



## VACANCY NOTICE

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 – HUMAN CAPITAL DIVISION - LEVEL 5 (1 POST)**

#### **DUTIES AND RESPONSIBILITIES**

- Lead human resources planning in line with corporate strategy.
- Conduct HR forecasting, including staff cost modelling, demand and supply headcount monitoring, and leave liability analysis.
- Set leave balance targets aligned to the staff costs budget.
- Manage reward programs, payroll administration, and HR reporting.
- Design, implement, and maintain remuneration programs and pay structures to ensure pay equity.
- Undertake salary benchmarking exercises and support remuneration policy reviews.
- Maintain remuneration systems and ensure data integrity.
- Oversee talent development initiatives and provide analytics that inform operational and strategic decision-making.
- Design skills gap assessment tools and provide technical support in skills assessment and tracking exercises.
- Develop performance analytics tools for individuals and groups.
- Conduct succession planning, talent profiling, and maintain talent grids in collaboration with other HR subsections.
- Conduct annual and pulse employee engagement surveys, track outcomes, and implement initiatives.
- Monitor and report on staff wellness programs and initiatives.
- Develop HR OPEX and CAPEX budgets in liaison with the Director–Human Capital.
- Manage staff productivity monitoring and analytics to measure and improve workforce efficiency.
- Produce regular HR analytics and reports to inform management and strategic decisions.
- Run monthly analytics on staff cost movements and compile quarterly HR Board reports with inputs from all HR subsections.
- Develop HR reporting standards, SOPs, and tools for consistent reporting across the function.

#### **EDUCATIONAL QUALIFICATIONS AND EXPERIENCE**

- A Master's degree in Human Resource Management, Industrial / Organisational Psychology, Business Administration, Strategic Management, Data Analytics, or a related field.
- A Bachelor's degree in Human Resources, Economics, Statistics, Demography, Business Studies, or related social science / quantitative discipline.

- Professional certification in HR / Analytics (CIPD, SHRM, HRCI, or equivalent) will be an added advantage.
- At least five (5) years' experience in Human Capital Management at supervisory / managerial level.
- Proven experience in workforce planning, analytics and organizational design.

### **KEY SKILLS AND COMPETENCIES**

- In-depth knowledge of workforce planning frameworks, labour market dynamics and manpower forecasting techniques.
- Strong analytical and quantitative skills with the ability to interpret and communicate complex workforce data.
- Proficiency in data analytics and statistical modelling tools.
- Sound understanding of labour legislation, industrial relations and compensation frameworks in Zimbabwe.
- Excellent strategic thinking, problem-solving and report-writing skills.
- Strong leadership, communication and stakeholder engagement skills.
- High level of integrity, professionalism and confidentiality.

### **HEAD ICT OPERATIONS – ICT – LEVEL 5 (1 POST)**

#### **DUTIES AND RESPONSIBILITIES**

- Participate in strategic and operational governance processes of the organisation.
- Lead ICT operations and infrastructure planning to support business goals.
- Develop and maintain an appropriate ICT Operations organisational structure.
- Establish ICT goals, objectives, and operating procedures for ICT Operations.
- Design, implement and manage enterprise-wide disaster recovery
- Assess and communicate risks associated with ICT infrastructure and operations.
- Foster strategic relationships with government, vendors, partners, and other stakeholders.
- Research and recommend ICT best practices to enhance infrastructure and operations.
- Define and communicate corporate policies, standards, and plans for ICT acquisition, implementation, and operations.
- Monitor and manage ICT infrastructure, systems performance, and service levels.
- Ensure compliance of ICT operations with applicable standards, laws, and regulations.
- Collaborate with stakeholders to ensure operational efficiency.
- Oversee ICT security in line with international standards.
- Implement change management processes in accordance with policies.
- Lead ICT operational projects.
- Manage ICT facilities, infrastructure, operations budgets, and full asset lifecycle (acquisition to disposal).
- Drive workforce development and staff training in line with technical, safety, and regulatory standards.

#### **EDUCATIONAL QUALIFICATIONS AND EXPERIENCE**

- Bachelor's degree in Computer Science, Information & Communication Technology, or related field.
- Master's degree an added advantage.
- Minimum of four (4) years' managerial experience in ICT operations.

- At least ten (10) years' cumulative experience in an ICT environment.
- ITIL Certification is mandatory.
- Certification in Virtualisation (VMware, Oracle, Hyper-V, Power VM) an added advantage.

### **KEY SKILLS AND COMPETENCIES**

- Strong knowledge of ICT infrastructure, networking, and enterprise systems.
- Knowledge of virtualisation technologies (VMware, Oracle, Hyper-V, Power VM).
- Familiarity with Enterprise SAN technologies (IBM, HP, NetApp).
- Understanding of container technologies and microservices (Kubernetes, Docker) an added advantage
- Experience in cloud migration projects a distinct advantage.
- Strong leadership, organisational, people management, and time management skills.
- Excellent communication, presentation, and analytical skills.
- High integrity, self-motivation, and ability to work under pressure with minimal supervision.

## **LOSS CONTROL OFFICER, INTEGRITY MANAGEMENT – LOSS CONTROL DIVISION – LEVEL 9 (1 POST)**

### **DUTIES AND RESPONSIBILITIES**

- Carries out investigations as assigned by the Integrity Manager.
- Implements the Integrity management work plan.
- Carries out special projects to recover lost revenue.
- Engages with other strategic law enforcement agencies.
- Conducts out lifestyle audits to ensure ZIMRA staff lives within means.
- Maintains databases for all investigations, hotline and lifestyle audits.
- Compiles integrity and sectional periodic reports.
- Identifies and recover ill-gotten wealth.
- Conducts corruption diagnostic assessments.
- Conducts corruption risk trend analysis to identify corruption hot spots.
- Collaborates with other relevant stakeholders for recovery of assets.

### **EDUCATIONAL QUALIFICATIONS AND EXPERIENCE**

- A Bachelors' Degree in Accounting / Economics / Intelligence & Security / Forensic Investigations / Data Science or equivalent.
- A Master's degree in any one of the above and similar qualifications is a distinct advantage.
- Good understanding or ability to master multiple operational systems added advantage.
- Minimum five (5) 'O' levels including English language, Mathematics and any science subject.

### **KEY SKILLS AND COMPETENCIES**

- Ability to meet set deadlines, maintain confidentiality and prioritise multiple tasks.
- Ability to work both independently and as part of a team.
- Self-starter with the ability to work under pressure and beyond stipulated hours.
- Unquestionable integrity and commitment to duty.

- Good analytical skills.
- Strong communication and presentation skills along with ability to work in a highly collaborative environment.
- Ability to work with minimum supervision.

Interested candidates should submit applications, accompanied by a detailed Curriculum Vitae by **2 October 2025**. All applications should be emailed to [ZimraRecruitment@zimra.co.zw](mailto:ZimraRecruitment@zimra.co.zw) clearly stating the position applied for; and addressed to:

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 female candidates are encouraged to apply and only shortlisted applicants will be responded to.**