

## JOB DESCRIPTION/SPECIFICATION

### 1. IDENTIFICATION SECTION

JOB TITLE : Director - Corporate Services

GRADE : ZAQA/02

INSTITUTION : Zambia Qualifications Authority

DEPARTMENT : Corporate Services

2. **JOB PURPOSE** : To oversee the provision of corporate services in order to facilitate effective and efficient operations of the Authority.

<b>3. KEY RESULT AREA</b>	<b>PRINCIPAL ACCOUNTABILITIES (MAIN DUTIES)</b>
Policy	Oversees effectively the development and review of financial, human resources, Information and Communication Technology, administrative policies and any other policies that may arise in future in order to provide an operating framework.
Financial Management	Oversees effectively the financial operations of the institution in order to ensure accountability in the utilisation of resources.
Human Resource Management	Oversees effectively the management of human resources in order to enhance optimal staff contribution to business objectives.
ICT Systems	Oversees effectively the management of ICT Systems in order to facilitate seamless user access.
Change Management	Oversees effectively the development and implementation of change management programmes in order to facilitate adoption.
Administrative and Logistical Support Services	Oversees timely provision of administrative and logistical support services in order to facilitate efficient and effective delivery of services.
Risk Management	Oversees efficiently the development and review of risk management interventions in order to facilitate the avoidance of occurrences with the potential to prevent the attainment of department goals.
Performance Management	Oversees timely development of work plans and implementation of the performance management system in order to monitor and evaluate performance.

#### 4. REPORTING RELATIONSHIPS

(a) **Reports to:**

Chief Executive Officer

(b) **Other Jobs Reporting to (4a) above:**

Director – Technical Services

Legal Counsel and Board Secretary

Manager – Internal Audit and Risk

Procurement Specialist

Information Education and Communication Specialist

Personal Assistant

(c) **Number and Level of Immediate Subordinates:**

1 Manager - Human Resources and Administration

ZAQA/03

1 Manager – Information and Communication Technology

ZAQA/03

1 Manager - Finance

ZAQA/03

(d) **Contacts**

(i) **Internal Contacts:**

- Cabinet Office on Management Systems.
- Public Service Management Division on Human Resource Policies.
- Ministry of Finance on resource mobilisation and policy guidance.
- Ministry of Labour and Social Security on Labour Laws and other labour issues.
- Ministry of Education on policy guidance.
- Ministry of Transport and Logistics on guidelines on the management of transport.
- Statutory bodies on sharing best practice.
- Professional bodies on regulation of professions.
- Workers Compensation Fund Control Board, Zambia Revenue Authority, National Health Insurance Management Authority, National Pensions Scheme Authority on payment of statutory contributions.
- SMART Zambia on ICT policy.
- Public training providers on human resource development matters.

(ii) **External Contacts:**

- Zambia Federation of Employers on Human Resource Policy.
- Zambia Congress of Trade Unions on Human Resource issues.
- Cooperating partners on resource mobilization.
- Financial institutions on banking matters.
- Vendors on supply of goods and services.
- Private training providers on human resource development matters.

## 5. RESPONSIBILITIES

- (a) **Safety and Health of Others:**  
Ensures adherence to health and safety regulations.
- (b) **Responsibility for Government Resources**  
Responsible for all resources in the Department
- (c) **Level of Authority and Decision-Making:**  
Makes technical and operational decisions.
- (d) **Consequence of Error:**  
Negligence or incompetence on the part of the jobholder will result in a breakdown of administrative and support services and misappropriation, misapplication and misallocation of financial resources leading to failure to achieve institutional goals.

## 6. KNOWLEDGE AND SKILLS REQUIREMENTS

- (a) **Minimum Primary/Secondary Education:**  
Full form V/Grade 12 School Certificate
- (b) **Minimum Vocational/Professional Qualifications:**
  - Must be a Chartered Accountant.
  - Must be holder of a Master's degree in a Business related field.
  - A Bachelor's Degree in Accountancy will be an added advantage.
  - Must be a member of the Zambia Institute of Chartered Accountants.
  - Must be a member of the Zambia Institute of Human Resource Management
- (c) **Minimum Relevant Pre-Job Experience:**  
Ten (10) years' experience with four (4) years at senior management level
- (d) **Communication Skills**
  - (i) **Written Skills:**  
Ability to write descriptive and narrative reports.
  - (ii) **Oral Skills:**  
Ability to communicate effectively in English.
- (e) **Other Skills/Attributes:**
  - Knowledge of Zambian Labour Laws
  - Negotiation
  - Interpersonal
  - Leadership
  - Computer Literate
  - Analytical
  - Integrity
  - Confidentiality
  - Facilitation
  - Mediation

## 7. ENVIRONMENTAL AND OTHER FEATURES

- (a) **Condition of Workplace:**  
Office
- (b) **Physical effort applied when performing the job:**  
Nil
- (c) **Mental effort applied when performing the job:**  
Substantial mental effort associated with analysing policy documents and financial reports as well as managing human resources.
- (d) **Hazards involved in the performance of job:**  
Nil