

VACANCY ANNOUNCEMENT

The Independent Policing Oversight Authority (IPOA) is a state Authority created under an Act of Parliament No.35 of 2011, with the mandate of holding the police accountable to the public in the performance of their functions.

The Authority wishes to recruit results-oriented Kenyan citizen with drive, vision and creativity to fill the following vacant position: -

	Job Reference Number	Designation	Job Grade	Vacant Positions
1.	IPOA/HR/09/2021	Director/ Chief Executive Officer	JG 1	1 Post
2	IPOA/HR/10/2021	Director of Inspections, Research and Monitoring	JG 2	1 post
3	IPOA/HR/11/2021	Director of Complaints Management and Legal Services – Re -advertisement	JG 2	1 post
4	IPOA/HR/12/2021	Complaints Management Officer I	JG 6	1 post
5	IPOA/HR/13/2021	Helpdesk support Analyst - Re-advertisement	JG 6	1 post
6	IPOA/HR/14/2021	Investigations Officer	JG 6	3 posts
7	IPOA/HR/15/2021	Monitoring Officer	JG 6	1 post

How to apply:

Interested persons who meet the requirements should submit their application through Post Office, email or by hand delivery, clearly indicating the position and job reference number on the cover letter and envelope or email subject line, together with **IPOA Employment form, detailed CV, copies of academic certificates, national identity card, names and telephone contacts of three referees**, so as to reach the Authority by **Tuesday, 7th December, 2021** to:

**Director/Chief Executive Officer,
Independent Policing Oversight Authority,
1st Ngong Avenue, ACK Garden Annex 2nd Floor,
P.O Box 23035 – 00100, NAIROBI.
Email: recruitment@ipoa.go.ke**

Applications for the position of **Director/ Chief Executive Officer** to be sent to
The Chairperson,
Independent Policing Oversight Authority,
1st Ngong Avenue, ACK Garden Annex 2nd Floor,
P.O Box 23035 – 00100, NAIROBI.
Email: ceo@ipoa.go.ke

Detailed job descriptions and specifications for the above positions are available in our website **www.ipoa.go.ke/careers**

*IPOA is an equal opportunity employer and shall not in its recruitment discriminate on the basis of race, religion, colour, ethnic origin, political affiliation, sex or sexual orientation, pregnancy, marital status, disability, health or social status. **Canvassing will lead to automatic disqualification.***

IPOA does not engage any recruitment agencies and no medical examination is required before one attends an interview. IPOA does not charge a fee at any stage of the recruitment process (application, shortlisting or interview).

Only shortlisted candidates will be contacted.

1. IPOA/HR/09/2021: DIRECTOR/ CHIEF EXECUTIVE OFFICER - JOB GRADE, IPOA 1, 1 POSITION (CONSOLIDATED SALARY KES. 526,058 – 701,441)

The Director shall be the Chief Executive Officer of the Authority and responsible to the Board for the overall management and administration of the Authority.

The Authority wishes to recruit a qualified, experienced, and result-oriented Kenyan citizen with drive, vision and creativity to fill the position of Director / Chief Executive Officer. The Board is searching for an exemplary professional who will inculcate and nurture a result-based management culture to improve staff work performance, ensuring a high level of responsibility and accountability.

This is a performance based contract and may be renewed subject to satisfactory performance

Duty station: Nairobi

Direct reports: Directors and Heads of Department

Job Purpose:

To provide strategic leadership and direction towards the achievement of the Authority's mandate and functions, as provided and guided by the IPOA Act.

Job Description

Managerial / supervisory responsibilities

- 1) Provide guidance and leadership on day-to-day operations of the Authority to achieve the Authority's mandate and goals;
- 2) Oversee development and implementation of policies, strategies, plans and programs;
- 3) Oversee the development of appropriate public relations strategies to promote IPOA's image/brand;
- 4) Oversee the establishment of effective administrative structures, processes and systems;
- 5) Provide guidance on establishment of structures for safety and security of staff, premises, information and assets;
- 6) Provide regular, thorough and prompt communication to the Board on key technical, financial and administrative matters;
- 7) Oversee the implementation of the Board's decisions and resolutions;
- 8) Provide leadership to senior management and staff;
- 9) Coordinate mobilization and efficient utilization of resources;
- 10) Oversee organizational performance management for optimal productivity;
- 11) Provide strategic linkages with other government agencies and other stakeholders;
- 12) Oversee change management by adopting appropriate policies and strategies;

Operational responsibilities

- 1) Submit the Authority's budget for approval;
- 2) Coordinate all Board meetings and take Minutes;
- 3) Communicate the Board's decisions and resolutions to staff and other relevant stakeholders;
- 4) Represent the Authority in external meetings with stakeholders;
- 5) Chair management meetings of the Authority as required;
- 6) Provide linkage between the Board and management;
- 7) Authorize and approve all expenditures;
- 8) Foster a corporate culture that promotes ethical practices and good citizenship
- 9) Coordinate interventions related to security of the staff, premises, information and assets of the Authority;
- 10) Supervise and appraise direct reports;

Profile:

- a) Must be a citizen of Kenya.
- b) Meets the requirements of Chapter six of the Constitution of Kenya
(Clearance certificates to be presented during the interview).

Job Specifications

For appointment as The Director/ Chief Executive Officer of the Authority the person: -

- 1) Holds a degree from a university recognized in Kenya
- 2) Has at least ten (10) years' experience at management level;
- 3) Has proven relevant experience in any of the following fields: - government, law, management, finance, security or public administration
- 4) Demonstrate a thorough understanding of the Constitution of Kenya, national goals and policies and ability to translate them to IPOA programs and projects;

Required behavioral and functional skills:

- 1) Transparency and accountability
- 2) Integrity and honesty
- 3) Team player
- 4) Creativity and innovation
- 5) Resilience
- 6) Strategic Leadership Skills
- 7) Financial Management Skills
- 8) Planning Skills
- 9) Dispute Resolution Skills
- 10) Decision Making Skills
- 11) Interpersonal Skills
- 12) Communication Skills

13) Negotiation Skills

14) Analytical Skills

2. IPOA/HR/10/2021: DIRECTOR OF INSPECTIONS, RESEARCH AND MONITORING - JOB GRADE, IPOA 2, 1 POSITION (CONSOLIDATED SALARY KES. 320,000 – 470,000)

Job Purpose: The Director of Inspections, Research and Monitoring will provide strategic leadership and direction in inspections, research and monitoring in the Authority as provided and guided under Section 6 of the IPOA Act.

This is a performance based contract and may be renewed subject to satisfactory performance

Reports to: The Chief Executive officer.

Direct reports: Head of Inspections, Head of Monitoring, Head of Strategy, and Research

Job Description

The Director of Inspections, Research and Monitoring is responsible for the following: -

- 1) Oversee the development and implementation of policies, strategies, manuals, plans, procedures and standards pertaining to inspections, research and monitoring services;
- 2) Oversee inspections of police premises and detention facilities under the control of the National Police Service;
- 3) Oversee monitoring of policing operations affecting members of the public;
- 4) Provide guidance on research and information management;
- 5) Oversee review of trends and patterns of reported Police misconduct;
- 6) Provide guidance in analysis of recommendations made to the Service and other State organs to professionalise the Service;
- 7) Spearhead establishment of controls for deployment and application of inspection and monitoring tools and equipment;
- 8) Oversee the development and implementation of Directorate annual budget, workplan, data, information, records, resources and procurement plan;
- 9) Provide leadership in development of inspections, research and monitoring concepts to professionalize police service;
- 10) Spearhead handling and resolution of complaints referred to the Directorate for inspections, research or monitoring;
- 11) Provide leadership, guidance, coaching and mentorship for the Directorate staff;
- 12) Oversee employee performance management and competency development in the Directorate.

Profile:

- c) Must be a citizen of Kenya.
- d) Meets the requirements of Chapter six of the Constitution of Kenya
(Clearance certificates to be presented during the interview).

Job Specifications

For appointment at this position, a candidate must have: -

- (i) A Master's degree in either of the following disciplines: Law, Public Administration, Criminology & Criminal Justice, Sociology, Political Science, Human Rights, Peace and Security Studies or equivalent qualifications from a recognized institution.
- (ii) A Bachelor's degree in either of the following disciplines: Law, Public Administration, Criminology & Criminal Justice, Sociology, Political Science, Human Rights, Peace and Security Studies or equivalent qualifications from a recognized institution.
- (iii) Served for a minimum period of three (3) years in the grade of either Head-Inspections, Head-Monitoring or Head of Strategy and Research at IPOA or in a comparable and relevant position for a period of fifteen (15) years, five (5) of which must have been in a Senior Management level in the Public Service or Private Sector.
- (iv) Certificate in either Corporate Governance or Strategic Leadership Development Programme from a recognized institution;
- (v) Registered with a relevant Professional Body where applicable;
- (vi) Proficiency in computer applications;
- (vii) Demonstrated integrity, professional competence and ability in planning and controlling Inspections, research and monitoring activities.

Required behavioral and functional skills:

- Transparency and accountability
- Ethics and Integrity
- Team player
- Creativity and innovation.
- Resilience.
- Strategic Leadership Skills
- Financial Management Skills
- Inspections, Research and Monitoring Skills
- Planning Skills
- Supervisory Skills
- Dispute Resolution Skills
- Decision Making Skills
- Interpersonal Skills
- Communication Skills
- Negotiation Skills
- Analytical Skills

3. IPOA/HR/11/2021: DIRECTOR OF COMPLAINTS MANAGEMENT AND LEGAL SERVICES - JOB GRADE, IPOA 2, 1 POSITION (CONSOLIDATED SALARY KES. 320,000 – 470,000) – Re-advertisement

Job Purpose: The Director of Complaints Management and Legal Services will provide leadership and direction in Complaints Management, Counselling Psychology and Legal Services as provided and guided under Sections 6 7, 24 and 31 of the IPOA Act.

This is a performance based contract and may be renewed subject to satisfactory performance

Reports to: The Chief Executive officer.

Direct reports: Head of Complaints Management; Head of Legal Services & In-charge, Counselling Unit

Job Description

The Director of Complaints Management and Legal Services is responsible for the following: -

- 1) Oversee the development and implementation of policies, strategies, manuals, plans, procedures and standards pertaining to Complaints management, legal and Counselling services;
- 2) Oversee receiving and processing of complaints, legal and counselling services;
- 3) Provide guidance and legal opinions to the Authority;
- 4) Spearhead the development and implementation of Directorate work plans, data, information, records and resources;
- 5) Oversee review of trends and patterns of reported police misconduct;
- 6) Spearhead audit and review of actions taken by Internal Affairs Unit (IAU) of the Service on complaints;
- 7) Provide leadership on court processes and alternative dispute resolution mechanisms;
- 8) Provide leadership, guidance, coaching and mentorship for the Directorate staff;
- 9) Manage employee performance management and competency development plans in the Directorate;
- 10) Oversee the development and implementation of Directorate annual budget, workplan and procurement plan;
- 11) Provide leadership, guidance, coaching and mentorship for the Directorate staff;
- 12) Oversee employee performance management and competency development in the Directorate.

Profile:

- a) Must be a citizen of Kenya.

- b) Meets the requirements of Chapter six of the Constitution of Kenya (**Clearance certificates to be presented during the interview**).

Job Specifications

For appointment at this position, a candidate must have: -

- (i) A Master's degree in any of the following disciplines: - Law, Business Administration, Public Policy Development or equivalent qualifications from a recognized institution;
- (ii) A Bachelor's degree in Law or equivalent qualifications from a recognized institution;
- (iii) Post graduate Diploma in legal studies;
- (iv) Registered as an Advocate of the High Court of Kenya and in good standing;
- (v) Served for a minimum of three years in the grade of either Head, Complaints/Legal or for a period of 15 years in complaints and legal services, five of which must have been in a senior management level in the public service or private sector;
- (vi) Holds a current practicing certificate
- (vii) Certificate in either Corporate Governance or Strategic Leadership Development Programme from a recognized institution;
- (viii) Proficiency in computer applications;
- (ix) Demonstrated integrity, professional competence and ability in planning and controlling Investigations activities.

Required behavioral and functional skills:

- Transparency and accountability
- Ethics and Integrity
- Team player
- Creativity and innovation.
- Resilience.
- Strategic Leadership Skills
- Financial Management Skills
- Drafting Skills
- Organization and Planning Skills
- Dispute Resolution Skills
- Decision Making Skills
- Analytical Skills

4. IPOA/HR/12/2021; COMPLAINTS MANAGEMENT OFFICER I, IPOA GRADE 6, 1 POSITION - (CONSOLIDATED SALARY KES. 90,000 - 130,000)

The position is responsible to the Head of Complaints Management through the Senior Complaints Management Officer.

Job Description

Specific duties and responsibilities will entail:

- 1) Receiving complaints against and by the Police and making necessary records of the same;
- 2) Screening and processing of all complainants;
- 3) Attending to and advising complainants on ways to resolve the complaints;
- 4) Assessing complaints to ensure documents in support of each complaint are submitted to the Authority;
- 5) Coordinating and supporting the Case in take committee to determine the admissibility of complaints received;
- 6) Implementing systems and processes for efficient processing and management of complaints against the police;
- 7) Handle, resolve, track, refer and give feedback on complaints as necessary
- 8) Monitoring and updating complainants on the status of their complaints especially the ones referred to IAU for further action;
- 9) Conducting preliminary inquiries on complaints received and contacting police stations and other relevant agencies with the aim of obtaining information and requisite documentation;
- 10)Analysing and referring complaints to relevant agencies;
- 11)Analyse emerging issues on complaints raised against the Service
- 12)Assisting in the promotion of proactive resolution of complaints against the police through ADR;
- 13)Receiving, uploading and up-dating data into the Complaints Investigations Management System (CIMS) and other records;
- 14)Ensuring all correspondence and records are up to date and filed accurately in respective files;
- 15)Assisting in preparation of various department reports as and when required;

Profile:

- a) Must be a citizen of Kenya;
- b) Meets the requirements of Chapter six of the Constitution of Kenya (**Clearance certificates to be presented during the interview**).

Job Specifications

For appointment to this position, an officer must have: -

- (i) Served for a minimum period of three (3) years in the grade of Complaints Management Officer II; or
- (ii) A Bachelor's degree in any of the following discipline: Law, Criminology, Dispute Resolution, Psychology Human Rights, Information Communications Technology (ICT), Social Sciences, Military or Police degree or equivalent qualifications from a recognized institution; and
- (iii) Proficiency in computer applications

Required Behavioural and functional Skills

- Candidates must be a person of integrity, demonstrate excellent interpersonal skills and be a team player;
- Demonstrated high ethical standards;
- Be an effective communicator with excellent Dispute Resolution skills and negotiations skills;
- Transparency and accountability
- Creativity and innovation
- Counselling skills
- Complaints Management Skills
- Analytical Skills
- Report writing skills

5. IPOA/HR/13/2021; HELPDESK SUPPORT ANALYST, IPOA GRADE 6 (1 POSITION)- (CONSOLIDATED SALARY KES. 90,000-130,000) – Re-advertisement

The Helpdesk Support Analyst will be responsible to Head of ICT through the Senior Systems and Networks Administrator.

Job Description

Specific duties and responsibilities will entail

- 1) Installing, testing and configuring of new workstations, peripheral equipment and software
- 2) Maintaining inventory of all equipment, software and software licenses.
- 3) Monitoring, receiving compiling reports on user support requirements for escalation.
- 4) Managing PC setup for new users using standard hardware, images and software.
- 5) Assigning users and equipment to groups in the Active Directory.
- 6) Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- 7) Planning and undertaking scheduled maintenance upgrades for workstation hardware and software as required.
- 8) Investigating, diagnosing and solving computer software and hardware faults.
- 9) Repairing equipment and replacing accessories.
- 10) Checking computer equipment for electrical safety.

- 11) Maintaining records of software licenses.
- 12) Providing Enterprise Content Management (ECM) helpdesk support and respond to ECM user requests.
- 13) Maintaining the ECM helpdesk tracking software.

Profile:

- a) Must be a citizen of Kenya;
- b) Meets the requirements of Chapter six of the Constitution of Kenya (**Clearance certificates to be presented during the interview**).

Job Specification:

- (i) Served in the grade of Help Desk Analyst for a minimum period of one (1) year in the Public or Private sector;
- (ii) A Bachelor's degree in any of the following fields: Business Information Technology, Information Communication Technology or equivalent qualification from a recognized institution; and
- (iii) Certification in CCNA and MCSA.
- (iv) ITIL foundation certification.
- (v) Experience in hardware and helpdesk support

Required behavioural and Functional skills:

- Candidates must be a person of integrity, demonstrate excellent interpersonal skills and be a team player;
- Demonstrated high ethical standards;
- Demonstrate professional competence, integrity and capability in work performance; and
- Diligence with close attention to detail
- Transparency and accountability
- Creativity and innovation

6. IPOA/HR/14/2021; INVESTIGATIONS OFFICER I, IPOA GRADE 6 (3 POSITIONS)- (CONSOLIDATED SALARY KES. 90,000-130,000)

The Investigations Officer will be responsible to Director, Investigations through the Head of Investigations. This is the entry grade for this cadre. An officer at this level will work under the guidance of a senior officer.

Job Description

Specific duties and responsibilities will entail: -

- 1) Undertaking investigations on allegations of misconduct, deaths and serious injuries to persons while in police custody, or which are the

- result of police action or inaction; or were caused by members of the National Police Service;
- 2) Gathering and analysing evidence and organizing it in statements, sets of records and facts;
 - 3) Gathering information and produce intelligence reports to inform investigations;
 - 4) Recording of statements from complainants, witnesses and suspects officers;
 - 5) Ensuring safe custody of all investigative records and evidence in liaison with the Monitoring and Inspections Directorate;
 - 6) Conduct impromptu visits to stations during inspection tours to audit police investigations into complaints against the service;
 - 7) Conducting undercover investigations and surveillance operations;
 - 8) Carrying out sting operations especially where ongoing misconduct is reported to the Authority;
 - 9) Attending post-mortems;
 - 10) Documenting all investigations in concise, factual and timely manner;
 - 11) Supporting prosecution process in court; and
 - 12) Prepare procurement requisitions for effective investigations operations
 - 13) Any other relevant duties as may be assigned from time to time.

Profile:

- a) Must be a citizen of Kenya.
- b) Meets the requirements of Chapter six of the Constitution of Kenya (**Clearance certificates to be presented during the interview**).

Job Specification:

For appointment to this grade, an officer must have:

- (i) Served for a minimum period of three (3) years in the grade of Complaints Management Officer II; or
- (ii) A Bachelor's degree in any of the following disciplines: Forensic Science, Criminal Justice, Criminology, Law, Political Science, Human Rights, Social Sciences, military / police science or equivalent qualifications from a recognized institution; and
- (iii) Proficiency in computer applications

Required behavioural and Functional skills:

- A candidate must be a person of integrity, demonstrate excellent interpersonal skills and be a team player;
- Demonstrate high ethical standards;
- Be an effective communicator with excellent Dispute Resolution skills, investigations skills and negotiations skills
- Transparency and accountability
- Creativity and innovation
- Data analysis and Analytical skills

- Report writing skills

7. IPOA/HR/15/2021; MONITORING OFFICER I, IPOA GRADE 6 (1 POSITION)- (CONSOLIDATED SALARY KES. 90,000-130,000)

The Monitoring Officer will be responsible to Director, Inspections Research and Monitoring through the Head of inspection and Monitoring. This is the entry grade for this cadre. An officer at this level will work under the guidance of a Senior Monitoring Officer.

Job Description

Specific duties and responsibilities will entail: -

- 1) Monitoring policing operations affecting members of the public including the Internal Affairs Unit of the Service;
- 2) Undertaking rapid response action in case of any eventualities that demand monitoring of policing operation;
- 3) Preparing monitoring reports with recommendations;
- 4) Handling and resolving complaints referred to the Department for monitoring;
- 5) Engaging stakeholders to corroborate facts and evidence for informed recommendations;
- 6) Gathering evidence during monitoring to strengthen the Authority's investigations;
- 7) Preparing concepts to inform monitoring for the Authority;
- 8) Monitoring action taken by the Internal Affairs Unit of the National Police Service in response to complaints against the Police.
- 9) Preparing updates on monitoring of the Service to the Principal Monitoring Officer;
- 10) Preparing activity, monthly, quarterly, bi-annual performance and Annual reports for the Department;
- 11) Preparing quarterly and biannual performance review briefs for the Monitoring Department;
- 12) Appraise Monitoring Interns and Volunteers and identify capacity development needs;
- 13) Participate in meetings for the Department;

Profile:

- a) Must be a citizen of Kenya.
- b) Meets the requirements of Chapter six of the Constitution of Kenya
(Clearance certificates to be presented during the interview).

Job Specification:

For appointment to this grade, an officer must have:

- (i) A Bachelor's Degree in Law, Public Administration, Criminology & Criminal Justice, Sociology, Political Science, Human Rights, Social Sciences,

- Military or Police degree or equivalent qualification from a recognized institution;
- (ii) Proficiency in computer applications.

Required behavioural and Functional skills:

- A candidate must be a person of integrity, demonstrate excellent interpersonal skills and be a team player;
- Demonstrate high ethical standards;
- Be an effective communicator with excellent Dispute Resolution skills, monitoring skills and negotiations skills
- Transparency and accountability
- Creativity and innovation
- Data analysis and Analytical skills
- Report writing skills