

VACANCIES

Non-Bank Financial Institutions Regulatory Authority (NBFIRA) invites suitably qualified individuals to apply for the following vacancies tenable in Gaborone:

1. Director – Retirement Funds

Reports to: Deputy Chief Executive Officer – Regulatory

Main Purpose of the job

Responsible for senior level decision making, day to day management, strategic direction and high level technical advice to policy makers for the regulation of the Retirement Funds sector

Qualifications and Experience

- At least a Master's in Economics, Statistics, Mathematics, Actuarial Science, Accounting, Legal, Finance, Business Management or related field from a recognised institution.
- Relevant professional certifications will be an added advantage (e.g. Fellow of the Insurance Institute, Chartered Insurer, CFA, CPA, CIMA, FRM, or equivalent).
- Membership of a professional and internationally recognised institute will be an added advantage.
- At least 12 years of experience post-qualification in regulation of financial sector, preferably with focus on the relevant sub-sector.
- This must include a minimum of 3 - 4 years in a senior management position.

Specialised knowledge and technical skills

- Experiential knowledge of licensing, supervision and enforcement activities
- Procedures, processes, best practices in regulation of the sub-sector
- Use of risk profiling tools and methodologies (including RBSS)
- Acts governing the sub-sector
- Proficient in the use of computers and software relevant to the position.

Competencies

- Strong conceptual and practical problem-solving skills, with sound judgement and decisive decision-making.
- Resilient, self-motivated and able to maintain quality under pressure and tight deadlines.
- Strong people leadership, emotional intelligence and interpersonal skills to develop, motivate and empower teams.
- Organisational awareness and stakeholder management skills to influence and drive outcomes across NBFIRA.
- Innovation mindset—challenges conventional approaches and drives continuous improvement.
- Sound planning and resource management skills, including budget management and working knowledge of financial principles.

2. Director – Insurance

Reports to: Deputy Chief Executive Officer – Regulatory

Main Purpose of the job

Responsible for senior level decision making, day to day management, strategic direction and high level technical advice to policy makers for the regulation of the insurance sector.

Qualifications and Experience

- At least a Master's in Economics, Statistics, Mathematics, Actuarial Science, Accounting, Legal, Finance, Business Management or related field from a recognised institution.
- Relevant professional certifications will be an added advantage (e.g. Fellow of the Insurance Institute, Chartered Insurer, CFA, CPA, CIMA, FRM, or equivalent).
- Membership of a professional and internationally recognised institute will be an added advantage.
- At least 12 years of experience post-qualification in regulation of financial sector, preferably with focus on the relevant sub-sector.
- This must include a minimum of 3-4 years in a senior management position.

Specialised knowledge and technical skills

- Experiential knowledge of licensing, supervision and enforcement activities.
- Procedures, processes, best practices in regulation of the sub-sector.
- Use of risk profiling tools and methodologies (including RBSS).
- Acts governing the sub-sector.
- Proficient in the use of computers and software relevant to the position.

Competencies

- Strong conceptual and practical problem-solving skills, with sound judgement and decisive decision-making.
- Resilient, self-motivated and able to maintain quality under pressure and tight deadlines.
- Strong people leadership, emotional intelligence and interpersonal skills to develop, motivate and empower teams.
- Organisational awareness and stakeholder management skills to influence and drive outcomes across NBFIRA.
- Innovation mindset—challenges conventional approaches and drives continuous improvement.
- Sound planning and resource management skills, including budget management and working knowledge of financial principles.

3. Head – Communications & Consumer Affairs

Main Purpose of the job

Lead communications and consumer affairs to safeguard consumer interests and build trust in the financial sector. Oversee complaints management, including complex case resolution, and ensure fair outcomes. Drive consumer protection initiatives and financial literacy programmes. Manage departmental resources to deliver on the Authority's mandate.

Qualifications and Experience

- At least a Masters Degree in Communications or related field from a recognised institution with at least 10 years of similar experience. This includes a minimum of 3-4 years in a middle management role
- Alternatively, a Bachelors Degree with at least 12 years of similar experience. This includes a minimum of five (5) years in a middle management position
- Membership of an internationally recognised institute of communication
- Experience in a Financial Regulatory environment is required.
- Consumer protection and complaints management experience would be an added advantage.

Specialised knowledge and technical skills

- Best practices in complaints management and consumer protection
- Proficient in the use of computers and software relevant to the position

Competencies

- Apply interpersonal styles/methods to develop, motivate and empower individuals to achieve goals
- Maintain quality whilst working under pressure and adhering to deadlines
- Organisational awareness with an understanding of how to engage the Authority to get things done
- Maintain confidentiality and aware of sensitive situations
- Professionalism and adherence to good work ethics
- Question status quo / conventional approaches and encourage new ideas and innovation for progress
- Develop and manage a medium sized budget
- Deal with multiple large-scale strategic and long-term programmes, projects and initiatives
- Insight into fundamental financial principles and procedures

4. Head – IT

Main Purpose of the job

Lead the provision of IT services to internal users ensuring that information systems and digital technologies effectively support the Authority's regulatory, operational, and strategic objectives. The role is responsible for the planning, implementation, security, and continuous improvement of ICT infrastructure, systems, and services while promoting innovation, resilience, and compliance with cybersecurity and data protection regulations.

Qualifications and Experience

- At least a Master's in Computer Science, Information Technology or related fields from a recognised institution
- Professional certification in or any specific IT-related fields (e.g. CISM, CISSP, ITIL, PMP, COBIT) are highly desirable.
- At least 10 years of ICT experience. This includes a minimum of 3-4 years in a middle management position. Leadership experience in ICT governance, enterprise systems, cybersecurity, and digital transformation.

Specialised knowledge and technical skills

- IT governance

- IT strategy development and delivery
- IT project/programme management
- IT Service management etc

Competencies

- Apply interpersonal styles/methods to develop, motivate and empower individuals to achieve goals
- Maintain quality whilst working under pressure and adhering to deadlines
- Organisational awareness with an understanding of how to engage the Authority to get things done
- Maintain confidentiality and aware of sensitive situations
- Professionalism and adherence to good work ethics
- Question status quo / conventional approaches and encourage new ideas and innovation for progress
- Develop and manage a medium sized budget
- Deal with multiple large-scale strategic and long-term programmes, projects and initiatives
- Insight into fundamental financial principles and procedures

5. Senior Analyst – Enforcement

Reports to: Manager – Enforcement

Main Purpose of the job

Work under the leadership of the Director, the Deputy Director and the Manager to carry out effective enforcement in respect of any non-compliance of NBFIs to applicable legislations and regulations.

Qualifications and Experience

- At least a Bachelor of Laws Degree from a recognised institution, Master's in Law, Economics, Finance, Statistics, Actuarial Science, Business or related fields from a recognised institution is an added advantage
- Professional Certification in Financial Regulation.
- At least 5 years relevant experience post-qualification in financial regulation

Specialised knowledge and technical skills

- Licensing, supervision and enforcement activities
- Procedures, processes, best practices in financial supervision and regulation
- Acts governing the NBFIs

Competencies

- Proficient in the use of computers and software relevant to the position
- Ability to complete multiple assignments, maintain quality, work under pressure and adhere to deadlines.
- Conceptual and practical thinking.
- Customer focus.
- Ability to work independently without close supervision.
- Flexible and adaptable to change.
- Methodical and organised, attentive to details.
- Values Driven and Ethical Conduct.
- Team player

Interested candidates who meet the requirements are invited to submit;

Applications, CV, certified copies of their academic qualifications.

The names of and contact details of two referees (2) who know you in a capacity to comment on your suitability for the position applied for. One of the referees should be either your current or previous employer.

Preference will be given to qualifying citizen applicants. Further, kindly note that only shortlisted applicants will be responded to.

All applications referencing the positions applied for should be sent to the following email address:

recruitment@nbfirm.org.bw

The Authority will process your personal data solely for recruitment purposes in accordance with the Privacy Policy on our website. Should you wish to access, correct, or delete your personal data, contact us on the above email.

Closing date of applications is on **May 24, 2026 at latest by 17:00hrs.**