



VACANCY ANNOUNCEMENT

The Independent Policing Oversight Authority is established pursuant to the Independent Policing Oversight Authority Act Cap. 86 Laws of Kenya. Its primary mandate is to provide civilian oversight over the work of the National Police Service.

The Authority seeks to recruit results-oriented Kenyan citizens with drive, vision and creativity to fill the following vacant positions: -

No	Job Reference	Designation	Job Grade	Vacant Positions
2	IPOA/HR/02/2026	Call Centre Officer II	IPOA 9	3 Posts

How to apply:

Interested candidates who meet the required qualifications are invited to submit their application **ONLINE** through the Authority's website [careers Portal](#). No Physical applications will be accepted

Detailed job description and specification for this position is available here: <https://www.ipoa.go.ke/ipoa/careers>.

All applications to reach the Authority on or before **18th May, 2026** at **5.00 p.m. East Africa time**.

Successful applicants must meet the requirements of Chapter Six of the Constitution of Kenya 2010 and provide the following documents; clearance certificate from HELB, EACC, CRB, KRA and DCI. Further to this, background checks and verification of academic certificates shall be undertaken before on boarding.

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. Kindly note that 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.

**2. IPOA/HR/02/2026; CALL CENTRE OFFICER II JOB GRADE IPOA 9 (3 POSITIONS)
(CONSOLIDATED SALARY KSH. 90,000 – 130,000)**

Job Title	Call Centre Officer II
Grade	IPOA 9
Directorate	Directorate of Complaints Management and Counselling Services
Department	Complaints Management
Section / Unit	Call Centre
Location / Work Station	Headquarters, Nairobi
Reporting Relationships	
Reports to	Call Centre Officer I
Job Purpose	
Responsible for receiving, sorting and processing complaints on police misconduct at the Call Centre.	
Key Responsibilities/ Duties / Tasks	
<p>An officer at this grade will undertake the following duties and responsibilities:</p> <ol style="list-style-type: none"> i. Receiving and processing complaints on police misconduct at the call centre; ii. Implementing internal case intake committee recommendations; iii. Updating records at the call centre; iv. Implementing systems and processes at the call centre for the efficient management of complaints against the police; v. Collecting and collating data for internal and external reports pertaining to the call centre; vi. Providing feedback to the complainants on the status of complaints; vii. Implementing risk mitigation measures; and viii. Supporting the implementation of quality assurance standards in the call centre. 	
Knowledge, Experience and qualifications required	
<p>For appointment to this grade, an officer must have the following qualifications:</p> <ol style="list-style-type: none"> i. Bachelor's Degree in any of the following disciplines: Law, Criminology, Psychology, Social Sciences, Public Administration, Public Relations, Sociology or equivalent qualifications from a recognized institution; and ii. Proficiency in computer application. 	