

GLORIE MBALLA

Dar es Salaam, Tanzania | +255 769 718 457 | gmfrancs@gmail.com

Summary

Human Relations Expert who is a strategic thinker, effective people manager and problem-solver and familiar with HR technology. Highly effective at designing and evaluating career paths, overseeing all HR functions and crafting strategies and policies that meet overall business goals. Competent in leading teams whilst improving efficiency, meeting deadlines and budget requirements in fast paced business environment.

Highlights

- Hiring and Retention
- Compensation Administration
- Training and Development
- Regulatory Compliance
- Compensation/Payroll
- HR Analytics
- Change Management
- Personnel Records Maintenance
- Employee Relations
- Exceptional Interpersonal skills
- Labor Agreements
- Job Analysis
- Conflict Management

EXPERIENCE

Human Resources & Administration Manager
PASS Trust

March 2021 – Present
Dar es Salaam, Tanzania

- Provide leadership and oversee HR operations to ensure strategic initiatives are implemented with a strong emphasis on recruitment, development and retention of high-quality staff.
- Conduct analysis and market research on salary and benefits trends. Provide HR guidance and recommendations to ensure the program remains competitive.
- Establish and oversee recruiting, hiring and orientation plans and procedures for employees.
- Establish and oversee internal HR policies, procedures and programs. Ensure communication and compliance with all internal policies and procedures as well as external regulations and applicable labor laws.
- Manage administration of personnel benefits and compliance with tax laws, including employee terms & conditions of service, salaries & benefits, employment contracts, and leave records.
- Administer performance management processes to align employee performance with goals and objectives and assist management in creating and retaining high performance employees and teams.
- Facilitate employee communication, provide employee services and counseling, advise on disciplinary, grievance and conflict resolution procedures, and promote employee safety, welfare, wellness and health.
- Manage and resolve employee relations issues (Industrial Relations) and assist management with conflict resolution to ensure that issues are identified and addressed promptly, appropriately and fairly.
- Supervise HR and Administration staff members.
- Manage the country learning and development plan, identify growth and development opportunities for high potential staff, and facilitate management & leadership development initiatives

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- Developing and implementing operational guidelines for the office, including ensuring that office space is designed and kitted out in a way that is fit for purpose
- Manage asset control, assignment and movement; maintain an updated and accurate asset register and room lists, and ensure that all assets are properly labelled and whereabouts regularly verified
- Ensure that all services are provided on a regular basis and provide good value; process and ensure that all office-running related bills are paid on time
- Organize and supervise other office activities (recycling, renovations, event planning etc.), Keep abreast with all organizational changes and business developments.

Manager – Advisory

Basil & Alred

December 2019 – February 2021

Dar es Salaam, Tanzania

- Initiate and lead human resource programs and projects
- Provide advice and recommendations to HR practitioners (clients) for resolution of daily issues
- Devise plans and techniques to drive change and culture management
- Assist in the development and integration of policies for clients
- Select and implement suitable HR technology for clients
- Help establish control systems for compliance with business methods and HR practices
- Review systems and processes and make modifications to address issues
- **Leading HR projects covering** Job Analysis, Job Evaluation, HR Audit, setting up new HR departments, Developing HR Manuals and Labor laws trainings, HR Analytics, Organizational Development, Change Management, Compensation and Benefits Management, etc.

Independent Human Resources Consultant

April 2019 – December 2019

Dar es Salaam, Tanzania

- Initiate and lead human resource programs and projects
- Provide advice and recommendations to HR practitioners (clients) for resolution of daily issues
- Devise plans and techniques to drive change and culture management
- Assist in the development and integration of policies for clients
- Select and implement suitable HR technology for clients
- Help establish control systems for compliance with business methods and HR practices
- Review systems and processes and make modifications to address issues
- **Led HR projects covering** Job Analysis, Job Evaluation, HR Audit, setting up new HR departments, Developing HR Manuals and Labor laws trainings.

Human Resources Specialist /Head of HR

MSPH Tanzania LLC (ICAP) (USG Funded NGO)

October 2016 – February 2019

Dar es Salaam, Tanzania

- Develop and implement HR strategies and initiatives aligned with the overall organization strategy
- Bridge management and employee relations by addressing demands, grievances or other issues.
- Manage the recruitment and selection process
- Support current and future organization needs through the development, engagement, motivation and preservation of human capital.

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- Develop and monitor overall HR strategies, systems, tactics, policies and procedures across the organization.
- Resolving conflicts through positive and professional mediation
- Maintaining employee and workplace privacy
- Nurture a positive working environment
- Oversee and manage a performance appraisal system that drives high performance
- Prepare and maintain payroll including benefits for all staff
- Assess training needs to apply and monitor training programs
- Report to management and provide decision support through HR metrics
- Ensure legal compliance throughout human resource management
- Managing staff wellness initiatives
- Supervise and facilitate the work of Human Resources Officer

Senior HR Consultant

July 2015 – August 2016

PricewaterhouseCoopers (PwC) Tanzania LLP

Dar es Salaam, Tanzania

- Create HR services project plans and draft client materials and deliverables.
- Manage HR Services projects and client relationship
- Ensure on time project delivery within budget and with desired impact
- Participate in project teams with Tanzania, Kenya, South Africa, London and Washington to ensure best project delivery.
- Supervise and coach HR consultants
- **Involved and led HR projects** covering Job Analysis, HR Metrics Benchmarking, Job Evaluation, HR Audit, Change Management, HR Processes Trainings, Salary and Bonus Distribution tools formulations, setting up new HR departments, HR Systems setting and trainings, Developing HR Manuals, Labor laws trainings, Salary Survey and Recruitment. Etc.

HR Consultant

January 2013 – June 2015

PricewaterhouseCoopers (PwC) Tanzania LLP

Dar es Salaam, Tanzania

- Deliver timely and valuable HR services and consulting to clients
- Prepare business proposals
- Conduct thorough research on HR processes and procedure to identify best practice
- Prepare materials for project reports and publications
- Participate in project with other project teams in East Africa
- **Involved in HR projects** covering Job Analysis, Job Evaluation, HR Audit, Change Management, HR Processes Trainings, Salary Survey and Recruitment.

Human Capital Executive

August 2013 – December 2013

PricewaterhouseCoopers (PwC) Tanzania LLP

Dar es Salaam, Tanzania

- Assist in talent acquisition and recruitment processes, specifically; managing Africa Diaspora Recruitment for Tanzania
- Conduct employee onboarding
- Provide support to employees in various HR-related topics such as leaves and compensation and resolve any issues that may arise
- Implementing staff separation procedures i.e. exit interviews, clearance process, and documentation.
- Organize quarterly and annual employee performance reviews

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- Maintain employee files and records in electronic and paper form
- Implementing staff separation procedures i.e. exit interviews, clearance process, and documentation.
- Managing the Learning Management System for the Human Capital team by managing training events, tracking training progress and preparing trainings reports whenever needed.
- Ensure compliance with labor regulations

HRM Trainee

August 2011 – February 2012

Tanzania Breweries Limited (TBL)

Dar es Salaam, Tanzania

- Update internal databases with new employee information
- Gather payroll data like leaves, working hours and bank accounts
- Screen resumes and application forms
- Schedule and confirm interviews with candidates
- Prepare HR-related reports as needed (like training budgets by department)
- Address employee queries about benefits (like number of remaining vacation days)
- Participate in organizing company events and careers days

EDUCATION

Master of Business Administration – International Business
University of Birmingham

ongoing

Bachelor of Public Administration – Human Resources Management
Mzumbe University

2012

REFERENCES:

Maryanne Massawe
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