



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/13/2026	Principal Call Centre Officer	IPOA 6	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 **13th 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/13/2026; PRINCIPAL CALL CENTRE OFFICER JOB GRADE IPOA 6 (3 POSITIONS) (CONSOLIDATED SALARY KSH. 185,380 – 290,600)

Job Title	Principal Call Centre Officer
Grade	IPOA 6
Organization	Independent Policing Oversight Authority
Directorate	Directorate of Complaints Management and Counselling Services
Department	Complaints Management
Location / Work Station	Headquarters, Nairobi
Reporting Relationships	
Reports to	Assistant Director, Call Centre
Direct Reports	Senior Call Centre Officer
Indirect Reports	Call Centre Officer I
Job Purpose	
Responsible for coordinating 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. Managing systems and processes at the call centre for the efficient management of complaints against the police; ii. Coordinating teams in the receipt and processing of complaints on police misconduct at the call centre; iii. Liaising with other divisions and teams to ensure effective complaints management through the call centre; iv. Presenting complaints received through the call centre to the internal case intake committee for processing; v. Coordinating the monitoring and follow-up of complaints referred to the IAU, NPS and other state and non-state actors; vi. Coordinating the management of records at the call centre; vii. Coordinating the development of internal and external reports pertaining to the call centre; viii. Coordinating the provision of feedback to the complainants on the status of complaints; ix. Identifying risks and formulating measures to mitigate risks in the call centre; 	

- x. Developing, reviewing and implementing quality assurance standards in the call centre;
- xi. Coaching, mentoring and supervising staff under her purview; and
- xii. Developing and monitoring the implementation of the annual work plan and budgets.

Knowledge, Experience and qualifications required

For appointment to this grade, an officer must have the following qualifications:

- i. Cumulative service period of nine (9) years, three (3) of which must have been at the grade of Senior Officer in either Call Centre or Complaints Management at IPOA 7;
- ii. 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;
- iii. Management course lasting not less than four (4) weeks from a recognized institution;
- iv. Membership to a relevant professional body where applicable; and
- v. proficiency in computer application; and
- vi. Shown merit and ability as reflected in work performance and results.