

JOB DESCRIPTION/SPECIFICATION

1. IDENTIFICATION SECTION

JOB TITLE : Human Resource and Administration Officer

GRADE : ZAQA/05

INSTITUTION : Zambia Qualifications Authority

DEPARTMENT : Corporate Services

SECTION : Human Resources and Administration

UNIT : N/A

JOB HOLDER :

2. **JOB PURPOSE** : To undertake the provision of human resource and administrative support services in order to facilitate efficient and effective operations of the Authority.

3. KEY RESULT AREAS	PRINCIPAL ACCOUNTABILITIES
Office Superintendence	Undertakes timely maintenance of buildings and surroundings in order to create a conducive working environment.
Office Accommodation	Undertakes timely provision of office accommodation in order to facilitate a conducive working environment.
Meeting Logistics	Coordinates the preparation of logistics in order to facilitate the smooth conduct of meetings.
Office equipment	Undertakes timely provision and maintenance of office equipment in order to enhance effective and efficient operations of the Authority.
Transport Management	Supervises timely allocation and maintenance of vehicles in order to enhance mobility of officers and equipment.
Records Management	Undertakes effectively the provision of records management services in order to facilitate storage and retrieval of information.

Security	Supervises and undertakes timely provision of security services in order to safeguard lives and property.
Supervision	Supervises effectively human and other resources in order to attain the objectives of the section.
Supply	Undertakes effectively the storage and distribution of goods in order to ensure their availability and safety.
Stock Control	Undertakes periodically stock controls in order to facilitate implementation of appropriate interventions.
Stock Database	Undertakes timely maintenance of records in order to facilitate efficient storage and retrieval of information.
Performance Management	Supervises timely development of work plans in order to monitor and evaluate performance.

4. REPORTING RELATIONSHIPS

(a) Reports to:

Human Resources and Administration Specialist

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

Nil

(c) Number and Level of Immediate Subordinates:

2 Driver ZAQA/06

1 Office Assistant ZAQA/06

(d) Contacts

(i) Internal Contacts:

Nil

(ii) External Contacts:

Nil

5. RESPONSIBILITIES

(a) Safety and Health of Others:

Ensures adherence to health and safety regulations

(b) Responsibility for Government Resources

Responsible for all resources under the jobholder's charge

(c) Level of Authority and Decision-Making:

Makes technical decisions

(d) Consequence of Error:

Incompetence or negligence on the part of the jobholder will result in delayed provision of administrative and logistical services.

6. QUALIFICATIONS AND EXPERIENCE

- i) A full Grade 12 School Certificate or its equivalent;
- ii) Bachelor's Degree in Human Resource Management, Public Administration, or equivalent;
- iii) At least 4 years' relevant experience in a fast-paced work environment;
- iv) Member of the Zambia Institute of Human Resources Management;
- v) Ability to write technical and analytical reports;
- vi) Ability to communicate effectively in English;
- vii) Should possess highly advanced ICT skills;

(a) Communication Skills

(i) Written Skills:

Ability to write technical reports

(ii) Oral Skills:

Ability to communicate effectively in English

(b) Other Skills/Attributes

- Computer literate
- Creativity
- Interpersonal
- Confidentiality
- Integrity

7. ENVIRONMENTAL AND OTHER FEATURES

(a) Condition of Workplace:

Office

(b) Physical effort applied when performing the job:

Minimal

(c) Mental effort applied when performing the job:

Moderate mental effort associated with administrative duties

- (d) **Hazards involved in the performance of job:**
Nil

8. JOB DESCRIPTION APPROVAL

Agreed by (Signature)

Job Holder:..... Date:.....

HoD/Supervisor:..... Date:.....

Director/CEO:..... Date:.....