



## People and Culture Lead – Paynow

**Location:** Harare, Zimbabwe

**Department:** People & Culture

**Reports to:** Managing Director

### About Paynow

Paynow is building Zimbabwe's leading digital payments ecosystem and entering a critical growth phase as we scale our workforce and operations. As one of the country's most dynamic fintech businesses, we are focused on building high-performing teams, strong people systems, and a culture that enables innovation, accountability, and continuous learning.

We are seeking an experienced and commercially minded People & Culture Lead to help shape and scale our people strategy. This role is ideal for a proactive HR professional who thrives in fast-paced, high-growth environments and understands how strong people operations drive business success.

### The Opportunity

The People & Culture Lead will provide strategic and operational leadership across the full employee lifecycle, ensuring Paynow attracts, develops, and retains high-performing talent. The successful candidate will work closely with leadership to strengthen organisational culture, improve employee experience, and implement scalable HR systems and practices aligned to business objectives.

### Key Responsibilities

- Lead recruitment, selection, onboarding, and retention initiatives.
- Drive organisational culture, employee engagement, and change management programmes.
- Implement and manage performance management systems, including employee development plans and PIPs.
- Manage HR operations, including contracts, payroll support, benefits administration, leave, and employee records.
- Maintain accurate and compliant HRIS/HRIMS systems and reporting.
- Provide guidance to management on labour law, employee relations, disciplinary matters, and HR best practice.
- Support workforce planning, talent development, and succession planning initiatives.



- Conduct employee engagement surveys, exit interviews, and turnover analysis to improve retention.
- Partner with leadership teams to identify training and development needs.
- Ensure HR policies, procedures, and internal communications remain effective and aligned to business goals and outcomes.

### What We Are Looking For

- Degree in Human Resources Management, Social Sciences, or related discipline.
- Membership of IPMZ is required.
- Minimum 5 years' HR experience, including at least 2 years in a leadership or supervisory role.
- Experience working in fintech, technology, ICT, high-growth businesses or working with international companies is highly desirable
- Strong understanding of labour legislation, employee relations, and HR compliance.
- Experience using HRIS/payroll systems such as Belina, PeopleHum, or similar platforms.
- Strong analytical, reporting, organisational, and problem-solving skills.
- Excellent communication, stakeholder management, and interpersonal skills.
- High integrity, professionalism, and ability to maintain confidentiality.
- Comfortable working in fast-paced, performance-driven environments.

### Why Join Paynow?

- Opportunity to shape the people strategy of a leading fintech business.
- Collaborative and innovation-driven culture.
- Exposure to modern HR technologies and scalable people systems.
- Professional growth and continuous learning opportunities.
- Competitive remuneration and performance-driven environment.

### Application Process

Paynow is an equal opportunity employer committed to diversity and inclusion.

Interested candidates who meet the above criteria should complete the official application form by Friday, 30 May 2026.

**If interested** [Click this application link.](#)

#### **Please note:**

- Only shortlisted candidates will be contacted.
- Applications submitted outside the official application process will not be considered.
- The assessment process will be competency-based and rigorous.