Job Description

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Job Title
Human Resources Manager

Job Location
Zanzibar City

Category
-

Job Type
Full Time

Job level
Manager

Industry
Security, Safety & Defense

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget
-

Max Budget
-

Primary Industry
Security, Safety & Defense: 5 Years

Secondary Industry
-

Primary Category
-

Secondary Category
-

Certificate
-

Qualification
-

Summary

The HR Manager leads all people operations across a large, shift-based and widely dispersed workforce of security guards, supervisors, drivers, control room operators and office staff. The role ensures we recruit, vet, train, deploy,pay and retain the right people, while staying fully compliant with labour law and private security industry regulations.

Responsibilities

1. Recruitment, Vetting and Onboarding

- Plan and run high-volume recruitment of guards and supervisors to meet new contracts and replace turnover.
- Manage thorough background screening: police clearance, reference checks, ID and certificate verification, and medical fitness.
- Coordinate pre-deployment induction covering company policies, site rules, code of conduct and uniform issue.
- Maintain a pool of vetted standby guards so client sites are never left uncovered.

2. Workforce Planning and Deployment Support

- Work with Operations to align headcount with client contracts, shift rosters and site requirements.
- Track staff assignments, rotations, leave and absenteeism to support continuous 24/7 coverage.
- Advise management on manpower costs when pricing new tenders and contracts.

3.Training and Licensing Compliance

- Ensure every guard holds valid licences, permits and certifications required by the security regulator before deployment.
- Coordinate basic guard training, refresher courses, first aid, fire safety,customer service and site-specific training.
- Keep a training and licence-expiry register and arrange renewals on time.
- Identify supervisors with leadership potential and support their development.

4. Payroll, Compensation and Benefits

- Oversee accurate and timely payroll, including overtime, night shift, public holiday and allowance calculations.

- Ensure statutory deductions and remittances (social security, health insurance, income tax and similar) are made on time.
- Review pay structures against market rates and minimum wage regulations for the security sector.
- Administer staff benefits, uniforms and loans in line with company policy.

5.Employee Relations and Discipline

- Handle grievances, disciplinary hearings and investigations fairly and in line with labour law.
- Address misconduct typical of the sector, such as sleeping on duty, absenteeism, abandonment of post and breaches of client trust.
- Build good relations with staff representatives or trade unions where they exist.
- Promote discipline, integrity and professional conduct across all sites.

6. Policy, Compliance and Records

- Develop and update HR policies, the employee handbook and code of conduct.
- Ensure compliance with labour laws, occupational health and safety rules and private security regulations.
- Keep complete, confidential and audit-ready personnel files for every employee.
- Prepare for and respond to labour inspections, client audits and regulatory checks.

7. Health, Safety and Welfare

- Work with Operations to ensure guards have suitable equipment, uniforms and safe working conditions.
- Manage workplace injury reporting, compensation claims and return-to-work processes.
- Support staff welfare, including counselling after traumatic incidents on duty.

8. Performance and Retention

- Run a simple, practical performance appraisal system for guards,supervisors and office staff.
- Recognise and reward good performance, such as guard-of-the-month schemes.
- Analyse turnover and exit interviews and put retention plans in place.

9. Reporting and Leadership

- Produce monthly HR reports on headcount, turnover, absenteeism,overtime, training and disciplinary cases.
- Lead, coach and develop the HR team.
- Act as an advisor to senior management on all people matters.

Key Performance Indicators

Time to fill - Days from vacancy or new contract to a vetted guard on post

Staff turnover - Monthly and annual turnover rate, especially among guards

Absenteeism - Unplanned absences and uncovered shifts

Licence compliance - Share of deployed guards with valid licences and training

Payroll accuracy - Errors, late payments and statutory remittances on time

Disciplinary cases - Cases resolved fairly and within policy timelines

Labour disputes - Number of disputes escalated to external bodies

Education & Qualifications

- Bachelor's degree in Human Resource Management, Business Administration, Public Administration or a related field.
- Professional HR certification (e.g. CHRP, CIPD or equivalent) is a strong advantage.

Requirements

- At least 5 years of progressive HR experience, with at least 2 years in a managerial role.
- Experience managing a large, shift-based or field workforce, preferably in security, facilities management, hospitality or logistics.
- Sound working knowledge of national labour laws, social security rules and private security industry regulations.
- Hands-on experience with payroll systems and HR information systems (HRIS).
- A clean criminal record and willingness to undergo full background vetting.

Characteristics

- Integrity and confidentiality: handles sensitive personnel and client information with discretion.
- Firm but fair judgement: enforces discipline consistently while treating staff with respect.
- Organisation: manages high volumes of records, rosters, licences and payroll data accurately.
- Communication: speaks and writes clearly in English and the local language, with staff at every level.
- Negotiation and conflict resolution: calms disputes and works constructively with unions and staff.
- Resilience: stays effective under pressure, including urgent staffing gaps and incidents outside office hours.
- Computer literacy: confident with MS Office or Google Workspace, Excel and HR or payroll software.

Reporting To

General Manager / Managing Director

Driving Licence

Not Required

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