



Job Description

9th Floor Tanzanite Park, Victoria, Dar es Salaam, Tanzania | +255 758 778 886 | info@empower.co.tz

Job Title Regulatory Officer	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Intermediate	Industry Telecommunication
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Telecommunication: 2 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

The Regulatory Officer is responsible for coordinating and monitoring organisation's regulatory obligations to ensure that the company complies with applicable requirements issued by relevant authorities, particularly the Bank of Tanzania (BoT), Tanzania Communications Regulatory Authority (TCRA) and other competent regulatory institutions.

The role will coordinate regulatory submissions, licence requirements, inspections, reporting deadlines, regulatory correspondence and follow-up of actions arising from regulatory engagements.

The Regulatory Officer will also support management and departments in understanding regulatory requirements affecting organisation products, services and operations.

Responsibilities

Regulatory Compliance Management

- Monitor regulatory requirements applicable to HaloPesa operations.
- Maintain an updated register of regulatory obligations and reporting requirements.
- Ensure departments are informed of regulatory obligations relevant to their activities.
- Monitor implementation of regulatory requirements across the company.
- Identify regulatory compliance gaps and follow up corrective actions.
- Escalate overdue or high-risk regulatory matters to management.
- Support implementation of regulatory directives, circulars and instructions.

Regulatory Reporting & Submissions

- Coordinate preparation and submission of regulatory reports to relevant authorities.
- Maintain a calendar of all regulatory reporting deadlines.
- Follow up responsible departments to ensure information is submitted on time.
- Review regulatory submissions for completeness before submission.
- Maintain proper records and evidence of all submitted regulatory reports.
- Monitor outstanding regulatory submissions and escalate delays.

- Support preparation of responses to regulatory information requests.

Licensing & Regulatory Approvals

- Coordinate applications, renewals and amendments of licences, permits and approvals required for HaloPesa operations.
- Maintain an updated register of licences and regulatory approvals.
- Monitor licence expiry dates and initiate renewal processes in advance.
- Coordinate documentation required for licence applications and renewals.
- Follow up regulatory approvals until completion.
- Ensure licence conditions and regulatory obligations are communicated to relevant departments.

Bank of Tanzania Regulatory Coordination

- Coordinate HaloPesa regulatory engagements with the Bank of Tanzania.
- Monitor BoT directives, circulars, guidelines and other requirements relevant to the company.
- Coordinate preparation of responses and submissions required by BoT.
- Maintain records of BoT correspondence and regulatory commitments.
- Follow up internal implementation of matters raised by BoT.
- Support preparation for BoT inspections, reviews and regulatory meetings.
- Track actions arising from BoT inspections and ensure timely closure.

TCRA & Other Regulatory Coordination

- Coordinate regulatory matters involving TCRA where applicable to HaloPesa operations.
- Maintain records of TCRA requirements, submissions and correspondence.
- Support licence and approval processes involving TCRA.
- Coordinate responses to regulatory inquiries.
- Liaise with other government and regulatory institutions where assigned.
- Ensure regulatory deadlines from different authorities are tracked and met.

Regulatory Inspections & Audits

- Coordinate preparation for regulatory inspections, audits and compliance reviews.
- Collect and organize documents requested by regulators.
- Coordinate departments involved in regulatory inspections.
- Maintain records of inspection findings and recommendations.
- Develop and maintain trackers for corrective actions arising from inspections.
- Follow up responsible departments until regulatory findings are closed.
- Prepare regular updates to management on outstanding regulatory actions.

Regulatory Change Monitoring

- Monitor new regulations, directives, circulars and regulatory developments relevant to the organisation
- Assess potential impact of new regulatory requirements on company operations.
- Prepare regulatory updates for management and affected departments.
- Coordinate implementation of regulatory changes.
- Maintain records of regulatory changes and actions taken.
- Work with Legal and Compliance teams to interpret new requirements where necessary.

Product & Service Regulatory Review

- Participate in the review of new HaloPesa products and services from a regulatory perspective.
- Identify regulatory approvals or notifications required before product launch.
- Advise product teams on applicable regulatory requirements.
- Coordinate submission of product approval requests to regulators where required.
- Follow up pending regulatory approvals.
- Maintain records of approvals, conditions and regulatory correspondence related to products.
- Monitor compliance with regulatory conditions after product launch.

Regulatory Correspondence

- Draft and coordinate official regulatory correspondence.
- Maintain proper records of incoming and outgoing regulatory communication.

- Ensure regulatory letters and requests are assigned to responsible departments.
- Follow up responses to ensure submission within required timelines.
- Maintain a regulatory correspondence tracker.
- Escalate unanswered or overdue regulatory requests.

Regulatory Compliance Reporting

- Prepare weekly, monthly and quarterly regulatory compliance reports.
- Report outstanding obligations, submissions, licenses and inspection findings.
- Highlight upcoming regulatory deadlines.
- Provide management with updates on regulatory risks and unresolved issues.
- Maintain dashboards or trackers showing regulatory compliance status.

Internal Coordination

- Work closely with Legal, Risk Management, and Internal Control and Compliance teams.
- Coordinate with Finance on regulatory and financial reporting requirements.
- Work with Technical teams on regulatory requirements affecting systems and infrastructure.
- Coordinate with Business and Product teams on new products and services.
- Support Planning & Administration where corporate or administrative documentation is required.
- Follow up action points assigned to departments following regulatory reviews.

KEY PERFORMANCE INDICATORS (KPIs)

Performance will be measured based on:

- Percentage of regulatory reports submitted on time.
- Number of missed regulatory deadlines.
- Percentage of licenses renewed before expiry.
- Timeliness of responses to regulatory requests.
- Number of overdue regulatory obligations.
- Percentage of regulatory inspection findings closed within agreed timelines.
- Accuracy and completeness of regulatory submissions.
- Timeliness of regulatory approval applications.
- Percentage of new products reviewed for regulatory requirements before launch.
- Number of outstanding regulatory correspondence items.
- Quality and accuracy of regulatory compliance reports.
- Timely communication of regulatory changes to relevant departments.
- Overall level of compliance with applicable regulatory requirements.

Education & Qualifications

- Bachelor's Degree in Law, Business Administration, Finance, Economics, Banking, Compliance, Risk Management or a related field.
- Professional certification in Compliance, Risk, Banking or Regulatory Affairs will be an added advantage.

Requirements

- Minimum of 2–4 years of relevant experience in regulatory affairs, compliance, banking, financial services, telecommunications or a related field.
- Experience dealing with financial-sector or telecommunications regulators will be an added advantage.
- Experience in mobile money, fintech, banking or telecommunications is highly desirable.
- Experience preparing regulatory reports, license applications or regulatory submissions will be advantageous.

Characteristics

- Good understanding of regulatory compliance requirements.
- Understanding of financial services and mobile money regulations.
- Good knowledge of regulatory reporting and license-management processes.
- Ability to interpret regulatory directives and requirements.
- Strong documentation and record-management skills.
- Good analytical and problem-solving skills.
- Strong report-writing skills.

- Good Microsoft Excel, Word and PowerPoint skills.
- Excellent follow-up and deadline-management skills.
- Good communication and stakeholder-management skills.
- Ability to coordinate multiple departments and regulatory requirements simultaneously.
- High integrity and professionalism.
- Strong attention to detail.
- Regulatory awareness.
- Accountability.
- Strong follow-up skills.
- Planning and organization.
- Analytical thinking.
- Problem-solving.
- Results orientation.
- Effective communication.
- Confidentiality.
- Ability to work under strict deadlines.
- Ability to coordinate effectively across departments.

Reporting To

Head of Legal / Head of Internal Control, Legal & Compliance

Driving Licence

Not Required

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