

# ELLYJALIA PHILEMON MABIKI

## PERSONAL PROFILE

A well exposed Human Resource Management professional and Banker with attuned business acumen from local, Pan-African and Regional Banks holding Master of Human Resources Management.

Possessing result oriented performance based and strategic people transformation and growth skills.

## KEY ACCRUED SKILLS

- Strategic Leadership & Management
- Change Management
- Analytical Skills
- Talent & Learning management
- Performance Consulting
- Decision Making

## LANGUAGES



Swahili

English

French

## AWARDS



1st Runner most innovative and overall L&D Achiever - 2014 BancABC Group



Customer Category Bronze Winner - 2010 NBC Heshima Awards



1999 Best Student Dar es Salaam Intersecondary schools book competitions



1999 - 3rd Winner - Bible knowledge DSM Mock exams

## EXPERIENCE - HR & D

15  
Years



Learning & Development

General HRM

## CONTACTS



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Kibada NHC Estate Plot 237 Unit 332

## EDUCATION

- 2017 **Master Of Human Resource Management**  
The Open University of Tanzania
- 2006 **B.A Political Science and Language**  
University of Dar es salaam
- 2002 **Advanced Certificate for Secondary Education**  
Zanaki Secondary School
- 1999 **Certificate of Secondary Education**  
Forodhani Secondary School

## CONTRIBUTION HISTORY



2018 - todate

**Mwalimu Commercial Bank Plc.**

*Head of HR and Administration*



2012 - 2018

**African Banking Corporation (BancABC)**

*Learning and Development Manager*



2007 - 2012

**National Bank of Commerce LTD.**

*Trainer - L&D*

**Organization** - Mwalimu Commercial Bank Plc.

**Duration** - 2018 - Todate

**Role** - Head of Human Resource and Administration

**Responsibility** - Fostering the Human Resource agenda by aligning people and resources to the business requirements in order to achieve the bank's strategic goals

## KEY FUNCTIONS

### **Recruitments and placements**

- Strategic workforce planning in partnership with business units
- provide guidance to management in ensuring proper utilization of human capital
- Improve efficiency of the internal recruitment processes

### **Performance Development**

- Ensures adherence to available performance plans and standards so as to instill a performance based culture
- Provide guidance to management of performance matters through establishment of quality performance development plans

### **Employee Engagement, Wellness and Reward**

- Forge alliance across business units for the delivery of value added services within HR function
- Ensure staff maintain physical, emotional and mental health that they are fit enough for growth and production
- Support by administering the bank's Reward for performance philosophy

### **Administration**

- Ensure that the bank operates efficiently and delivers results by administering all departmental needs of tools and infrastructure
- Ensure the procurement process are followed per the policies
- Oversee vendors and service providers
- planning and Budgeting for the department
- Payroll and Benefits administration

### **Investor Relations**

- Ensure shareholders receive information regarding changes and awarenesses they require as owners.
- Ensure a smooth annual general meetings every year

### **Learning and Development**

- Assess organization learning needs by consulting with business units
- Develop employees skills and knowledge within organization
- Design and implement learning strategies and programs
- Execute learning strategies and deliver internal programs
- Tracking and evaluate learning effectiveness

### **Governance and Control**

- Ensure proper interpretation of HR policies and monitor compliance towards the same.
- Ensure achievement of satisfactory audits in all HR related areas through consistent application and adherence to all HR policies and procedures

### **Talent Management & Succession Plans**

- Ensure proper acquisition of staff by advocating for highly functioning recruitment and selection standards
- Advocate for staff retention and internal staff growth
- Oversee the bank succession plan from senior managers level to departmental levels

### **Employment and Labour Relations**

- Promote staff and organization development through efficient processes, productivity and fairness
- Guide management on proper ways to engage staff to minimise disciplinary issues

### **Reports and Feedback**

- Provide to the CEO and the Management HR Committee reports on all HR Activities quarterly and when required for the bank to do informed decisions regarding manpower.

**Organization** - African Banking Corporation Limited (BancABC)

**Duration** - 2012 - 2018

**Role** - Learning and Development Manager

**Responsibility** - Fostering on organization development through staff growth in skills, knowledge and capabilities

## KEY FUNCTIONS

### **Performance Consulting and Learning Needs Analysis**

- Assess organization learning needs by consulting with business units
- Consult with management and line managers of existing skills gaps which hinders organization performance from units level.
- Help line managers to be able to define needs in their units
- Work with line managers to rehabilitate the performance of staff who could not reach the required performance standards by upskilling their skill needs.

### **Learning Engagements**

- Participate in specific project steering committees in training workstreams and design programs for specific projects ( eg. Branch openings, KYC Compliance project, Launch of Agency Banking project.
- Drive the mentoring program for the staff who were part of the talent pool and successors for the bank.
- Drive the Coaching for improved performance program to line managers
- Spearhead the group based initiatives in the new Atlasmara Wholesale and Retail academy
- Drive the BancABC Graduate training program which aimed at raising the new generation of leaders within the bank and across the group

### **Reporting**

- Provide reports to the Head of Human Capital and Management in country monthly and when required
- Provide report to the group monthly and when required

### **Designing and Delivering Learning Programs for the bank**

- Design the learning interventions which optimize staff experience and results after learning in order to meet strategic goals
- Facilitate soft skills and other learning programs as per the internal needs
- Develop learning materials to be used for internal sessions

### **Driving Learning and Organization Change Initiatives**

- Work with line managers and Heads of Departments in ensuring there is transfer of knowledge of what staff have acquired in learning programs.
- Champion the change management activities for the bank through quality circles, departmental change champions and feedback sessions (changes championed include acquisition of new HR system in which almost all HR applications were computerised from manual paper works, change to a new shareholder, system changes etc)

### **Learning Programs evaluation and Documentation**

- Seek feedback from stakeholders regarding the learning interventions which take place
- Assess the outcomes from line managers regarding the learning initiatives which have taken place.
- Keep all the learning record for assessment audit trails and future decisions

### **Learning Budget Administration**

- Budget for a learning space
- Monitor and evaluate the country learning budget

**Organization** - National Ban of Commerce LTD (NBC LTD)

**Duration** - 2007 - 2012

**Role** - Learning and Development Manager

**Responsibility** - Support management in organization development through staff growth in skills, knowledge and capabilities

## KEY FUNCTIONS

### **Learning Needs Analysis**

- Assess the learning needs by consulting with business units (Corporate, Credit, Treasury, Risk Management and HR)
- Consult with management and line managers of existing skills gaps which hinders organization performance from units level.
- Help line managers to be able to define needs in their units

### **Learning Engagements**

- Participate in specific project steering committees in training workstreams and design programs for specific projects ( eg. Flexcube Replatforming, Flamingo project, Lipalipa project, CIBULS Payments project.

### **Reporting**

- Provide reports to the Learning and Development Manager monthly and when required

### **Budgeting**

- Budget for specific programs as assigned and monitor the expenditures.

### **Engagements with Line Managers**

- Performance engagements with line managers for non performing staff through performance improvement plans to rehabilitate performance to improve performance to the required standard.

### **Performance Consulting**

- Engage line managers and help them establish the gaps from the business strategic objectives.
- Support managers to bridge skill gaps obtained from consultancies

### **Designing and Delivering Learning Programs for the bank**

- Design the learning interventions which optimize staff experience and results after learning in order to meet strategic goals
- Facilitate Compliance courses and other learning programs for the bank as per the internal needs
- Develop learning materials to be used for internal sessions

### **Learning Programs evaluation and Documentation**

- Seek feedback from stakeholders regarding the learning interventions which take place ( using the Kirk Patrick four levels of evaluation)
- Assess the outcomes from line managers regarding the learning initiatives which have taken place.
- Keep all the learning record for assessment audit trails and future decisions

### **Facilitate understanding of compliance requirements to business units**

- Upskill compliance champions from business units to enable them provide awareness to fellow staff understanding regarding different compliance matters on Money Laundering, Sanctions.

### **Rotations**

- Facilitate in country and out of country rotations to staff who had needs to learn beyond their normal business units.
- Evaluate the learnership and tracking the learning progress through staff growth and business outcomes in the department concerned.

## Participation in different engagements

Duration - 2002 - 2023

Roles - Various

### KEY FUNCTIONS

#### 200- 2006

- Volunteer with Scripture Union and Alliance Ministries as camps coordinator and peer educator to youths from different secondary schools colleges and Universities in Dar es salaam

#### 2005

- Practical training as an administrator at UMATI for UNHCR Refugee Urban Caseload project
- French Language Practical Training at Alliance Francaise De Dar es Salaam
- Translator in MV Doulos Big Library Ship

#### 2004 - 2006

- Teaching at Rwegarulira Secondary school and Institute of Water Resources as Communication Skills and English Literature Teacher

#### 2004 - 2006

- Participated in Students voices project and research sponsored by Ford Foundation

#### 2002

- Teaching at St. Columba's Nursery and Primary School

### LEADERSHIP ROLES

#### 2019 - 2023

- Chairperson of the Mwalimu Commercial Bank plc. Annual General Meeting preparation Committee

#### 2019 September - March 2020

- Chairperson of the Mwalimu Commercial Bank plc. Projects Committee

#### 2021 April - Todate

- Mother's Union Secretary of Upanga Archdeaconary in Anglican Church Dar es salaam

#### 2019 January - Todate

- Mother's Union Secretary at Muhimbili Anglican Chaplaincy

#### 2016 - 2022

- Governance Council Member of Tanzania Fellowship of Evangelical Students

#### 2017 - 2021

- Member o Kibada Residential Unit Owners Association standing Committee

#### 2015 - 2016

- Treasurer of Kibada NHC women forum

#### 2013 - 2016

- Standing Committee member of Scripture Union Tanzania

#### 2008 - 2012

- NBC HR Directorate meetings secretary

#### 2009

- **Assistant** Coordinator NBC HR Service Improvement plan

#### 2005 - 2006

- Secretary University Students Christian Fellowship

#### 2004 - 2008

- Chairperson Alliance Ministries associate members

#### 2001 - 2002

- Regional Secretary Tanzania Student's Christian Fellowship

#### 2016 - 2017

- CEO'S proxy for BancABC's membership to Tanzania Institute of Banker's Education Committee.

## Trainings, Accreditations, Projects and Achievements

### TRAININGS

2022 - Data Driven Decisions ( Coursera)	2010 - Train the Trainer Sales Excellence Facilitator Accreditation (People Mechanics - NBC)
2022 - John Maxwell Leadership Course Facilitator accreditation	2010 - Train the Trainer Customer Experience Facilitator accreditation (People Mechanics - NBC)
2016 - Shift from ADDIE to 6Ds (BancABC Group)	2010 - Train the Trainer New Credit processes facilitator - ABSA
2015 Sales and Service Quality (BancABC Group)	2010 - Performance Consultant Facilitator - ABSA
2014 - Change Management and Technical awareness for Human Capital System ( BancABC group)	2010 - Learning and Development Capability Enhancement - ABSA
2013 - Tellers Course Facilitator Accreditation (BancABC Group)	2009 - Train the Trainer Financial Sanctions Prohibition - ABSA
2011 - Train the Trainer Course (ESAMI)	2006 - Microsoft Packages - African Virtual University

### PROJECTS AND ACHIEVEMENTS

2021 & 2022 - Championed Mwalimu Commercial Bank Plc. Customer Satisfaction Survey	2010 - NBC Lipalipa Project - Training workstream
2021 - Participant in the formulation of 5 years strategic plan for Mwalimu Commercial Bank Plc.	2011 - NBC CIBULS (Payment processes project) - Training workstream
2017 - Coaching for Improved Performance project to 100 BancABC DSA Coordinators in 8 BancABC regional offices	2012 - 2018 BancABC Graduate training program
2013 - Champion for the 2023 Coutry BancABC Balanced Scorecard	2018 - 2023 Introduction of 15 HR policies and a compilation to a HR Handbook

## Hobbies

- Reading Books
- Poems writing and Reading
- Singing
- Handworks

## Referees

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