



VACANCY ANNOUNCEMENT

Applications are invited from suitably qualified candidates to fill the vacant position below:

1. REGULATORY AND COMPLIANCE MANAGER (GRADE D1)

Reporting to the Legal and Regulatory Director, the Regulatory and Compliance Manager (D1) shall be responsible for managing the regulatory and compliance portfolio in line with laws, regulations, and stakeholder expectations.

Major Tasks and Responsibilities:

- Ensuring full compliance with all applicable laws, regulations, directives, and licence conditions across all business units.
- Promoting and embedding a strong compliance culture across the organisation.
- Developing and implementing a comprehensive regulatory and compliance strategy.
- Anticipating changes in the legal and regulatory environment and advising on potential impacts and mitigation measures.
- Developing and maintaining compliance checklists, internal controls, and monitoring frameworks.
- Developing and reviewing regulatory and compliance policies, procedures, and manuals.
- Fostering effective communication and collaboration with regulatory and industry stakeholders.
- Coordinating communications, filings, and submissions to regulators and industry associations.
- Coordinating investigations into complaints, incidents, enquiries, and cases, and ensuring timely resolution and non-recurrence.
- Preparing legal opinions on regulatory and compliance-related matters and coordinating with external counsel where necessary.
- Conducting awareness sessions and training on applicable or emerging laws, regulations, and directives.
- Preparing and submitting periodic regulatory and compliance reports to management and the Board.

Education, Professional and Other Requirements:

- Bachelor's Degree in Telecommunications, Business Administration, or Law (Essential).
- MA in ICT Policy and Regulation or related field (Desirable).
- At least four years of experience in a similar role.
- Core Competencies: Strong interpersonal and intrapersonal skills; legal and regulatory interpretation skills; research skills; analytical skills; business writing skills; and management skills.
- Knowledge: In-depth understanding of telecommunications sector laws and regulations; sound knowledge of local, regional, and global compliance trends.

2. LEGAL EXECUTIVE ASSISTANT (GRADE C1)

Reporting to the Legal and Regulatory Director, the Legal Executive Assistant shall be responsible for providing comprehensive administrative support to the Legal and Regulatory Division, ensuring smooth operations and effective communication whilst strictly maintaining confidentiality.

Major Tasks and Responsibilities:

- Providing comprehensive secretarial and administrative services to support the efficient operations of the Legal and Regulatory Division.
- Organizing, filing, and maintaining legal, regulatory, and corporate records to ensure efficient document retrieval and strict confidentiality.

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- Managing systems and databases for contracts, regulatory and compliance matters, legal cases, and Board meetings.
- Preparing legal and corporate documents under supervision.
- Coordinating filings with the Malawi Stock Exchange, MACRA, other Regulators, and the Companies' Registry.
- Managing Divisional and Board procurement processes.
- Maintaining Divisional calendars and schedules.
- Coordinating communication and engagements with internal and external stakeholders, including shareholders, Regulators, and law enforcement agencies.
- Coordinating the filing and service of court documents.

Education, Professional and Other Requirements:

- Diploma in Secretarial / Business Management.
- Certification in Legal Studies.
- Minimum of three (3) years' experience in a legal or corporate office, preferably within a fast-paced, high-performing environment.
- Core Competencies: Proficiency in Microsoft Office Suite; strong organizational skills and attention to detail; excellent written and verbal communication skills; ability to multitask, prioritize, and meet deadlines; discretion and ability to handle sensitive and confidential information; basic understanding of legal processes.

3. ENTERPRISE DEBT COLLECTION ASSISTANT

Reporting to the Senior Accountant, the Enterprise Revenue, the Enterprise Debt Collection Assistant will be responsible for Debt Collection, Accounts Reconciliation, payment allocation, and customer engagements.

Major Tasks and Responsibilities:

- Ensuring that customers are timely and correctly invoiced for all services they are consuming.
- Send payment reminders and notices according to collection timelines and regulations.
- Monitor payment arrangements and ensure adherence to agreed terms.
- Respond to debtor inquiries regarding payment plans, balances, and due dates.
- Escalate high-risk or non-responsive accounts to senior team members for further action.
- Collaborate with other departments to resolve disputes or billing issues affecting collections.
- Posting and reconciling customer accounts and managing the customer vetting process.

Education, Professional and Other Requirements:

- Bachelor of Business Administration, Accounting, or related fields.
- Those with debt collection certificates will have an added advantage.
- Good Communication and Interpersonal Skills.
- Ability to negotiate and convince customers.
- High level of integrity.

4. IT APPLICATIONS ADMINISTRATOR (ENTERPRISE SERVICES) - GRADE C3

Reporting to the Manager-IT Applications and Support, the IT Applications Administrator (Enterprise Services) will be responsible for managing, maintaining, and supporting enterprise applications and ensuring the integration, security, and performance of enterprise services and related applications.

Major Tasks and Responsibilities:

- Maintains and supports enterprise services applications such as ERP, HR, Procurement, and Complaint Handling systems.
- Troubleshoots application-related errors and resolves system issues within defined Service Level Agreements (SLAs).
- Manages application availability, system configurations, updates, and patches.
- Supports Windows-based services including Active Directory, DNS, and Office 365.

- Ensures compliance with IT security policies and resolves audit and vulnerability findings.
- Implements and tests Disaster Recovery Plans (DRP) for enterprise applications.

Educational and Professional Qualifications

- Bachelor of Science in Computer Science, Information Technology/Systems, or a related field.
- Minimum of three (3) years of experience in enterprise applications administration.
- Hands-on experience with Linux and Windows Server, SQL scripting, Active Directory, DNS, Office 365, system integrations, troubleshooting, and software updates.
- Familiarity with IT security principles, access control, and monitoring tools.
- Core Competencies
- Technical Proficiency: Strong skills in Linux and Windows Server Administration, Active Directory, SQL (Structured Query Language) scripting, and enterprise application management.
- Problem-Solving and Analytical Skills: Ability to troubleshoot complex application and system issues.
- Communication and Teamwork: Excellent interpersonal skills with the ability to collaborate effectively in a team environment.
- Time and Priority Management: Capability to manage multiple priorities and work under pressure.
- Attention to Detail: High standards of accuracy in system configurations and documentation.
- Documentation and Reporting: Strong skills in maintaining system documentation and generating performance reports.

5. FINANCIAL ANALYST (LILONGWE OPERATIONS) (GRADE C3)

Reporting to the Regional Finance Manager (Central & North), the Financial Analyst (Lilongwe Operations) shall be responsible for planning, controlling, and managing regional financial operations, playing a key role in ensuring accountability, efficiency, and compliance across TNM's regional activities.

Major Tasks and Responsibilities:

- Control the Regional NOE (Network Operating Expenditure) and regional administration operational expenses.
- Control expenses for the regions by monitoring financial activities and movements through the approval and sign-off of expenditure requisitions.
- Review and sign off on TNM shops and Mpamba reconciliations reports for the regions.
- Manage the requisition of monthly generator fuel from Head Office Finance and site electricity units for all sites and shops in the region.
- Ensure efficient and secure purchasing of generator fuel and follow up on all abnormal fuel usage.
- Review and sign off on sales collection and reconciliation reports for TNM shops and dealers in the regions.
- Ensure adequate stock of all denominations is available in the regional warehouse and review/sign off against sales at both shop and warehouse levels.
- Ensure all financial transactions are posted promptly in the SAP system.
- Manage the renewal of all rental contracts for the Regions according to the company's strategy and conduct negotiations during land acquisition.
- Monitor and control the usage of all non-network assets to prevent wastage and abuse.

Education, Professional and Other Requirements:

- Bachelor's Degree in Accountancy (Essential).
- A professional qualification in Accounting (Desired).
- Proven experience in store management, credit management, receivables management, and financial accounting.
- Strong analytical and problem-solving skills.
- Good communication and staff supervision skills.
- High attention to detail and the ability to work with minimum supervision.

- Proficiency in the SAP accounting system is required.

Core Competencies:

- Stores Management
- Creditors Management
- Receivables Management
- Financial Accounting

RECRUITMENT PROCESS:

Please be advised that TNM utilizes an ExamHub System for recruitment. Eligible candidates will be required to undertake a job-specific multiple-choice examination as the first stage of the selection process. Candidates who are successful in the examination will subsequently be invited for an oral interview.

Interested applicants are requested to submit their applications and curriculum vitae (CV) to:

**The Human Resource and Administration Director
Telekom Networks Malawi Plc
P.O. Box 3039
Blantyre
OR
Email: vacancy@tnm.co.mw**

Applications must reach the Human Resource and Administration Director not later than **Friday, 24th October 2025.**

TNM is an equal-opportunity employer.