

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 citizens with drive, vision and creativity to fill the following vacant positions: -

| No | Job Reference | Designation | Job Grade | Vacant Position |
|----|-----------------|--------------------------------------|-----------|-----------------|
| 1 | IPOA/HR/01/2023 | Head of Forensics and Rapid Response | JG 3 | 1 |
| 2 | IPOA/HR/02/2023 | Head of Complaints Management | JG 3 | 1 |
| 3 | IPOA/HR/03/2023 | Principal Investigations Officer | JG 4 | 2 |
| 4 | IPOA/HR/04/2023 | Senior Inspections Officer | JG 5 | 1 |
| 5 | IPOA/HR/05/2023 | Senior Monitoring Officer | JG 5 | 1 |
| 6 | IPOA/HR/06/2023 | Senior Administration Officer | JG 5 | 1 |
| 7 | IPOA/HR/07/2023 | Senior Risk and Audit Officer | JG 5 | 1 |
| 8 | IPOA/HR/08/2023 | Senior Complaints Management Officer | JG 5 | 2 |
| 9 | IPOA/HR/09/2023 | Senior Procurement Officer | JG 5 | 1 |
| 10 | IPOA/HR/10/2023 | Senior ICT Officer | JG 5 | 1 |
| 11 | IPOA/HR/11/2023 | Accountant | JG 6 | 1 |
| 12 | IPOA/HR/12/2023 | Human Resource Officer | JG 6 | 1 |

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 both the cover letter, envelope and email applications, together with **IPOA Employment form, a detailed CV, copies of academic certificates, national identity card, names and telephone contacts of three referees**, so as to reach the Authority by **Tuesday, 14th March, 2023** to:

**Director/Chief Executive Officer,
Independent Policing Oversight Authority,**

1st Ngong Avenue, ACK Garden Annex, 2nd Floor,
P.O Box 23035 – 00100, NAIROBI.
Email: recruitment0223@ipoa.go.ke

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

Upon offer of employment, the successful candidate MUST present and satisfy the requirements of Chapter Six of the Constitution of Kenya 2010 by providing copies of the following documents;

- ✚ A valid tax Compliance Certificate from the Kenya Revenue Authority (KRA);
- ✚ A valid Certificate of Good Conduct from the Directorate of Criminal Investigation (DCI);
- ✚ A valid Clearance Certificate from the Higher Education Loans Board (HELB);
- ✚ A valid Clearance Certificate from an approved Credit Reference Bureau (CRB) and
- ✚ A Valid Clearance form from the Ethics and Anti-Corruption Commission (EACC)

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/01/2023: HEAD OF RAPID RESPONSE AND FORENSIC SERVICES - JOB GRADE, IPOA 3, 1 POSITION (CONSOLIDATED SALARY KES. 236,000 – 351,000)

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

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| Job Title | Head of Rapid Response and Forensic Services |
| Grade | Grade 3 |
| Corporation/Organization | Independent Policing Oversight Authority |
| Directorate | Investigations |

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| Department | Rapid Response and Forensic Services |
| Division | N/A |
| Section / Unit | N/A |
| Location / Work Station | The Headquarters |
| Reporting Relationships | |
| Reports to | Director of Investigations |
| Direct Reports | Principal Forensic Officers |
| Indirect Reports | Senior Forensic Officers |
| Job Purpose | |
| To coordinate rapid response and forensic investigations into complaints related to offences committed by any member of the Service as provided and guided under Section 6, 7, 24 and 25 of the IPOA Act. | |
| Key Responsibilities/ Duties / Tasks | |
| I. Managerial /supervisory responsibilities | |
| <ol style="list-style-type: none"> 1) Coordinate development and implementation of policies, strategies, manuals, plans, procedures and standards pertaining to rapid response and forensic services; 2) Coordinate rapid response and forensic investigations into complaints related to offences committed by any member of the Service; 3) Develop controls for deployment and application of rapid response and forensic investigations kits, tools and equipment; 4) Manage development and implementation of rapid response and forensic investigations work plans, data, information, records and resources; 5) Coordinate development and equipping forensic laboratory to support investigations; 6) Oversee forensic analysis and management protocols in the Authority to inform investigations; 7) Guide, coach and mentor the rapid response and forensic officers; 8) Coordinate employee performance management and competency development plans in the rapid response and forensic department. | |
| II. Operational Responsibilities / Tasks | |

- 1) Provide leadership to the staff in the department;
- 2) Lead and guide conduct of rapid response and forensic investigations into high priority, sensitive and complex cases;
- 3) Coordinate categorization and prioritization of cases for rapid response and forensic investigations;
- 4) Coordinate collection, analysis and dissemination of intelligence on the rapid response and forensic investigations operations;
- 5) Provide working tools and equipment for the rapid response and forensic investigations function;
- 6) Liaise with other technical operations on rapid response and forensic issues;
- 7) Assess operational risks before deployment of officers on any rapid response and forensic investigations activity;
- 8) Organize meetings to discuss on rapid response and forensic analysis, tools, assignments and reports;
- 9) Appraise procurement requisitions for effective rapid response and forensic operations;
- 10) Advice on rapid response and forensic investigations issues to the Management;
- 11) Initiate redress of operational risks and audit processes for purposes of effective delivery of the rapid response and forensic investigations mandate;
- 12) Review and forward forensic operational work plans for approval;
- 13) Review and forward rapid response and forensic reports;
- 14) Review rapid response and forensic data, information, files, records and processes for quality assurance;
- 15) Review and forward rapid response and forensic annual budget, workplan and procurement plan;
- 16) Guide in coaching and mentorship programmes for staff in the Department;
- 17) Supervise and appraise direct reports and identify their training needs.

Job Dimensions:

I. Financial Responsibility

1. Although not an AIE holder, the role is indirectly responsible for an annual budget of approximately 10M.
2. Manage standing imprest for Rapid response (Approximately 2M annually)

II. Responsibility for Physical Assets

Responsible for all rapid response and forensic services physical assets (ICT, office furniture and equipment, evidence/ exhibit custody room, forensic laboratory kits, tools, equipment and machines, forensic field operation kits, tools and equipment).

III. Decision Making / Job Influence

Responsible for strategic, managerial and operational decisions for the Department

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| IV. Working Conditions | |
| Predominantly in an office setting with occasional field travel | |
| Job Competencies (Knowledge, Experience and Attributes / Skills). | |
| I. Academic qualifications | |
| A Master's degree in either Forensic Science, Criminal Justice, Social Sciences or equivalent qualifications from a recognized university. | |
| II. Professional Qualifications / Membership to professional bodies | |
| <ol style="list-style-type: none"> 1) Certificate in either Corporate Governance or Senior Management Course or equivalent qualification from a recognized institution. 2) Certificate in forensics or forensic investigations. 3) Certificate in computer application; 4) Registered with a relevant Professional Body where applicable | |
| III. Previous relevant work experience required. | |
| Served for a minimum period of three (3) years in the grade of Principal Investigations or Principal Forensic Officer or twelve (12) years in a comparable and relevant position in the Public Service or Private Sector, five (5) of which must have been in a Senior Management level. | |
| Functional Skills, Behavioural Competencies/Attributes: | |
| Functional Skills | Behavioral Competencies/Attributes |
| <ol style="list-style-type: none"> 1) Forensic Investigations Management Skills 2) Leadership Skills 3) Financial Management Skills 4) Inspections Skills 5) Planning Skills 6) Decision Making Skills 7) Interpersonal Skills 8) Communication Skills 9) Negotiation Skills 10) Analytical Skills 11) Report writing skills | <ol style="list-style-type: none"> 1) Transparency and accountability 2) Ethics and Integrity 3) Team player 4) Creativity and innovation 5) Resilience 6) Independence |

2. IPOA/HR/02/2023: HEAD OF COMPLAINTS MANAGEMENT - JOB GRADE, IPOA 3, 1 POSITION (CONSOLIDATED SALARY KES. 236,000 – 351,000)

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

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| Job Title | Head of Complaints Management |
| Grade | 3 |
| Corporation/Organization | Independent Policing Oversight Authority |
| Directorate | Complaints Management and Legal Services |
| Department | Complaints Management and Call Centre |
| Division | N/A |
| Section / Unit | N/A |
| Location / Work Station | The Headquarters |
| Reporting Relationships | |
| Reports to | Director - Complaints Management and Legal Services |
| Direct Reports | Principal Complaints Management Officers and Principal Call Centre Officer |
| Indirect Reports | Senior Complaints Management Officers and Senior Call Centre Officers |
| Job Purpose | |
| To coordinate receipt and processing of complaints against members of the Service as provided under Section 6 and 24 of the IPOA Act. | |
| Key Responsibilities/ Duties / Tasks | |
| I. Managerial / Supervisory Responsibilities | |
| <ol style="list-style-type: none"> 1) Coordinate development and implementation of policies, strategies, manuals, plans, procedures and standards pertaining to complaints management services; 2) Coordinate receipt and processing of complaints against members of the Service; 3) Develop controls for deployment and application of complaints management tools and equipment; 4) Manage development and implementation of complaints management work plans, data, information, records and resources; 5) Coordinate the review of patterns and trends of police misconduct; 6) Coordinate development of efficient complaints management systems; 7) Coordinate handling, resolution, tracking, referrals and feedback of complaints as necessary; 8) Guide, coach and mentor the complaints management and call centre officers; | |

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| 9) Coordinate employee performance management and competency development plans in the Department. |
| II. Operational Responsibilities / Tasks |
| <ol style="list-style-type: none"> 1) Provide leadership to the Complaints Management and Call Centre Officers; 2) Provide working tools and equipment for Complaints Management and Call Centre functions; 3) Provide leadership in registration, categorization and assessment of complaints; 4) Liaise with internal and external stakeholders on complaints management function; 5) Assess operational risks for effective management of complaints; 6) Organize meetings to discuss complaints management strategies, tools, assignments and reports; 7) Appraise procurement requisitions for effective complaints management operations; 8) Advice on complaints management and call centre operations to the Management; 9) Initiate redress of operational risks and audit processes for purposes of effective complaint management mandate; 10) Review and forward complaint management and call centre operational work plans for approval; 11) Review and forward complaint management and call centre reports; 12) Review complaints management and call centre data, information, files, records, reports and processes for quality assurance; 13) Review and forward Departmental annual budget, work plan and procurement plan; 14) Supervise and appraise direct reports and identify their training needs; |
| Job Dimensions: |
| I. Financial Responsibility |
| Review and submit complaints management and call centre work plans and budget |
| II. Responsibility for Physical Assets |
| Responsible for complaints management and call centre physical assets (ICT, office furniture and equipment, complaint management and call centre records, equipment and machines). |
| III. Decision Making / Job Influence |
| Responsible for strategic, managerial and operational decisions for the Department |
| IV. Working Conditions |
| Predominantly in an office setting with occasional field travel. |

| Job Competencies (Knowledge, Experience and Attributes / Skills). | |
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| I. Academic qualifications | |
| A Master's degree in any of the following disciplines:- Law, Public Policy Development, Dispute Resolution, Counselling Psychology, Social Sciences or equivalent qualifications from a recognized institution; | |
| II. Professional Qualifications / Membership to professional bodies | |
| 1) Certificate in either Corporate Governance or Strategic Leadership Development Programme from a recognized institution; 2) Registered with a relevant Professional Body where applicable; 3) Certificate in computer application skills; | |
| III. Previous relevant work experience required. | |
| Served for a minimum period of three (3) years in the grade of either Principal Complaints Management Officer or for a period of twelve (12) years in Complaints services, three (3) of which must have been in a management level in the Public Service or Private Sector; | |
| Functional Skills, Behavioral Competencies/Attributes: | |
| Functional Skills: | Behavioral Competencies/Attributes: |
| 1) Complaint Management Skills 2) Leadership Skills 3) Financial Management Skills 4) Planning Skills 5) Decision Making Skills 6) Interpersonal Skills 7) Communication Skills 8) Counselling skills 9) Dispute resolutions skills 10) Analytical Skills 11) Report writing skills | 1) Transparency and accountability 2) Ethics and Integrity 3) Team player 4) Creativity and innovation 5) Resilience 6) Independence |

3. IPOA/HR/03/2023; PRINCIPAL INVESTIGATIONS OFFICER, IPOA GRADE 4 (1 POSITION)- (CONSOLIDATED SALARY KES. 184,000-279,000)

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| Job Title | Principal Investigations Officer |
| Grade | Grade 4 |
| Corporation/Organization | Independent Policing Oversight Authority |
| Directorate | Investigations |
| Department | Investigations and Intelligence |

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| Division | N/A |
| Section / Unit | N/A |
| Location / Work Station | The Headquarters and Regional Offices |
| Reporting Relationships | |
| Reports to | Head of Investigations and Intelligence |
| Direct Reports | Senior Investigations Officers |
| Indirect Reports | Investigations Officers |
| Job Purpose | |
| To lead investigations into complaints related to offences committed by any member of the Service as provided and guided under Section 6, 7, 24 and 25 of the IPOA Act. | |
| Key Responsibilities/ Duties / Tasks | |
| I. Managerial / Supervisory Responsibilities | |
| <ol style="list-style-type: none"> 1) Implement policies, strategies, manuals, plans, procedures and standards pertaining to investigations services; 2) Lead investigations into complaints related to offences committed by any member of the Service; 3) Implement controls for deployment and application of investigations tools and equipment; 4) Lead the review of patterns and trends of police misconduct; 5) Lead the taking over of ongoing internal investigations undertaken by the Internal Affairs Unit of the National Police Service; 6) Lead performance management and competency development plan in investigations team. | |
| II. Operational Responsibilities / Tasks | |
| <ol style="list-style-type: none"> 1) Lead the team in conducting investigations operations; 2) Identify safety and security risks in investigations of police operations; 3) Lead the team in supporting prosecution process in courts; 4) Convene, Coordinate and chair case conference reviews on finalized investigation cases; 5) Provide tools and equipment for the investigations function; 6) Record proceedings of Departmental operational meetings; 7) Prepare procurement requisitions for effective investigations operations; 8) Provide briefs on team investigations activities and operations to the Head; 9) Prepare investigations job tasking and terms of reference for approval; 10) Consolidate investigations information, statements and evidence for quality reports; 11) Prepare annual budget, work plan and procurement plan; | |

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| 12) Guide investigations teams on stakeholders' engagements in investigations operations; |
| 13) Prepare team's weekly, monthly, quarterly, bi-annual performance and Annual reports; |
| 14) Mentor and coach members of the team; |
| 15) Supervise and appraise direct reports and identify their training needs; |
| Job Dimensions: |
| I. Financial Responsibility |
| Although not an AIE holder, the role is indirectly responsible for an annual budget of approximately Kshs. 2M |
| II. Responsibility for Physical Assets |
| Responsible for all investigations physical assets in the team (ICT, office furniture and equipment, investigations records, files, exhibits and field tools, equipment and machines) |
| III. Decision Making / Job Influence |
| The role is responsible for managerial and operational decisions |
| IV. Working Conditions |
| Predominantly works in office setting with occasional field travel |
| Job Competencies (Knowledge, Experience and Attributes / Skills). |
| I. Academic qualifications |
| Bachelor's Degree in Law, Forensic Science, Criminology & Criminal Justice, Sociology, Social Sciences, Military or Police degree or equivalent qualification from a recognized institution. |
| II. Professional Qualifications / Membership to professional bodies |
| 1) A certificate in investigations course. 2) Senior Management Course lasting not less than three (3) weeks from a recognized institution. 3) Registered with a relevant professional body where applicable. 4) Computer application skills |
| III. Previous relevant work experience required. |
| Served for a minimum period of three (3) years in the grade of Senior Investigations Officer at IPOA or nine (9) years in a comparable and relevant position in the Public Service or the Private Service. |
| Functional Skills, Behavioural Competencies/Attributes |
| Functional Skills: |
| Behavioral Competencies/Attributes: |

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| <ul style="list-style-type: none"> 1) Investigations Skills 2) Leadership Skills 3) Planning Skills 4) Decision Making Skills 5) Interpersonal Skills 6) Communication Skills 7) Negotiation Skills 8) Analytical Skills 9) Report writing skills | <ul style="list-style-type: none"> 10) Transparency and accountability 11) Ethics and Integrity 12) Team player 13) Creativity and innovation 14) Resilience 15) Independence |
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4. IPOA/HR/04/2023: SENIOR INSPECTIONS OFFICER, IPOA GRADE 5 (1 POSITION)- (CONSOLIDATED SALARY KES. 122,000-202,000)

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| Job Title | Senior Inspections Officer |
| Grade | Grade 5 |
| Corporation/Organization | Independent Policing Oversight Authority |
| Directorate | Inspections, Research and Monitoring |
| Department | Inspections |
| Division | N/A |
| Section / Unit | N/A |
| Location / Work Station | The Headquarters and Regional Offices |
| Reporting Relationships | |
| Reports to | Principal Inspections Officer |
| Direct Reports | Inspections Officers |
| Indirect Reports | Interns, Volunteers |
| Job Purpose | |
| Conduct inspections of Police premises and detention facilities under the control of the National Police Service as per Sec. 6(e) of the IPOA Act. | |
| Key Responsibilities/ Duties / Tasks | |
| I. Managerial / Supervisory Responsibilities | |
| <ul style="list-style-type: none"> 1) Assist in implementation of policies, strategies, manuals, plans, procedures and standards pertaining to inspections services; 2) Assist in implementation of controls for deployment and application of inspections tools and equipment; | |

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| <ul style="list-style-type: none"> 3) Assist in developing inspections concepts to professionalize police service; 4) Assist in preparation of team annual workplans, budgets and procurement plans; 5) Coach and mentor inspections officers; |
| <p>II. Operational Responsibilities / Tasks</p> |
| <ul style="list-style-type: none"> 1) Inspect police premises and detention facilities under the control of the National Police Service; 2) Undertake rapid response action in case of any eventualities that demand for inspections of police premises; 3) Prepare inspections reports with recommendations; 4) Handle and resolve complaints referred to the Department for inspections; 5) Engage stakeholders to corroborate facts and evidence for informed recommendations; 6) Gather evidence during inspections to strengthen the Authority's investigations; 7) Prepare concepts to inform inspections for the Authority; 8) Provide updates on inspection of police premises to the Principal Inspections Officer; 9) Prepare activity, monthly, quarterly, bi-annual performance and Annual reports for the Department; 10) Prepare quarterly and biannual performance review briefs for the Inspections Department; 11) Appraise Inspections Officers and identify training needs; 1) Participate in meetings for the Department |
| <p>Job Dimensions:</p> |
| <p>I. Financial Responsibility</p> |
| <p>Prepare Inspections Work Plans and their Budgets</p> |
| <p>II. Responsibility for Physical Assets</p> |
| <p>Responsible for inspection physical assets in the team (ICT, office furniture and equipment, inspection tools, reports and records, field equipment and machines)</p> |
| <p>III. Decision Making / Job Influence</p> |
| <p>Operational Decisions</p> |
| <p>IV. Working Conditions</p> |
| <p>Predominantly in an office setting with occasional field travel.</p> |
| <p>Job Competencies (Knowledge, Experience and Attributes / Skills).</p> |
| <p>I. Academic qualifications</p> |
| <p>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.</p> |

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| II. Professional Qualifications / Membership to professional bodies | |
| 1) Training in Human Rights 2) Certificate in computer skills | |
| III. Previous relevant work experience required. | |
| Served for a minimum period of three (3) years in the grade of Inspections Officer at IPOA or six (6) years in a comparable and relevant position in the Public Service or Private Sector. | |
| Functional Skills, Behavioral Competencies/Attributes: | |
| Functional Skills: | Behavioral Competencies/Attributes: |
| 1) Inspections and Monitoring Skills 2) Supervisory Skills 3) Planning Skills 4) Decision Making Skills 5) Data analysis and Analytical skills 6) Report writing skills 7) Interpersonal Skills 8) Communication Skills 9) Negotiation Skills | 1) Transparency and accountability 2) Ethics and Integrity 3) Team player 4) Creativity and innovation 5) Resilience 6) Independence |

5. IPOA/HR/05/2022: SENIOR MONITORING OFFICER, IPOA GRADE 5 (1 POSITION)- (CONSOLIDATED SALARY KES. 122,000-202,000)

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| Job Title | Senior Monitoring Officer |
| Grade | Grade 5 |
| Corporation/Organization | Independent Policing Oversight Authority |
| Directorate | Inspections, Research and Monitoring |
| Department | Monitoring |
| Division | N/A |
| Section / Unit | N/A |
| Location / Work Station | The Headquarters and Regional Offices |
| Reporting Relationships | |
| Reports to | Principal Monitoring Officer |
| Direct Reports | Monitoring Officer |

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| Indirect Reports | Interns, Volunteers |
| Job Purpose | |
| Monitor policing operations affecting members of the public as per Sec. 6(c) of the IPOA Act. | |
| Key Responsibilities/ Duties / Tasks | |
| I. Managerial / Supervisory Responsibilities | |
| <ol style="list-style-type: none"> 1) Assist in implementation of policies, strategies, manuals, plans, procedures and standards pertaining to monitoring services; 2) Assist in implementation of controls for deployment and application of monitoring tools and equipment; 3) Assist in developing monitoring concepts to professionalize police service; 4) Assist in preparation of team annual workplans, budgets and procurement plans; 5) Coach and mentor monitoring officers; | |
| II. Operational Responsibilities / Tasks | |
| <ol style="list-style-type: none"> 2) Monitor policing operations affecting members of the public including the Internal Affairs Unit of the Service; 3) Undertake rapid response action in case of any eventualities that demand monitoring of policing operation; 4) Prepare monitoring reports with recommendations; 5) Handle and resolve complaints referred to the Department for monitoring; 6) Engage stakeholders to corroborate facts and evidence for informed recommendations; 7) Gather evidence during monitoring to strengthen the Authority's investigations; 8) Prepare concepts to inform monitoring for the Authority; 9) Monitor action taken by the Internal Affairs Unit of the National Police Service in response to complaints against the Police. 10) Provide updates on monitoring of the Service to the Principal Monitoring Officer; 11) Prepare activity, monthly, quarterly, bi-annual performance and Annual reports for the Department; 12) Prepare quarterly and biannual performance review briefs for the Monitoring Department; 13) Appraise Monitoring Officers and identify training needs; 14) Participate in meetings for the Department; | |
| Job Dimensions: | |
| I. Financial Responsibility | |
| Prepare Monitoring Work Plans and their Budgets | |
| II. Responsibility for Physical Assets | |

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| Responsible for Monitoring physical assets in the team (ICT, office furniture and equipment, monitoring tools, reports and records, field equipment and machines) | |
| III. Decision Making / Job Influence | |
| Operational Decisions | |
| IV. Working Conditions | |
| Predominantly in an office setting with occasional field travel. | |
| Job Competencies (Knowledge, Experience and Attributes / Skills). | |
| I. Academic qualifications | |
| 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. Professional Qualifications / Membership to professional bodies | |
| 3) Training in Human Rights 4) Certificate in computer skills | |
| III. Previous relevant work experience required. | |
| Served for a minimum period of three (3) years in the grade of Monitoring Officer at IPOA or six (6) years in a comparable and relevant position in the Public Service or Private Sector. | |
| Functional Skills, Behavioral Competencies/Attributes: | |
| Functional Skills: | Behavioral Competencies/Attributes: |
| 1) Inspections and Monitoring Skills 2) Supervisory Skills 3) Planning Skills 4) Decision Making Skills 5) Data analysis and Analytical skills 6) Report writing skills 7) Interpersonal Skills 8) Communication Skills 9) Negotiation Skills | 1) Transparency and accountability 2) Ethics and Integrity 3) Team player 4) Creativity and innovation 5) Resilience 6) Independence |

6. IPOA/HR/06/2023: SENIOR ADMINISTRATION OFFICER, IPOA GRADE 5 (1 POSITION)- (CONSOLIDATED SALARY KES. 122,000-202,000)

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| Job Title | Senior Administration Officer |
| Grade | Grade 5 |

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| Corporation/Organization | Independent Policing Oversight Authority |
| Directorate | Business Services |
| Department | Finance and Administration |
| Division | N/A |
| Section / Unit | N/A |
| Location / Work Station | The Headquarters |
| Reporting Relationships | |
| Reports to | (Provide the Job title that jobholder reports to) Principal Administration Officer |
| Direct Reports | Administration Officer, Transport Officer |
| Indirect Reports | Assistant Administration Officer, Support staff, Clerical Officers, Drivers |
| Job Purpose | |
| To coordinate administration and transport management services in the Authority as guided by relevant laws, policies and regulations | |
| Key Responsibilities/ Duties / Tasks | |
| I. Managerial / Supervisory Responsibilities | |
| <ol style="list-style-type: none"> 1) Develop and implement administration and transport management strategies, policies and procedures in line with the organizational strategic objective; 2) Coordinate day to day operations in administration and transport management. 3) Develop employee performance targets and competency development plans. 4) Develop annual budget, procurement plan, asset disposal plan and work plans for administration and transport management services; 5) Establish mechanisms for implementing accountability structures and monitor performance in administration and transport management operations. 6) Supervise compliance with internal controls on transport management and administration. 7) Prepare monthly returns on fuel, vehicle tracking, repair and maintenance, and mileage. 8) Coordinate establishment of structures and systems for administration and transport management. 9) Coordinate guidance, coaching and mentorship for administration and transport management personnel. 10) Supervise day to day operations in administration and transport management. 11) Implement training and awareness programs on administration and transport management. | |

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| 12) Coordinate issuance of fuel cards and allocation of fuel limits. |
| II. Operational Responsibilities / Tasks |
| <ul style="list-style-type: none"> 1) Supervise administration and transport management operations. 2) Prepare annual work and procurement plans for the unit. 3) Implement administration and transport management regulations, policies and procedures. 4) Implement administration and transport management internal controls. 5) Respond to administration and transport internal and external audit queries. 6) Coordinate and chair administration and transport management meetings; 7) Develop administration and transport management reports; 8) Prepare requisitions for administration and transport management services. 9) Maintain custody of all motor vehicle & motor cycle keys and work tickets. 10) Supervise inventory of assets. 11) Supervise disaster management and emergency response activities. 12) Implement administration and transport management contracts 13) Supervise allocation and utilization of office and parking space. 14) Supervise establishment and management of registries 15) Coordinate provision of staff hospitality services. 16) Coordinate servicing and maintenance of motor vehicles, kitchen and office equipment. 15) Supervise and appraise direct reports |
| Job Dimensions: |
| I. Financial Responsibility |
| Coordinate implementation of the administration and transport management annual budget |
| II. Responsibility for Physical Assets |
| Responsible for all administration and transport management assets (office equipment, furniture, Kitchen equipment, Motor Vehicles, Asset registers, , motor cycle, work tickets and general office records) |
| III. Decision Making / Job Influence |
| The role is responsible for operational decisions |
| IV. Working Conditions |
| Predominantly in an office setting with occasional field travel. |
| Job Competencies (Knowledge, Experience and Attributes / Skills). |
| I. Academic qualifications |
| A Bachelor's degree in Public/Business Administration, Sociology or equivalent qualification from a recognized institution. |
| II. Professional Qualifications / Membership to professional bodies |

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| 1) Certificate in computer skills | |
| III. Previous relevant work experience required. | |
| Served in the grade of Administration Officer for a minimum period of three (3) years or nine (6) years in a comparable and relevant position in the Public or Private Sector. | |
| Functional Skills, Behavioral Competencies/Attributes: | |
| Functional Skills: | Behavioral Competencies/Attributes: |
| 1) Organization and Planning 2) Administration 3) Dispute Resolution 4) Decision Making 5) Interpersonal 6) Communication 7) Negotiation 8) Analytical | 1) Transparency and accountability 2) Ethics and Integrity 3) Team player 4) Creativity and innovation 5) Resilience 6) Independence |

7. IPOA/HR/07/2023: SENIOR RISK AND AUDIT OFFICER, IPOA GRADE 5 (1 POSITION)- (CONSOLIDATED SALARY KES. 122,000-202,000)

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| Job Title | Senior Risk and Audit Officer |
| Grade | Grade 5 |
| Corporation/Organization | Independent Policing Oversight Authority |
| Directorate | Office of The Chief Executive Officer. |
| Department | Risk and Audit |
| Division | N/A |
| Section / Unit | N/A |
| Location / Work Station | The Headquarters. |
| Reporting Relationships | |
| Reports to | Principal Risk & Audit Officer |
| Direct Reports | Risk Officer & Audit Officer |
| Indirect Reports | Audit Assistant |
| Job Purpose | |
| To conduct independent and objective quality assurance in the Authority's systems and processes as per Public Audit Act 2015 | |

| Key Responsibilities/ Duties / Tasks |
|--|
| I. Managerial / Supervisory Responsibilities |
| <ol style="list-style-type: none"> 1) Conduct internal audit of strategies, policies, procedures, framework and guidelines 2) Develop and implement annual work plan, procurement plan and internal audit plan. 3) Audit programs and testing procedures to ensure appropriateness for the areas in scope. 4) Supervise, coach and mentor departmental staff. 5) Coordinate employee performance management and competency development in the department. |
| II. Operational Responsibilities / Tasks |
| <ol style="list-style-type: none"> 1) Prepare risk based audit plan and programs; 2) Conduct audit reviews in accordance to the auditing standards, 3) Review and evaluate internal controls. 4) Coordinate and facilitate the development and implementation of the formal risk management framework. 5) Assist in establishing a follow up mechanism and agreed recommendations on audit reports. 6) Safeguard the authority's assets by establishing appropriate means of verifying their existence, ownership and valuation 7) Ensure institution compliance to the laid down policies and applicable Kenyan laws and regulations. 8) Prepare audit working papers and document the work done. 9) Develop audit procedures, criteria, reviews as well as analysing evidence. 10) Draft internal audit reports. 11) Make procurement requisition |
| Job Dimensions: |
| I. Financial Responsibility |
| Prepare Risk and Audit Work Plans and their Budgets. |
| II. Responsibility for Physical Assets |
| Responsible for Risk and Audit physical assets in the team (ICT, office furniture and equipment, inspection tools, reports and records) |
| III. Decision Making / Job Influence |
| The role is responsible for making operational decisions |
| IV. Working Conditions |
| Predominantly in an office setting with occasional field travel. |

| Job Competencies (Knowledge, Experience and Attributes / Skills). | |
|--|--|
| I. Academic qualifications | |
| A Bachelor's degree in Commerce (Finance or Accounting Option), Business Administration (Accounting Option), Information Technology; or equivalent qualification from a recognized institution | |
| II. Professional Qualifications / Membership to professional bodies | |
| 1) Passed part III of Certified Public Accountants (CPA) Kenya examination or equivalent qualification from recognized institution 2) Be a member of a recognized and relevant professional body like ICPAK, IIA or ISACA 3) A certificate in computer application skills. | |
| III. Previous relevant work experience required. | |
| Served in the grade of Risk & Audit Officer, for a minimum period of three (3) years or six (6) years in a comparable and relevant position in the Public or Private Sector | |
| Functional Skills, Behavioral Competencies/Attributes: | |
| Functional Skills: | Behavioral Competencies/Attributes: |
| 1) Report writing 2) Financial Management Skills 3) Investigations Skills 4) Organization and Planning Skills 5) Decision Making Skills 6) Interpersonal Skills 7) Communication Skills 8) Negotiation Skills 9) Analytical Skills | 1) Transparency and accountability 2) Ethics and Integrity 3) Team player 4) Creativity and innovation 5) Resilience 6) Independence 7) Assertiveness |

8. IPOA/HR/08/2023: SENIOR COMPLAINTS MANAGEMENT OFFICER, IPOA GRADE 5 (2 POSITIONS)- (CONSOLIDATED SALARY KES. 122,000-202,000)

| | |
|---------------------------------|--|
| Job Title | Senior Complaints Management Officer |
| Grade | Grade 5 |
| Corporation/Organization | Independent Policing Oversight Authority |
| Directorate | Complaints Management and Legal Services |
| Department | Complaints Management and Call Centre |
| Division | Complaints Management |
| Section / Unit | N/A |

| | |
|---|---|
| Location / Work Station | The Headquarters and Regional Offices |
| Reporting Relationships | |
| Reports to | Principal Complaints Management Officer |
| Direct Reports | Complaints Management Officer I |
| Indirect Reports | Complaints Management Officer II |
| Job Purpose | |
| To receive and process complaints against members of the Service as provided under Section 6 and 24 of the IPOA Act. | |
| Key Responsibilities/ Duties / Tasks | |
| I. Managerial / Supervisory Responsibilities | |
| <ol style="list-style-type: none"> 1) Assist in implementation of policies, strategies, manuals, plans, procedures and standards pertaining to complaints management services; 2) Assist in implementation of controls for deployment and application of complaints management tools and equipment; 3) Assist in implementation of complaints management systems; 4) Assist in preparation of team annual work plans, budgets and procurement plans; 6) Coach and mentor complaints management officers; | |
| II. Operational Responsibilities / Tasks | |
| <ol style="list-style-type: none"> 1) Receive and process complaints against members of the Service; 2) Conduct preliminary inquiries on complaint received; 3) Handle, resolve, track, refer and give feedback on complaints as necessary; 4) Analyse emerging issues on complaints raised against the Service; 5) Prepare procurement requisitions for effective complaint management operations; 6) Provide briefs on complaints management to the Principal; 7) Prepare complaint management operational work plans for approval; 8) Prepare complaint management data, information and records for strategic interventions and reports; 9) Prepare complaints management annual budget, work plan and procurement plan; 10) Engage stakeholders' in complaints management; 11) Prepare activity, monthly, quarterly, bi-annual performance and Annual reports; 2) Supervise and appraise direct reports and identify their training needs; | |
| Job Dimensions: | |
| I. Financial Responsibility | |
| Prepare Complaints Management Work Plans and their Budgets. | |

| | |
|---|---|
| II. Responsibility for Physical Assets | |
| Responsible for complaints management physical assets in the team (ICT, office furniture and equipment, inspection tools, reports and records, field equipment and machines) | |
| III. Decision Making / Job Influence | |
| Operational Decisions | |
| IV. Working Conditions | |
| Predominantly in an office setting with occasional field travel. | |
| Job Competencies (Knowledge, Experience and Attributes / Skills). | |
| I. Academic qualifications | |
| A Bachelor's degree in any of the following discipline: Law, Criminology, Dispute Resolution, Psychology Human Rights, Social Sciences, Military or Police degree or equivalent qualifications from a recognized institution; | |
| II. Professional Qualifications / Membership to professional bodies | |
| 1) Registered with a relevant Professional Body where applicable; 2) Certificate in computer application skills; | |
| III. Previous relevant work experience required. | |
| Served for a minimum period of three (3) years in the Grade of Complaints Management Officer I for a period of 6 years in complaints services in the Public Service or the Private Sector. | |
| Functional Skills, Behavioral Competencies/Attributes: | |
| Functional Skills: | Behavioral Competencies/Attributes: |
| <ul style="list-style-type: none"> 1) Complaint Management Skills 2) Leadership Skills 3) Financial Management Skills 4) Planning Skills 5) Decision Making Skills 6) Interpersonal Skills 7) Communication Skills 8) Counselling skills 9) Dispute resolutions skills 10) Analytical Skills 11) Report writing skills | <ul style="list-style-type: none"> 1) Transparency and accountability 2) Ethics and Integrity 3) Team player 4) Creativity and innovation 5) Resilience 6) Independence |

9. IPOA/HR/09/2023: SENIOR PROCUREMENT OFFICER, IPOA GRADE 5 (1 POSITION)- (CONSOLIDATED SALARY KES. 122,000-202,000)

| | |
|--|--|
| Job Title | Senior Procurement Officer |
| Grade | Grade 5 |
| Corporation/Organization | Independent Policing Oversight Authority |
| Directorate | Office of the Chief Executive Officer |
| Department | Procurement |
| Division | N/A |
| Section / Unit | N/A |
| Location / Work Station | The headquarters |
| Reporting Relationships | |
| Reports to | Principal Procurement Officer |
| Direct Reports | Procurement Officer |
| Indirect Reports | Assistant Procurement Officer |
| Job Purpose | |
| To provide professional procurement services to the Authority. | |
| Key Responsibilities/ Duties / Tasks | |
| I. Managerial / Supervisory Responsibilities | |
| <ol style="list-style-type: none"> 1) Guide and supervise procurement officers in conducting procurement matters 2) Assign tasks to procurement officers and assistant procurement officers 3) Review individual work plans for procurement officers and assistant procurement officers 4) Review reports allocated to Procurement officers and assistant procurement officers 5) Supervise, mentor, appraise procurement officers and assistant procurement officers | |
| II. Operational Responsibilities / Tasks | |
| <ol style="list-style-type: none"> 1) Preparation of consolidated procurement plan in liaison with user departments 2) Maintain an accurate record of authority's suppliers and service providers 3) Conduct follow-up / expedite delivery of contracts signed by the Authority 4) Implement Authority's procurement policies and procedures | |

- 5) Serve both internal and external customers in accordance with the procurement procedures
- 6) Represent the Department in evaluation committees
- 7) Conduct market research and give guidance on matters related to market trends
- 8) Conduct periodic stock checks
- 9) Drafting departmental procurement plan
- 10) Implement procurement plan
- 11) Coordinate disposal of stores and act as secretariat to the disposal committee
- 12) Disseminate procurement policies and procedures to other departments
- 13) Compile documentation and liaise with the Finance department for payments.
- 14) Maintain an up to date list of registered suppliers and service providers
- 15) Prepare bidding documents in liaison with the user departments
- 16) Develop departmental performance reports
- 17) Liaise with ICT department on posting of tenders on relevant platforms

Job Dimensions:

I. Financial Responsibility

N/A

II. Responsibility for Physical Assets

Responsible for Procurement physical assets in the team (ICT, office furniture and equipment, inspection tools, reports and records, field equipment and machines)

III. Decision Making / Job Influence

Operational Decisions

IV. Working Conditions

Predominantly in an office setting with occasional field travel.

Job Competencies (Knowledge, Experience and Attributes / Skills).

I. Academic qualifications

A Bachelor's Degree in procurement/ Purchasing and supply or social sciences

II. Professional Qualifications / Membership to professional bodies

- 1) Diploma in procurement/supply chain management from a recognized institution
- 2) A member of Kenya Institute of Supplies Management (KISM)
- 3) Certificate in computer applications skills

III. Previous relevant work experience required.

Served in the grade of procurement officer for a minimum of three (3) years at IPOA or six (6) years in a comparable and relevant position in the public or private sector.

Functional Skills, Behavioral Competencies/Attributes:

| Functional Skills: | Behavioral Competencies/Attributes: |
|--|---|
| 1) Analytical skills 2) Communication skills 3) Report writing skills 4) Interpersonal skills 5) Negotiation skills 6) Supervisory skills | 1) Transparency and accountability 2) Ethics and Integrity 3) Team player 4) Creativity and innovation 5) Resilience 6) Independence |

**10.IPOA/HR/10/2023: SENIOR ICT OFFICER, IPOA GRADE 5 (1 POSITION)-
(CONSOLIDATED SALARY KES. 122,000-202,000)**

| | |
|--|--|
| Job Title | Senior ICT Officer |
| Grade | Grade 5 |
| Corporation/Organization | Independent Policing Oversight Authority |
| Directorate | Business Services |
| Department | Information, Communications Technology (ICT) |
| Division | N/A |
| Section / Unit | N/A |
| Location / Work Station | The Headquarters and Regional Offices |
| Reporting Relationships | |
| Reports to | Principal ICT Officer |
| Direct Reports | ICT Administrator, Helpdesk Analyst And Database & Systems Analyst |
| Indirect Reports | Intern and Volunteers |
| Job Purpose | |
| To design and implement ICT systems, networks and database infrastructure and architecture | |
| Key Responsibilities/ Duties / Tasks | |

I. Managerial / Supervisory Responsibilities

- 1) Supervise the development and implementation of ICT strategies, policies and procedures in with the organizational strategic objective;
- 2) Develop employee performance targets and competency development plans.
- 3) Implement established ICT business processes;
- 4) Develop and implement coaching, mentorship and succession planning programs in the department;
- 5) Supervise development and implementation of departmental annual budget, procurement plan and work plans;
- 6) Establish mechanisms for implementing accountability structures, monitoring of departmental performance, supervision and progress reporting of tasks.
- 7) Supervise the management and administration of the outsourced ICT services.
- 8) Implement controls for the deployment and application of ICT personnel and equipment/resources.
- 9) Supervise the development and management of ICT contracts and service level agreements.
- 10) Develop and implement ICT training and staff awareness programs.
- 11) Supervise operation of the information management systems, data analytics systems, networks, database and data security systems.
- 12) Develop the ICT disaster recovery plan

II. Operational Responsibilities / Tasks

- 1) Advice and upgrade ICT Systems to meet the Authority's needs
- 2) Supervise development of specifications for ICT software and hardware.
- 3) Prepare departmental procurement plan for every financial year.
- 4) Supervise vulnerability and system penetration tests
- 5) Implement ICT Infrastructure and Connectivity solutions
- 6) Supervise the implementation of information management systems
- 7) Develop and submit timely ICT system updates and advisories.
- 8) Supervise spyware investigations for ICT equipment.
- 9) Develop and submit ICT reports
- 10) Supervise the day to day ICT operations in the Authority.
- 11) Preparing technical systems and user documentation
- 12) Implement downtime procedures and business continuity.
- 13) Providing technical support and training new users in the use of system/ICT facilities and systems
- 14) Track and log ICT system process issues and incidents.
- 15) Supervise servicing and maintenance of all the Information Communication Technology equipment
- 16) Provide advisory on utilization of packages, new software applications and programs
- 17) Installing software packages and/or equipment to include configuration of software/hardware
- 18) Review user manuals and computer listings to debug programs, interpret abnormal terminations or other inoperable situations and resolving problems

| | |
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| 19) Implement and maintain all network, security, and computer systems to meet the organization's current and future requirements. | |
| 20) Supervise and appraise direct reports. | |
| Job Dimensions: | |
| I. Financial Responsibility | |
| Prepare ICT Work Plans and their Budgets. | |
| II. Responsibility for Physical Assets | |
| Responsible for all ICT equipment and consumables assigned (Servers, Firewall, Storage, Racks, ACs, Fire Suppression Systems Routers, Switches, Wireless Access Point, IP Telephony, Printers, Scanners and Shredders) | |
| III. Decision Making / Job Influence | |
| The role is responsible for making operational decisions | |
| IV. Working Conditions | |
| Predominantly in an office setting with occasional field assignments | |
| Job Competencies (Knowledge, Experience and Attributes / Skills). | |
| I. Academic qualifications | |
| Bachelor's Degree in any of the following: Information Technology, Computer Science or Business Information Technology from a recognized Institution. | |
| II. Professional Qualifications / Membership to professional bodies | |
| 1) Professional certifications in ICT such as Certified Computer Network Professional (CCNP, CCNA, MCSE, MCSA, MCSD, Oracle Certified Database Administrator, CISM/CISA or their equivalent qualification from a recognized institution | |
| 2) Current membership of an ICT professional body | |
| III. Previous relevant work experience required. | |
| Served for a minimum period of three (3) years in the grade of Information, Communications Technology (ICT) Officer or nine (6) years in Information, Communications Technology (ICT) or a comparable relevant position in the Public Sector or Private Sector | |
| Functional Skills, Behavioral Competencies/Attributes: | |
| Functional Skills: | Behavioral Competencies/Attributes: |
| 1) Investigations Skills | 1) Transparency and accountability |
| 2) Organization and Planning Skills | 2) Ethics and Integrity |
| 3) Dispute Resolution Skills | 3) Team player |
| 4) Decision Making Skills | 4) Creativity and innovation |
| 5) Interpersonal Skills | 5) Resilience |
| 6) Communication Skills | 6) Independence |

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|-------------------------------|--|
| 7) Negotiation Skills | |
| 8) Analytical Skills | |
| 9) Database management skills | |

**11.IPOA/HR/11/2023: ACCOUNTANT I, IPOA GRADE 6 (1 POSITION)-
(CONSOLIDATED SALARY KES. 90,000-130,000)**

| | |
|--|--|
| Job Title | Accountant I |
| Grade | Grade 6 |
| Corporation/Organization | Independent Policing Oversight Authority |
| Directorate | Business Services |
| Department | Finance and Administration |
| Division | N/A |
| Section / Unit | N/A |
| Location / Work Station | The Headquarters |
| Reporting Relationships | |
| Reports to | Senior Accountant |
| Direct Reports | Accounts Assistant |
| Indirect Reports | Interns and Volunteers |
| Job Purpose | |
| To process payments and maintain accountable documents | |
| Key Responsibilities/ Duties / Tasks | |
| I. Managerial / Supervisory Responsibilities | |
| 1) Implement standard operating procedures in finance and accounting. 2) Develop employee performance targets and competency development plans. 3) Prepare procurement and individual work plans; 4) Implement fiscal controls and statutory requirements in the Authority. 5) Implement established structures and systems for asset and financial management | |
| II. Operational Responsibilities / Tasks | |
| 1) Prepare payment vouchers and post in the system. 2) Maintain safe custody of accounting and finance documents and records. 3) Maintain imprest register | |

- 4) Raise Exchequer requisition in IFMIS system and conduct liaison with the National Treasury.
- 5) Conduct regular cash counts.
- 6) Deliver bank instructions and withdraw cash.
- 7) Prepare functional reports;
- 8) Supervise and appraise direct reports.
- 9) Filing of statutory returns
- 10) Carry out asset inventory and supervise asset targeting.
- 11) Examine financial transactions for compliance with fiscal and internal controls.
- 12) Prepare monthly bank reconciliations
- 13) Maintain primary records such as cashbooks, ledgers, vote books, registers etc.
- 14) Upload payments into the internet banking system for payment.
- 15) Post payments and receipt vouchers in the cash books;
- 16) Petty cash management.
- 17) Reconcile creditors accounts and other ledgers.

Job Dimensions:

I. Financial Responsibility

The role is responsible for delivering bank instructions and withdrawing cash on behalf of the Authority.

II. Responsibility for Physical Assets

Responsible for physical assets (office equipment, furniture, accountable documents and general office records)

III. Decision Making / Job Influence

The role is responsible Operational Decisions

IV. Working Conditions

Predominantly in an office setting.

Job Competencies (Knowledge, Experience and Attributes / Skills).

I. Academic qualifications

Bachelor's degree in Commerce Business Administration/Management, Accounting/Finance option), or equivalent qualification from a recognized institution

II. Professional Qualifications / Membership to professional bodies

- 1) Certified Public Accountant III offered by Kenya Accounts and Secretaries Examination Board (KASNEB) or equivalent qualification from a recognized institution
- OR

| | |
|--|---|
| 2) Passed Part II of the Certified Public Accountants (K) Examination or its approved equivalent qualification and has Bachelor's degree in Commerce (Accounting or Finance option), Business Administration (Accounting option) from a recognized institution or any other relevant equivalent qualification. 3) Certificate in computer application skills with a bias in accounting packages.; | |
| III. Previous relevant work experience required. | |
| Served in the grade of Finance Assistant/Accounts Assistant for three (3) years | |
| Functional Skills, Behavioral Competencies/Attributes: | |
| Functional Skills: | Behavioral Competencies/Attributes: |
| 1) Financial Management Skills 2) Organization and Planning Skills 3) Dispute Resolution Skills 4) Decision Making Skills 5) Interpersonal Skills 6) Communication Skills 7) Negotiation Skills 8) Analytical Skills | 1) Transparency and accountability 2) Ethics and Integrity 3) Team player 4) Creativity and innovation 5) Resilience 6) Independence |

12.IPOA/HR/12/2023; HUMAN RESOURCE OFFICER, IPOA GRADE 6 (1 POSITION)- (CONSOLIDATED SALARY KES. 90,000-130,000)

| | |
|---------------------------------|--|
| Job Title | Human Resource Officer |
| Grade | Grade 6 |
| Corporation/Organization | Independent Policing Oversight Authority |
| Directorate | Office of the Chief Executive Officer |
| Department | Human Capital |
| Division | N/A |
| Section / Unit | N/A |
| Location / Work Station | The Headquarters |
| Reporting Relationships | |
| Reports to | Senior Human Resource Officer |
| Direct Reports | Human Resource Assistant |
| Indirect Reports | Interns and Volunteers |

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| Job Purpose |
| To support in implementation of human resource strategies, plans, programmes, policies and procedures for compliance and improved employee engagement. |
| Key Responsibilities/ Duties / Tasks |
| I. Managerial / Supervisory Responsibilities |
| Coach and mentor Human Resource Assistant |
| II. Operational Responsibilities / Tasks |
| <ol style="list-style-type: none"> 1) Implement HR policies and procedures, rules and regulations; 2) Prepare working documents to facilitate recruitment, appointments, promotions, placement/deployment, training and development, leave, disciplinary and staff welfare; 3) Update of staff information on medical insurance and other staff welfare schemes; 4) Conduct periodic staff awareness programs in areas such as medical, benefits and staff welfare 5) Provide operational support in conduction of staff events including all staff meetings, team building and staff end year party 6) Update data on annual performance appraisal/evaluation 7) Update the Human Resource Information System database; 8) Process salaries, allowances, gratuity and other benefits; 9) Maintain updated staff leave inventory and roaster; 10) Provide HR administrative support to line functions; 11) Receive staff complaints and grievances; 12) Prepare training and evaluation reports; 13) Process staff training and capacity building initiatives; 14) Maintain departmental stationary inventory; 15) Implement staff welfare programs and activities; 16) Update staff establishments; 17) Review and update Departmental filling and documentation; |
| Job Dimensions: |
| I. Financial Responsibility |
| Process staff payroll. |
| II. Responsibility for Physical Assets |
| Responsible for human resource physical assets (ICT, office furniture and equipment, Records, data, general employee information and confidential information). |
| III. Decision Making / Job Influence |
| Operational Decisions |

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|---|---|
| IV. Working Conditions | |
| Predominantly in an office setting with occasional field travel. | |
| Job Competencies (Knowledge, Experience and Attributes / Skills). | |
| I. Academic qualifications | |
| 1) Bachelor's degree in either of the following disciplines: Human Resource Management/Development, Industrial Relations, Business Administration (Human Resource Option) or equivalent qualification from a recognized Institution; OR 2) Bachelor's degree in Social Sciences with a Higher Diploma in Human Resource Management or equivalent qualification from a recognized institution. | |
| II. Professional Qualifications / Membership to professional bodies | |
| 1) Completed Certified Human Resource Professionals Part I (CHRP I); 2) Registered as associate member with Institute of Human Resource Management (IHRM); 3) Certificate in computer application skills. | |
| III. Previous relevant work experience required. | |
| Served in the grade of Human Resource Assistant for a minimum period of two (2) years | |
| Functional Skills, Behavioral Competencies/Attributes: | |
| Functional Skills: | Behavioral Competencies/Attributes: |
| 1) Supervisory Skills 2) Organization and Planning Skills 3) Problem solving Skills 4) Dispute Resolution Skills 5) Counselling Skills 6) Decision Making Skills 7) Interpersonal Skills 8) Communication Skills 9) Negotiation Skills 10) Analytical Skills | 1) Transparency and accountability 2) Ethics and Integrity 3) Team player 4) Creativity and innovation 5) Resilience 6) Independence |