



ZIMBABWE TOURISM AUTHORITY

VACANCIES

Director - Human Resources (x1)

The Zimbabwe Tourism Authority invites applications from interested candidates who wish to be considered for the position of Director - Human Resources.

Role of the Director - Human Resources

To provide strategic leadership in the development and implementation of human resources strategies, policies, and systems that support organizational performance, talent development, and compliance with labor laws and regulations.

Reporting Structure

The incumbent reports to the Chief Executive Officer.

Duties and Responsibilities

- Develop and implement human resources strategies and policies aligned with organizational goals and objectives.
- Oversee recruitment, selection, and retention processes to attract and maintain high-quality talent.
- Design and manage performance management systems, including monitoring staff performance and enforcing the organization's code of conduct.
- Develop and implement training, learning, and development programmes to enhance staff skills and address performance gaps.
- Manage employee relations and workplace culture, ensuring a productive and harmonious working environment.
- Develop and implement compensation and benefits frameworks to ensure competitiveness and staff motivation.
- Ensure compliance with labour legislation, HR policies, and regulatory requirements.
- Prepare and manage divisional workplans and budgets while monitoring HR performance metrics to support decision-making.
- Provide leadership, supervision, and mentoring to HR staff to strengthen organizational capacity and performance.

Qualifications, Experience

- Bachelor's Honors Degree in Human Resources Management, Industrial and Labour Relations or equivalent.
- Master's Degree in Human Resources Management, Business Administration (MBA), or equivalent.
- Professional membership with the Institute of People Management of Zimbabwe (IPMZ) or an equivalent professional HR body will be an added advantage.
- A minimum of 10 years' experience at senior management level in human resources management within government, parastatal, or private sector organizations.
- Strategic leadership and policy formulation
- Strong organisational and planning skills
- Analytical and problem-solving ability
- Excellent interpersonal and communication skills
- High integrity, professionalism, and results orientation

Director - Standards & Training (x1)

The Zimbabwe Tourism Authority invites applications from interested candidates who wish to be considered for the position of Director - Standards & Training.

Role of the Director - Standards & Training

To establish and promote high standards through registration, inspection, grading and manpower development for the tourism industry.

Reporting Structure

The incumbent reports to the Chief Executive Officer.

Duties and Responsibilities

- Create and manage annual work plan and budgets.
- Ensure compliance of the tourism industry with regulations.
- Oversee compliance and service delivery programs.
- Ensure that database of all tourism facilities is created and maintained.
- Keep abreast of developments in regulation, standards and training trends.
- Advice the Chief Executive on any global trends that may improve operation.
- Ensure industry human capital development.
- Grading of facilities across the country.
- Engagement with internal and external stakeholders to improve relationships, compliance and service delivery.
- Conduct training of industry requirements to the industry and ZTA staff.

Qualifications, Experience

- Bachelor's Degree in Tourism/Hospitality Management or equivalent
- Master's Degree in Tourism/Hospitality Management or equivalent
- Strong strategic leadership and decision-making skills
- Policy formulation skills
- Able to provide leadership and technical guidance to the subordinates and support staff in the division
- Minimum of 10 years' experience at Senior Management level.
- Tourism industry experience.

Director - Bidding & Business Development (x1)

The Zimbabwe Tourism Authority invites applications from interested candidates who wish to be considered for the position of Director - Bidding & Business Development.

Role of the Director - Bidding & Business Development

This role involves leading the bureau's efforts to attract regional and international conventions, conferences, meetings and events (MICE), fostering relationships with stakeholders and strategizing for national and international MICE marketing initiatives.

Reporting Structure

The incumbent reports to the Chief Executive Officer.

Duties and Responsibilities

- Develop and implement MICE strategies.
- Develop and produce Incentive Travel promotional material.
- Provide guidance in coordinating and supporting bidding for international events as well as running a sustained bidding support program.
- Work with local and state agencies and organizations on partnership opportunities and projects beneficial to MICE tourism.
- Conduct market research to identify trends, opportunities, and competition in the MICE sector.
- Formulating bids working with relevant stakeholders.
- Building and maintaining relationships with existing, new clients and strategic partners.
- Develop strategic partnerships with NGOs, Government ministries, associations and religious bodies.
- Lead marketing initiatives to promote Zimbabwe as a prime convention destination through various channels.
- Oversee the preparation of bids for securing MICE business.
- Supervise the bidding for meetings, conferences and conventions.
- Manage budgets related to bidding and business development activities, ensuring effective allocation of resources.
- Provide regular reports on bidding activities, success, rates and market insights to senior management.
- Work closely with other departments, such as Event Management and Marketing

to ensure cohesive efforts in promoting and organising events.

- Produce and manage departmental annual work plan and budgets'
- Supervising, mentoring and appraising divisional staff.
- Production of monthly, quarterly and annual reports.

Qualifications, Experience

- BSc. Honours degree in Marketing or equivalent.
- Master of Science degree (MSc) in Tourism and Hospitality Management or Master's Degree in Marketing or Master's in Business Studies and Administration or equivalent.
- Minimum of 7 years' experience at Senior Management level in a tourism, government, private or any other related industry.
- Knowledge of general management in both public and/or private sector.
- Vast experience in marketing in public and/or private sector.
- Strategic and leadership skills.
- A creative, innovative and strategic thinker with good decision-making skills.
- A highly credible, reliable and trustworthy person.
- Ability to negotiate and network effectively internally and externally.
- An excellent understanding of digital marketing.
- Good communication skills.

Director - Marketing (x1)

The Zimbabwe Tourism Authority invites applications from interested candidates who wish to be considered for the position of Director - Marketing.

Role of the Director - Marketing

To provide strategic leadership in developing and implementing national tourism marketing and destination promotion strategies that enhance brand visibility, expand domestic, regional and international markets, strengthen stakeholder partnerships, and increase tourist arrivals, receipts and tourism sector competitiveness.

Reporting Structure

The incumbent reports to the Chief Executive Officer.

Duties and Responsibilities

- Provide strategic leadership in the development and implementation of national tourism marketing and destination promotion strategies.
- Lead the positioning and management of the national tourism brand to enhance the country's visibility and competitiveness in local, regional and international markets.
- Drive market development initiatives aimed at increasing tourist arrivals and expanding tourism source markets.
- Develop and monitor annual marketing plans for domestic, regional and international markets to drive tourism growth.
- Oversee the implementation of integrated marketing and communication campaigns across domestic and international platforms.
- Build and manage strategic partnerships with tourism stakeholders, including airlines, tour operators, travel agents, media and destination management companies.
- Guide robust digital marketing, media engagement and destination publicity to strengthen the destination's global presence.
- Monitor tourism market trends and marketing performance and provide strategic reports and recommendations to management.
- Preparing and managing the divisional budgets and workplans
- Monitoring and evaluating the Division's work plans against set targets.
- Developing and monitoring the implementation of strategies on sustainable tourism development.
- Supervise and coordinate the formulation of market specific marketing plans and budgets for approval.
- Produce periodic, management, monthly and annual reports.
- Implement and coordinate Appraisal of staff.
- Establish relations in source markets with tourism stakeholders' especially tour wholesalers, airlines and media.

Qualifications, Experience

- BSc. Honours degree in Marketing or equivalent.
- Master of Science degree (MSc) in Tourism and Hospitality Management or Master's Degree in Marketing or Master's in Business Studies and Administration or equivalent.
- Minimum of 10 years' experience at Senior Management level in a tourism, government, private or any other related industry.

Key Attributes

- Knowledge of general management in both public and/or private sector.
- Vast experience in marketing in public and/or private sector.
- Strategic and leadership skills.
- A creative, innovative and strategic thinker with good decision-making skills.
- A highly credible, reliable and trustworthy person.
- Ability to negotiate and network effectively internally and externally.
- An excellent understanding of digital marketing.
- Good communication skills.
- Ability to provide leadership and technical guidance to the division.

Director - Strategy, Research, Statistics & Economic Planning (x1)

The Zimbabwe Tourism Authority invites applications from interested candidates who wish to be considered for the position of Director - Strategy, Policy, Research & Economic Planning.

Role of the Director - Strategy, Policy, Research & Economic Planning

To provide strategic leadership in tourism planning, research and statistics by generating sector intelligence, guiding destination development and tourism product diversification, and providing evidence-based insights and policy advice to support sustainable tourism growth and competitiveness.

Reporting Structure

The incumbent reports to the Chief Executive Officer.

Duties and Responsibilities

- Manage collection, analysis, and dissemination of statistics to inform economic decisions.
- Developing Tourism Satellite Accounts by quantifying tourism's contribution to GDP, employment, and investment.
- Analyse demand trends, visitor behaviour, and sector performance.
- Design tourism policies, master plans, and frameworks aligned to national economic priorities.
- Drive evidence-based planning for sustainable growth and sector competitiveness.
- Promote diversification and high-value tourism offerings.
- Deliver data-driven insights to government, management, and stakeholders.
- Identify opportunities and support investor engagement and sector expansion.
- Track KPIs, economic impact, and effectiveness of tourism initiatives.
- Produce strategic reports to inform marketing, trade, and national development.

Qualifications, Experience

- A Bachelor's degree in Economics, Business Management, Statistics or equivalent.
- Master's degree in Economics, Business Management, Statistics or equivalent.
- A minimum of 10 years' experience in a senior position in tourism, government, private sector or related fields.
- Knowledge of general management in both public and/or private sector.
- Sound strategic leadership, decision-making, team-working and conceptual skills.
- Sound knowledge of economics and its fundamentals.
- Strong analytical and problem-solving skills.
- Attention to detail.
- Able to provide leadership and technical guidance to divisional staff in the organisation.
- Strong presentation skills, interpersonal and communication skills.

Interested candidates should submit applications by email or hand post enclosing detailed Curriculum Vitae (CV) with names and contact details of traceable referees by 05 May 2026. Copies of relevant academic and professional certificates should also be attached and sent to:

**The Board Chairman
Zimbabwe Tourism Authority
5th Floor, Tourism House
HARARE**

Email: recruitment@ztazim.co.zw

Deputy Director - Strategy, Research, Statistics & Economic Planning (x1)

The Zimbabwe Tourism Authority invites applications from interested candidates who wish to be considered for the position of Deputy Director - Finance.

Role of the Deputy Director - Strategy, Research, Statistics & Economic Planning

To lead the formulation of organizational long-term goals and operational policies, aligning departmental efforts with the overall mission. Key duties include conducting research, managing risk frameworks, driving innovation, and cultivating stakeholder relationships to ensure sustainable growth and compliance.

Reporting Structure

The incumbent reports to the Director - Strategy, Policy, Research & Economic Planning.

Duties and Responsibilities

- Assist in defining the organization's mission, vision, and long-term goals. This involves translating high-level objectives into actionable plans and driving organizational change.
- Enforcing corporate policies that guide business operations, ethics, and compliance.
- Analysing legislative, technical, and market trends to ensure the organization remains competitive and compliant with regulatory changes.
- Fostering relationships with government departments, partners, and community stakeholders to influence policy and promote the organization's mission.
- Implementing frameworks to identify and mitigate operational, financial, and reputational risks.
- Supervising, mentoring and appraising departmental support staff. Implementing and monitoring systems to measure accountability, ensuring that strategies.

Qualifications, Experience

- A Bachelor's degree in Economics, Business Management, Statistics or equivalent.
- Masters in Economics, Business Management, Statistics or equivalent is an added advantage.
- A minimum of 5 years' experience at a senior management level in a tourism, government, private or any other related industry.
- Sound strategic leadership, decision-making, team-working and conceptual skills.
- Provide supervisory role to junior level staff.
- Experience in research and statistical analysis.
- Strong analytical and problem-solving skills.
- Attention to detail.
- Strong presentation skills, interpersonal and communication skills.

Deputy Director - Procurement Management Unit (X1)

The Zimbabwe Tourism Authority invites applications from interested candidates who wish to be considered for the position of Deputy Director - Procurement Management Unit.

Role of the Deputy Director - Procurement Management Unit.

To strategically source goods and services, negotiate contracts, and manage vendor relationships to optimize costs, quality and supply chain efficiency.

Reporting Structure

The incumbent reports to the Chief Executive Officer.

Duties and Responsibilities

- Develop and update the Annual Procurement Plan (APP) in line with organizational objectives. Ensure procurement activities are aligned with the National Development Strategy (NDS1/NDS2) and sectoral goals.
- Strategic sourcing and negotiation.
- Supplier relationship management.
- Cost and budget management.
- Developing procurement policies, ensuring compliance with legal regulations, and improving the efficiency of purchasing lifecycle
- Compliance and Governance.
- Collaborating with internal departments to forecast needs, manage inventory levels, and ensure timely delivery of goods.
- Policy formulation.
- Reporting & Stakeholder Engagement.
- Disposal of assets.
- Risk management.

Qualifications, Experience

- A Bachelor's degree in Purchasing and Supply Chain or equivalent.
- A Master's degree in Purchasing and Supply Chain or equivalent as an added advantage.
- A minimum of 5 years' experience in senior management level in a tourism, government, private or any other related industry.
- Deep knowledge of Public Procurement and Disposal of Public Assets Act Chapter 22:24 and associated regulations.
- Strong data analysis skills for cost reduction.
- Proven ability to secure favorable terms.
- Proficiency with procurement software and Excel.
- Good communication and good public relations.
- Strong strategic leadership and decision-making skills.
- Strong analytical and problem-solving skills
- Effective communication with internal stakeholders and suppliers.

DEPUTY DIRECTOR - MONITORING & EVALUATION (X1)

The Zimbabwe Tourism Authority invites applications from interested candidates who wish to be considered for the position of Deputy Director - Monitoring & Evaluation.

Role of the Deputy Director - Monitoring & Evaluation

To ensure organizational projects and programmes are monitored, evaluated, and reported efficiently. The role also supports strategic decision-making by managing information flow across departments

Reporting Structure

The incumbent reports to the Chief Executive Officer.

Duties and Responsibilities

- Thorough reviewing documents, reports, and submissions from all ZTA departments and external stakeholders.
- Design, implement, and coordinate the organization's monitoring and evaluation (M&E) systems.
- Monitor and evaluate projects, programmes, and initiatives to ensure alignment with strategic objectives.
- Ensuring that monitoring and evaluation systems are linked to planning, budgeting and resource allocation systems.
- Support staff in the directorate to design personal and management development plans in relation to their work and career needs.
- Facilitate the institutionalization of monitoring by training and involving stakeholders in M & E activities.

Qualifications, Experience

- Bachelor's Degree in Monitoring & Evaluation, Economics, Business Administration, Project Management, Public Administration, Social Sciences, or equivalent.
- Master's Degree in the above fields is an added advantage.
- Minimum of 5 years' senior-level experience in government, tourism, or private sector roles with strong administrative and analytical responsibilities.

Key Attributes

- Strong strategic leadership and decision-making skills
- Analytical and problem-solving skills.
- Planning and organizational skills.
- Strong interpersonal and communication skills.
- Track record of outstanding leadership skills.
- Strategic planning, organizing, management and strong visionary skills.
- Ability to employ information communication technologies in monitoring and evaluation and related decision areas
- Results oriented with high levels of personal initiative.
- Ability to work under pressure.

Deputy Director - Internal Audit (x1)

The Zimbabwe Tourism Authority invites applications from interested candidates who wish to be considered for the position of Deputy Director - Internal Audit.

Role of the Deputy Director - Internal Audit

To lead and supervise independent assurance and consulting activities that add value to the Authority by evaluating and improving the effectiveness of risk management, internal controls, and governance processes.

Reporting Structure

The incumbent reports to the CEO.