

**Lephaid Msungu**  
Kinyanambo Area-Mafinga Town  
Iringa-Tanzania  
**Mobile:** +255765283741  
**Email:** [lephaid.msungu@gmail.com](mailto:lephaid.msungu@gmail.com) & [lephaid.msungu@yahoo.com](mailto:lephaid.msungu@yahoo.com)

## PROFESSIONAL SUMMARY

Human Resource Management Professional with over 7 years' experience of HR Management in the International Non-Government Organization (NGO), Manufacturing Companies, Agricultural and Community based service sectors in Tanzania seeks an opportunity to work with the reputable employer to deliver excellent services in Human resource planning, employee relationship management, Employee's performance management, recruitment and selection, disciplinary and grievances management at workplace, team management, Training and development through superior communication skills and team culture that will enhance the overall strategic plan and direction of an organization.

Holds proven experience and expertise in Human Resource Management (for national and international staff) and NGO Support Services Management, Training and Development. During my employment tenures, I have extensively practiced with an outstanding achievement in Human resource planning, payroll and benefits management, employee relations management, Employee's performance management, recruitment and selection, disciplinary and grievances management, team management, Training, and development. His career achievements include; establishment and re-organization of Administration and Human Resources Departments, the development of various Administration and Human Resources policies, manuals, systems, and procedures as well as implementing several business processes and improvement of projects for effective service delivery.

## EDUCATION

Bachelor Degree of Human Resource Management-Mzumbe University

**2011-2015**

## SOFT SKILLS & CERTIFICATIONS

- Microsoft Office suite, Google application suite ie google doc, google spreadsheet, Powerpoint and google drive.
- Certified in Project Management with google digital tools offered by One Acre Fund Global Training Team.
- Certified in Fundamental Management-offered by One Acre Fund Global Training Team.
- Certified in Data Science-offered by One Acre Fund Global Training Team.
- Certified in Communicate Effectively offered by One Acre Fund Global Training Team.
- Certified in Human Resources Professional course offered by LinkedIn e-Learning.
- Certified Amfori Business Social Compliance Initiative (BSCI) Professional-offered by Amfori Academy.

## KEY COMPETENCIES

- **Leadership and team Management:** Over the past 6+ years has demonstrated strong experience in managing 3-6 direct reports and provision of HR services to a range of 150-180 employees across Mbeya, Songwe and Njombe regions both field and office-based employees through effective communication, growth through feedback, mentorship and training to deliver the expected results.
- **HR Metrics and Analytical tools Management:** Have strong and sound experiences to collect, compile, and analyze HR data as well data application to make recommendations related to recruitment, retention, and legal compliance.
- **Recruitment and Talent Acquisition:** Collaboration with the recruitment team and the hiring managers for sourcing, attracting, interviewing, hiring and onboarding employees in a company to ensure the right employees with the right skills are placed in the right positions to fulfill the company's mission and strategic goals.
- **Tanzania's Employment Standards and Labor policy Compliance:** Holds sound experience of designing various HR policies at workplace with reasonable experience of advising the employer to comply with local Labor Laws and employment standards with collaboration with other stakeholders e.g. ATE, Trade Unions, Labor Court, CMA, TRA and other external bodies.
- **HRIS and Software's Management:** Have knowledge and sound experience on the practices of HRIS software that has enabled the organization to make various decisions related to employee Data Management. ie Public Service HRIS. ie Success Factor, HR Bamboo, Sage 300, Culture Amp, Zendesk and kiss flow.

## **PROFESSIONAL EXPERIENCES**

**January 1, 2023-Todate: HR Manager-Briquette Energy Solutions Tanzania Limited**

### **Responsibilities:**

- Developing and implementing the HR strategies and initiatives aligned with the overall business strategy of the company.
- Management and implementation of the monthly payroll for 150+ employees with zero errors, timely and with compliance with Tanzania Laws.
- Shaping company's Code of Conduct, Values and working culture.
- Delivery of the HR operations: administration, employee's relationship management; counseling, recruitment, training and developing, talent management, on spot coaching, performance Management and implementing the organizational changes programs.
- Develop, implement and promote HR policies and procedures at the workplace.
- Supports Company's Directors and the Chief Executive Officer by providing HR advice, counsel, and decisions for all HR decisions for the company.
- Develop and monitor HR KPIs in line with business needs: man power cost, turnover, training budget, training days, talents metrics.
- Improving the employment relationship by implementing a structured approach to IR/ER through provision of advice to managers on IR/ER policies and processes.
- Managing the on job training and development programs.
- Bridge management and employee relations by addressing demands, grievances and disciplinary issues.
- Management of the recruitment, selection and onboarding process in alignment of the operation of the company.
- Oversee and manage a performance appraisal system that drives high performance.
- Develop and implement remuneration and benefits policies and reviews in coordination with company's Compensation & Benefits experts.
- HR Administration; The 'usual' tasks of HR Management also need to be addressed including, but not limited to;
  - Contract Management.
  - Probation period management so that all new staff are either confirmed, probation extended or probation terminated.
  - Ensure that all information needed in each employee folder is fully populated.
  - Disciplinary procedures, including sessions, warning letters, Performance Improvement Plans as well as terminations of employment.
- Professional Growth and learning;
  - Conducting training needs assessment and designing training schedules for the soft skills training and other HR training.
- Developing Labour and reporting tools for daily/weekly and monthly Labour cost for management's decision making purposes.
- International staff care and support for immigration, accommodation and transport arrangements.

### **ACHIEVEMENTS:**

- Designing and initiating the implementation of the HR Manual, key HR policies of the company and Code of conduct policy.
- Review and revamping the payment plan, payroll tools and procedures by developing the visible HR costing reporting tools for effective management of manpower.
- Facilitate the smooth transferring process of the employees and change of the company name from Tractors Company Limited to Briquette Energy Solutions Tanzania Limited.
- Nature and Standardizing of the HR process, procedures and working relationship at Briquette Energy Solutions Tanzania Limited.
- Facilitate and Implementations of the Amfori Business Social Compliance Initiative (BSCI) standards through training and implementation of BSCI Audit Standards.
- Designing and Implementation of the Employee's working schedule to comply with the standard working hours for 2 shifts per day with 7 days per week operations.
- Structuring the Payroll, promotion and salary tools and procedures and policies for implementation.
- Structuring of the bonus structure for the production department and introducing of the performance management policy and tools for supervisor level and non-production

departments.

- Structuring of the employment contracts for both permanent and fixed term contracts employees to comply with the requirements of the Tanzania Labour Laws.
- Developing Labour cost cost per tonne analytical tools for the measurement of Labour Performance.

#### **July 2022-December 31, 2022: Human Resource Coordinator-One Acre Tanzania Limited**

##### **Key Responsibilities:**

- **Recruitment and onboarding.**
  - Assisting with the identification, selection, and interviewing of candidates
  - Supporting the administrative part of the new hire process (screening, contracts, updating of HR systems)
  - Planning and implementation of pre-boarding and onboarding process of new employees.
- **HR Administration:** Managing all staff information (physical and HRIS) contains accurate employee documentation in a timely manner throughout the employee's full tenure, from onboarding to end of service with accurate identification.
  - General administration and coordination of HR department activities in Mbeya, Njombe and Songwe.
  - Responding to all internal and external HR-related queries and requests and reporting.
  - Assisting with payroll administration through data QC of 400+ employees across Mbeya, Songwe and Njombe regions.
  - Management of HRIS by maintaining and updating employee records in Success Factors.
  - Assisting with (and executing) the termination process
  - Scheduling meetings, events, interviews, etc.
- **Issues Resolution and Employee's engagement:** Managing the HR Supervisors across the regions and acting as the HR focal point of contact for all staff concerns within scope by providing readily available in-person office hours during Field Meetings and by resolving Zendesk staff tickets promptly (within 3 days) as they arise.
- **Supervisory Responsibilities:**
  - Recruitment, interview, hires onboarding, and training of new staff in the department.
  - Oversees the daily workflow of the department, setting KPIS and performance management.
  - Providing constructive and timely performance evaluations to the direct reports.
  - Handling disciplinary and termination of employees in accordance with company policy and Tanzania Labour Laws.
  - External stakeholders management i.e OSHA, NSSF compliance, TRA standards and immigration by providing supporting international staff.
- **HR Training and Development Management:** Designing the HR training calendar and ensuring all staff have received, understand and recorded attendance for the requisite HR training and reviews throughout the calendar year (including onboarding for new hires).
- **Payroll and Benefits Management:** Managing the monthly payroll and benefits management for regional staff ensuring adherence to tax laws, timely administration and maintaining zero error in payroll processing.
- **District Support and Staff engagement:** Creating an environment to ensure staff feedback is collected and dealt with effectively through weekly HR hours, district meetings and quarterly meetings.
- **HR policies and Labor Law Knowledge:** Providing advice to the management and mentorship to the direct reports regarding the knowledge and applicability of country HR policies protocols and local governing laws.
- **HR Systems:** Being conversant with all tech systems that support the day-to-day functionality of the HR department.
- **Team Management:** Management of the 4 HR supervisors in Mbeya, Songwe and Njombe by providing day to day support, Instructions, and their Performance.
- **Office Management** by management of the Administrative office, approval of payment invoices for office rent, cleaners payment, security payments and office supplies purchase invoices and payments.

#### **April 2017- July 2022: Senior HR Supervisor-One Acre Fund/One Acre Tanzania Limited**

##### **Key Responsibilities:**

- Provide wide-ranging HR support as the first point of contact to 150-200 both field and office-based employees in Mbeya, Songwe and Njombe.
- Assisting employees with routine HR-related needs including inquiry response, support, and administration of leaves of absence, benefits, and payroll.

- Monthly payroll and employee's benefits management & Administration ie PAYE, NSSF, WCF, SDL and NHIF
- Provision of HR related support and care for the International Staff and visitors.
- Managing Human Resources Information System (HRIS) i.e Success Factor.
- Employee's contracts Management.
- Team Management, project supervision and staff welfare management.
- Disciplinary and grievances management and representing the company to the CMA and other external bodies.
- Management of both physical and digital files for employees and their documents, benefits and attendance records.
- Terminal Benefits Management i.e., termination, retrenchment, and Contract end.
- Developing and interpretation of the HR policies and employee's relations procedures as per Tanzania Labour Laws.
- Developing performance tools and management of employee's performance.
- Training content design and delivery in Field staff meetings and onboarding of the new employees.
- Attending the weekly HR Department Prioritization meeting for planning and provision of updates on HR projects.
- Preparation and delivery of HR Monthly, bi-annual and annual reports.
- Managing Workplace safety and Health Management and OSHA guidelines compliance.

#### **ACHIEVEMENTS:**

- Restructuring of the recruitment, Selection & orientation process for JL 1-2 new hires: Successful restructured the standardize recruitment, selection and onboarding process for the JL1-3 and managed the recruitment process for the District Training Associates and Field Officers for Njombe and Mbeya in 2017 and 2018. From 2019-2021 collaborated with the Field Operation team to review and restructure the hiring process for the Field based staff to increase fairness and transparency of the recruitment which resulted in bringing the Field based hiring process and tools which are more transparent, effective, and visible to all stakeholders for future references.
- Managing and Implementation day to day HR business in Mbeya, Songwe and Njombe Independently: Has demonstrated an outstanding ability to manage all day to day HR functions (recruitment, training, policy review and implementation, payroll and compensation, performance management, staff concerns management and disciplinary management) in two regions independently (Mbeya and Songwe) with 150-200 staff while managing remotely Njombe region with 100-150 staff.
- Representing the company to CMA and Labour court and provision of Legal advice: Day to day managing employment relation matters and providing guidance and advice on employment relationship matters and the general legal advice to the management and regular representation of the company to CMA and the Labour court.
- Revising and revamping the HR document's templates and Employment Manual Review: From 2019 actively engaged on the project to review and revamping the HR related documents templates and review of the Employment Manual for One Acre Fund to reflect the requirements of the Employment standard.
- Monthly payroll Management: Management of in-country HR payroll changes for 300+ employees monthly via Sage 300 system maintaining less than 0.1% errors.
  - Management of staff enrollment to the employment benefits ie NSSF, monthly airtime and NHIF by 100% all the time.
  - Withheld and remitted statutory payments in a timely manner, reconciling, and filling the annual returns such as SDL, PAYE and WCF to the respective authorities timely.
- Designing and Implementation of the Employment Engagement program by scheduling the annual employee's satisfaction survey and individual employees listening sessions, gathering their feedback, and reporting for the employment relationship improvement.
- Implementation of Diversity, Equity, and Inclusion (DEI) program annually for encouraging workplace diversity, female staff empowerment, psychological safety and increasing employee's awareness on all forms of harassment and Exploitations.

## **March 2016– March 2017: Regional Field Training & Development Supervisor One Acre Fund Tanzania**

### **Key Responsibilities:**

- Conducting training needs assessment and identifying skills or knowledge gaps that need to be addressed within Field Operation in Mbeya and Songwe regions.
- Development and implementation of the annual training programs for management for customer support and the Field Operation team.
- Assessing instructional effectiveness and determine the impact of training on employee skills and KPIs
- Gathering feedback from Field managers and Field Officers relating to the training methods and the overall impacts of the training throughout the season.
- Working with the HR- Field Training Team to produce training content and deliver to Field Officers, Field Managers, and Field Operations across all districts that One Acre Fund Tanzania operates.
- Designing and updating the Field Training Team Library with new materials.
- Develop effective feedback and Monitoring and Evaluation tools for all levels of the Field training team.
- Designing and delivery of on-boarding and skills development for Field officers and Filed Managers throughout the agricultural season.
- Using the Key performance indicators to plan field visits and to produce appropriate feedback for improvement of field operations.
- Field visitation to support Field Operations department priorities such as repayment collection, farmer's training and Client protection and service provision program.
- Providing Mentorship and Coaching services to the new HR- Field training team members.
- Communicating with Field Teams and strengthening the team spirit by writing and producing monthly Field Operation reports and end of season reports.
- Leading training sessions at weekly District Meetings and at regular training days and workshops.
- Working with team members to analyze KPIs to have a full picture of strengths as well as areas for growth and implement successful strategies to bring continuous improvement.

### **ACHIEVEMENTS:**

- Designing and Implementation of the Leadership Development Competency Course (LDC) for the Managers for both HQ and Field Team to develop team management and leadership skills for the new managers in the team.
- Training content designing and Marketing strategy: In 2016-2018 successfully designed and implemented the hiring, orientation, and annual strategy planning for the field expansion managers to lead the organization to increase the number of customers from 5,000 to 7,000 in 2016 and from 7,000 to 15,000 customers in 2017 and enable the organization to increase sales to USD 1,800,000 annually.

## **July 2015 –February 2016 Teacher-Evangelical Lutheran Church –Iringa Diocese**

### **Key Responsibilities:**

- Develop lesson plans which meet standards established by the school and NECTA curriculum.
- Adapts and reassesses lesson plans to meet student's needs, comply with the new paradigm shift teaching methodologies and update the lesson plans.
- Manage the diverse ability levels of students and take responsibility to support the slow learners.
- Adapt curriculum to fit student needs while maintaining overall class progress.
- Possess and continually develop working knowledge of national curriculum programs and frameworks.
- Assess and record student development, while identifying problem areas and areas which need attention and improvement.
- Communicate with parents as per school guidelines on a regular basis, including presenting student progress reports and informing parents of requisite student discipline.
- Maintain order and discipline among students while promoting safety and compliance with school rules and guidelines.
- Attend and take part in school meetings on curriculum, organization, and guidelines

## March 2010 – October 2011: Project Coordinator-Village Schools Tanzania-Iringa

### Key Responsibilities:

- Participate in project meetings to design and plan the strategies and approach of running projects.
- Working with the local government and community to mobilize to support social activities of building schools.
- Prepare and manage budget based on scope of work and resource requirements.
- Manage the project-related paperwork by ensuring all necessary materials are current, properly filed and stored.
- Provision of updates to the management, stakeholders about strategy, adjustments, and progress of the project.
- Preparing quarterly, semi-annual, and annual reports about the progress to the stakeholders and top management.
- Representing the organization at District level and submitting all documents for registration of schools.
- Working with the school principals and auditing team to ensure cost effectiveness in running the schools.
- Monitoring staff performance by assigning responsibilities and setting performance KPIs
- Assessing project performance to identify areas for improvement and proactively communicate.

## REFERENCES

Hussein Majabali, Field Staff Management Specialist-One Acre Fund Phone: +255763541521 Email: <a href="mailto:hussein.majabali@oneacrefund.org">hussein.majabali@oneacrefund.org</a>	Emmanuel Werema, HR & Admin Manager TRI Star Energy Tanzania Ltd Africa Fuels & Rubricants Limited Phone: +255746550759 Email: <a href="mailto:werema1990@gmail.com">werema1990@gmail.com</a>	Erika Joel Kafwimi Field Operation Manager-One Acre Fund. Phone: +255755271006 Email: <a href="mailto:erika.kafwimi@oneacrefund.org">erika.kafwimi@oneacrefund.org</a>
--	--	--

## DECLARATION

I, the under-named, hereby declare that all the information disclosed within do correctly describe me, my qualifications, and experiences to the best of my knowledge.

Lephaid Msungu

