advantage.

Interested candidates should submit applications, accompanied by a detailed Curriculum Vitae and certified copies of academic and professional qualifications, by **13 May 2022**. All applications should be emailed to **ZimraRecruitment@zimra.co.zw** clearly indicating the **position you are applying for** as your **E-mail Subject Reference** 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**

**NB: All applicants who had responded to previous adverts should not apply.  
Please note that only shortlisted applicants will be responded to.**



ZIMRA

"We are here to serve"

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