



## JOB DESCRIPTIONS FOR THE VACANT POSITIONS

| JOB DESCRIPTION  |                             |                      |
|--|-----------------------------|----------------------|
| <br>Insurance<br>Regulatory<br>Authority<br><small>Bima Bora kwa Taifa</small><br><b>IRA</b> | <b>JOB TITLE</b>            | Systems Auditor      |
|  | <b>DIVISION/SECTION</b>     | Internal Audit       |
|  | <b>GRADE/LEVEL</b>          | IRA 6                |
|  | <b>IMMEDIATE SUPERVISOR</b> | Head, Internal Audit |

### 1.0 PURPOSE OF THE JOB (JOB SUMMARY)

Responsible for undertaking independent, value-adding and objective systems audit aimed at improving operational efficiency and internal controls system.

### 2.0 PRINCIPAL RESPONSIBILITIES

| Key Responsibilities                       | Main task   |
|--|---|
| <b>Implementation of Internal Controls</b> | <ul style="list-style-type: none"> <li>• Plan Information Systems audits;</li> <li>• Perform routine information systems audits;</li> <li>• Prepare reports expressing opinions on the accuracy of financial records, compliance with board policies, administrative regulations, appropriate procedures and laws, and effectiveness of the control systems reviewed during an audit;</li> <li>• Participate in information system projects for the Authority and ensuring adequate controls are incorporated;</li> <li>• Prepare clear and concise documentation and system audit reports including recommendations for improvements for submission to auditees, senior management and the board audit committee;</li> </ul> |

| Key Responsibilities | Main task   |
|----------------------|---|
|                      | <ul style="list-style-type: none"> <li>• Follow up to ensure recommendations have been implemented by management.</li> <li>• Appraise the adequacy of corrective actions taken to improve deficient conditions;</li> <li>• Manage and maintain the company's risk assessment processes to support the identification of risks and internal system audit projects and activities;</li> <li>• Document the audit work papers, the procedures performed to substantiate audit conclusions and recommendations;</li> <li>• Prepare quarterly board papers for the board audit committee; and</li> <li>• Conduct internal investigations of alleged or suspected violations of criminal law and corporate policies.</li> </ul> |

**Any other tasks:**

- Participate in various committees in the authority

**3.0 REQUIRED QUALIFICATIONS**

**3.1 Education and knowledge**

- Bachelor's degree in Information Technology/Computer Science;
- Professional qualification like CIA/ CPA/ /Risk Management related certifications or equivalent;
- CISA qualification; and
- Proficiency in ICT

**3.2 Experience**

- Five (5) years' experience in systems audit experience gained from reputable organizations; and
- Diverse experience in managing internal and systems controls


**3.3 Skills**

- Strong analytical and numerical skills;

- Good communication and reporting skills; and
- Strong organization and inter personal skill

### **3.4 Competences**

- Professionalism;
- Ethical and integrity;
- Team player; and
- Ability to work under pressure, prioritize and multi task

| <b>JOB DESCRIPTION</b>   |                             |  |
|--|-----------------------------|--|
|  <p>Insurance<br/>Regulatory<br/>Authority<br/><i>Bima Bora kwa Taifa</i><br/>IRA</p> | <b>JOB TITLE</b>            | <b>Corporate Communication Officer</b> |
|  | <b>DIVISION/SECTION</b>     | <b>Corporate Communication</b>         |
|  | <b>GRADE/LEVEL</b>          | <b>IRA 6</b>                           |
|  | <b>IMMEDIATE SUPERVISOR</b> | <b>Head, Corporate Communication</b>   |

## 1.0 PURPOSE OF THE JOB (JOB SUMMARY)

Responsible for implementation of communication strategies aimed at meeting the Authority's goals and objectives.

## 2.0 PRINCIPAL RESPONSIBILITIES

| <b>Key Responsibilities</b>        | <b>Main task</b>   |
|------------------------------------|--|
| <b>Planning and Implementation</b> | <ul style="list-style-type: none"> <li>• Assist in the planning and implementation of the IRA communications policies and strategies</li> <li>• Assist in the Planning and implementation all of the organization's internal and external communications and promotional programmes</li> <li>• Identify events that can enhance IRA's image or can be used to reach many publics and coordinate IRA's participation in the same</li> </ul>   |
| <b>Corporate Communication</b>     | <ul style="list-style-type: none"> <li>• Provide content for the IRA website and ensure that it is updated and remains relevant for purposes of information dissemination</li> <li>• Assist in organizing and managing press conferences, media coverage and respond to incoming media calls</li> <li>• Provide input for speeches, news releases and any other presentations as required</li> <li>• Develop and maintain a list for distribution of IRA's Information, Education and Communication (IEC) materials</li> <li>• Assist in gathering information, write articles and edit</li> </ul> |

| Key Responsibilities | Main task  |
|----------------------|--|
|                      | newsletters, reports, journals and other publicity materials <ul style="list-style-type: none"> <li>• Monitor all public comments about the organization</li> <li>• Oversee photography and videography at IRA corporate events</li> </ul> |

### 3.0 REQUIRED QUALIFICATIONS

#### 3.1 Education and knowledge

- Bachelors' degree in public relations/communication or related field
- Post graduate diploma in journalism or related field; and
- Proficiency in ICT

#### 3.2 Experience


- Five (5) years' experience in a similar position in a reputable organization;
- Diverse experience in public relations, communication and events planning;
- Experience in managing and leading diverse teams of professionals.

#### 3.3 Skills

- Strong communication and presentation skills;
- Good organization and inter personal skills; and
- Public relations skills.

#### 3.4 Competences

- Professionalism;
- Ethical and integrity;
- Team Player; and
- Ability to work under pressure, prioritize and multi task

| <b>JOB DESCRIPTION</b>   |                             |                                   |
|--|-----------------------------|-----------------------------------|
|  <p><b>Insurance<br/>Regulatory<br/>Authority</b><br/><i>Bima Bora kwa Taifa</i><br/><b>IRA</b></p> | <b>JOB TITLE</b>            | <b>Consumer Education Officer</b> |
|  | <b>DIVISION/SECTION</b>     | <b>Consumer Education</b>         |
|  | <b>GRADE/LEVEL</b>          | <b>IRA 6</b>                      |
|  | <b>IMMEDIATE SUPERVISOR</b> | <b>Head, Consumer Education</b>   |

### 1.0 PURPOSE OF THE JOB (JOB SUMMARY)

Responsible for the implementation of consumer education strategies, sensitizing and creating awareness on Insurance

### 2.0 PRINCIPAL RESPONSIBILITIES

| <b>Key Responsibilities</b> | <b>Main task</b>  |
|-----------------------------|---|
| <b>Consumer Education</b>   | <ul style="list-style-type: none"> <li>• Assist in developing strategies, through research on various sites to facilitate the development of a suitable consumer education framework.</li> <li>• Develop Information, Education &amp; Communication (IEC) material</li> <li>• Assist in planning, designing, coordinating and implementing consumer education programs.</li> <li>• Prepare and make presentations on various issues for public education in insurance</li> <li>• Participate in conducting needs assessment and baseline surveys.</li> <li>• Develop, review and reprint information, education and communication materials</li> <li>• Conduct consumer education outreach programs</li> <li>• Develop media infomercials on insurance for use in creating awareness about insurance</li> </ul> |

#### Any other tasks:

- Participate in various committees in the authority

### **3.0 REQUIRED QUALIFICATIONS**

#### **3.1 Education and knowledge**

- Bachelors degree in insurance or business related field
- ACII / AIIK Insurance qualifications; and
- Proficiency in ICT

#### **3.2 Experience**


- Five (5) years' experience in a similar position;
- Experience in consumer education/public relations/conducting outreach programs; and
- Knowledge of Insurance

#### **3.3 Skills**

- Strong communication and presentation skills;
- Good organization and inter personal skills;
- Good command of speaking English and Swahili; and
- Good reporting skills

#### **3.4 Competences**

- Professionalism;
- Ethical and integrity;
- Team player; and
- Ability to work under pressure, prioritize and multi task

| <b>JOB DESCRIPTION</b>  |                             |                        |
|---|-----------------------------|------------------------|
|  | <b>JOB TITLE</b>            | <b>Systems Analyst</b> |
|   | <b>DIVISION/SECTION</b>     | <b>ICT</b>             |
|   | <b>GRADE/LEVEL</b>          | <b>IRA 6</b>           |
|   | <b>IMMEDIATE SUPERVISOR</b> | <b>Manager, ICT</b>    |

**1.0 PURPOSE OF THE JOB (JOB SUMMARY)**

Responsible for providing technical expertise, assessing new ICT software projects and initiatives to support and enhance existing application systems

**2.0 PRINCIPAL RESPONSIBILITIES**

| <b>Key Responsibilities</b>  | <b>Main task</b>  |
|------------------------------|---|
| <b>System Administration</b> | <ul style="list-style-type: none"> <li>• Acting as a change agent when defining and executing change requirements;</li> <li>• Serving as a liaison and facilitator between all business units to assist in addressing and resolving ICT software issues;</li> <li>• Conducting user acceptance testing and sign-off;</li> <li>• Investigating and resolving application functionality related issues and providing first level support and troubleshooting of systems;</li> <li>• Coordinating application development for multiple projects;</li> <li>• Managing an outsource relationship for 3rd party application development and programming consultants;</li> <li>• Troubleshooting technical issues and identifying modifications needed in existing applications to meet changing user requirements;</li> <li>• Providing advice to business users in the effective use of applications and information technology;</li> <li>• Writing technical procedures and documentation for the applications including operations and user guides;</li> <li>• Providing technical training for users on new IT applications;</li> </ul> |



| Key Responsibilities | Main task  |
|----------------------|--|
|                      | <ul style="list-style-type: none"> <li>• Producing technical documentation for new and existing applications; and</li> <li>• Assisting in the creation of the system design and functional specifications for all new development projects.</li> </ul> |

### 3.0 REQUIRED QUALIFICATIONS

#### 3.1 Education and knowledge

- Bachelors degree in Computer Science/Information Technology or related field; and
- Relevant ICT certifications such as Prince 2 or PMP, ITIL, MCITP

#### 3.2 Experience


- Five (5) years' experience in a similar position;
- Specialist knowledge and diverse experience in systems support and development; and
- Experience in ICT hardware and software maintenance.

#### 3.3 Skills

- Problem solving and analytical skills;
- Strong communication and presentation skills; and
- Strong organization and inter personal skills.

#### 3.4 Competences

- Professionalism;
- Ethical and integrity;
- Strategic thinking; and
- Ability to work under pressure, prioritize and multi task

| <b>JOB DESCRIPTION</b>  |                             |                             |
|---|-----------------------------|-----------------------------|
|  <p>Insurance<br/>Regulatory<br/>Authority<br/><i>Bima Bora Awa Taifa</i><br/><b>IRA</b></p> | <b>JOB TITLE</b>            | <b>Procurement Officer</b>  |
|   | <b>DIVISION/SECTION</b>     | <b>Procurement</b>          |
|   | <b>GRADE/LEVEL</b>          | <b>IRA 6</b>                |
|   | <b>IMMEDIATE SUPERVISOR</b> | <b>Manager, Procurement</b> |

### 1.0 PURPOSE OF THE JOB (JOB SUMMARY)

Responsible for ensuring that procurement and supplies processes are carried out effectively and efficiently to achieve the Authority's objectives.

### 2.0 PRINCIPAL RESPONSIBILITIES

| <b>Key Responsibilities</b>        | <b>Main task</b>  |
|------------------------------------|---|
| <b>Planning and Implementation</b> | <ul style="list-style-type: none"> <li>• Plan, coordinate and execute timely and quality procurement operations.</li> <li>• Ensure procurement of goods, services and works are done in strict compliance with the provisions of the Public Procurement and Asset Disposal Act, 2015 and its attendant Regulations.</li> <li>• Develop, ensure implementation, review and monitor the department's Standard Operating Procedures and ensure that they are in conformance with the Public Procurement &amp; Asset Disposal Act, 2015 and its attendant Regulations, Authority's Procurement &amp; Disposal Procedures Manual and ISO processes.</li> </ul> |
| <b>Supply Chain Management</b>     | <ul style="list-style-type: none"> <li>• Prepare periodic reports for review and submission to the Public Procurement Regulatory Authority (PPRA).</li> <li>• Prepare annual and revised procurement and disposal plans for the Authority in liaison with departmental heads.</li> <li>• Maintain an up-to date database records of suppliers and the various lead times.</li> <li>• Undertake supplier rating and appraisal and conduct regular market surveys.</li> </ul>   |

| <b>Key Responsibilities</b> | <b>Main task</b>   |
|-----------------------------|--|
|                             | <ul style="list-style-type: none"> <li>• Manage the procurement records in accordance with the provisions of Public Procurement and Asset Disposal Act, 2015. Designing and implementing an effective procurement records management, retention and disposal programs.</li> <li>• Liaise with the Finance Department to ensure timely processing of payments to suppliers of goods, services and works.</li> </ul>   |
| <b>Tenders Management</b>   | <ul style="list-style-type: none"> <li>• Prepare tender documents in liaison with the user departments to facilitate procurement of capital equipment, goods, services and works.</li> <li>• Prepare LPO's, LSO's, Notification of awards and contract agreements for all tender awards of goods, works and service as well as regret letters to unsuccessful bidders.</li> <li>• Responsible for tender box opening.</li> <li>• Perform the duties of Secretary to Tender Opening Committee, Tender Evaluation Committee and other procurement committees</li> <li>• Keep track of tenders, quotations in progress and generating status reports.</li> </ul>  |
| <b>Stores Management</b>    | <ul style="list-style-type: none"> <li>• Manage the stores functions on receipt, issues, storage, safety and delivery by maintaining stock levels and stores records.</li> <li>• Undertake regular stock taking and make reports accordingly.</li> <li>• Observe and maintain the re-order levels and economic quantities as a way of forecasting stores requirements and advice the Manager, Procurement accordingly for action and ensure no stockouts</li> <li>• Receive goods and supplies and verify information on delivery notes and supply requisitions in order to establish the accuracy of orders. In addition, issues goods and supplies against approved requisition orders</li> <li>• Coordinate cost-effective disposal of assets in accordance with Public Procurement and Asset Disposal Act, 2015</li> </ul> |

| Key Responsibilities | Main task  |
|----------------------|--|
|                      | <ul style="list-style-type: none"> <li>• Procure and supply office working tools, equipment, furniture and stationery and ensuring their regular service and maintenance as per the service contracts</li> </ul> |

**Any other tasks:**

- Participate in various committees in the Authority

### **3.0 REQUIRED QUALIFICATIONS**

#### **3.1 Education and knowledge**

- Bachelor’s degree in Procurement, Business, Social Sciences or related field
- Post Graduate Diploma from the Chartered Institute of Procurement and Supply or equivalent;
- Must be a registered member of KISM or CIPS or any other relevant professional body and
- Proficiency in ICT

#### **3.2 Experience**

- Five (5) years’ experience in a similar position;
- Specialist knowledge and diverse experience in procurement and supply chain management;
- Knowledge of Public Procurement and Asset Disposal Act, 2015, Regulations; and
- Experience in managing and leading diverse teams of professionals.

#### **3.3 Skills**

- Negotiation and analytical skills;
- Strong communication and presentation skills;
- Strong organization and inter personal skills; and
- Good leadership, mentorship and coaching skills.

#### **3.4 Competences**

- Professionalism;
- Ethical and integrity;
- Strategic thinking; and
- Ability to work under pressure, prioritize and multi task

| <b>JOB DESCRIPTION</b>  |                             |   |
|---|-----------------------------|---|
|  <p>Insurance<br/>Regulatory<br/>Authority<br/><i>Bima Bora kwa Taifa</i><br/><b>IRA</b></p> | <b>JOB TITLE</b>            | <b>Senior Legal Officer</b>                                   |
|   | <b>DIVISION</b>             | <b>Legal Affairs</b>  |
|   | <b>GRADE</b>                | <b>IRA 5</b>  |
|   | <b>IMMEDIATE SUPERVISOR</b> | <b>Corporation Secretary/Chief Manager,<br/>Legal Affairs</b> |

## **1.0 PURPOSE OF THE JOB (JOB SUMMARY)**

Responsible to the Corporation Secretary/Chief Manager Legal Affairs for effective review and interpretation of the Insurance Act and other Statutes. Drafting of leases, contracts, agreements and other legal documents. Ensuring effective litigation management and alternative dispute resolution. Giving necessary support to the insurance appeals tribunal. Monitoring implementation of the compliance strategy. Providing administrative services for board secretarial duties.

## **2.0 PRINCIPAL RESPONSIBILITIES**

| <b>Key Responsibilities</b> | <b>Main task</b>   |
|-----------------------------|--|
| <b>Legal Affairs</b>        | <ul style="list-style-type: none"> <li>• To assist the Corporation Secretary with the formulation, development and implementation of corporate legal policies and procedures.</li> <li>• To assist the Corporation Secretary in providing administrative services to the Board.</li> <li>• To assist the Corporation Secretary with the provision of legal advice and interpretation to the Authority on matters that relate to the Insurance Act and other related laws.</li> <li>• To attend to litigation matters and brief the Corporation Secretary as appropriate on court case proceedings and possible courses of action to take.</li> <li>• To liaise with the Attorney General's Chambers and as appropriate on representation of court cases.</li> <li>• To draft proposed amendments to the Insurance Act, presentation of any document or instrument that requires approval by the Attorney General or any Government Office/Department.</li> </ul> |

| Key Responsibilities | Main task   |
|----------------------|---|
|                      | <ul style="list-style-type: none"> <li>• To provide legal advice to other Sections/Divisions on various matters of law.</li> <li>• To liaise with the Consumer Protection Section in complaint resolution activities as may be necessary.</li> <li>• To assist the Corporation Secretary with the formulation, implementation and monitoring of the divisional budget, work plans and procurement plans.</li> <li>• To offer legal support to the supervision team in the course of inspections, approvals and enforcement pursuant to the Insurance Act, Regulations and Guidelines.</li> <li>• To prepare in consultation with Corporation Secretary, legal drafts and negotiate contracts, leases, formal agreements and other legal instruments between the Authority and other parties and participate in settlement and arbitration of disputes.</li> <li>• To ensure compliance by the Authority with the Insurance Act and other relevant laws.</li> <li>• To carry out any other duties that may be assigned from time to time.</li> </ul> |

### 3.0 REQUIRED QUALIFICATIONS

#### 3.1 Education and knowledge


- Bachelor's degree in Law from a recognized university
- Certified Public Secretary and a Member of the ICPSK in good standing.
- Post graduate Diploma in Legal Education from Kenya School of Law.
- Must be an Advocate of the High Court of Kenya and a Member of the Law Society of Kenya in good standing.

#### 3.2 Experience

- Minimum Seven (7) years' experience in providing legal services as well as demonstrated experience in drafting, litigation management and law enforcement.

### **3.3 PERSONAL ATTRIBUTES**

- Excellent communication, listening, negotiation, analytical, influencing, proposal and report writing skills.
- Excellent computer skills specifically on MS Office applications.
- Excellent investigative, research and drafting skills.
- Excellent interpersonal skills and team player.
- Maturity, confidentiality, impartiality and trustworthiness.
- High level of integrity.
- Ability to work under pressure, prioritize and multi task.

| <b>JOB DESCRIPTION</b>  |                             |   |
|---|-----------------------------|---|
|  <p>Insurance<br/>Regulatory<br/>Authority<br/><i>Bima Bora Awia Taifa</i><br/>IRA</p> | <b>JOB TITLE</b>            | <b>Legal Officer</b>                                      |
|   | <b>DIVISION</b>             | <b>Legal Affairs</b>                                      |
|   | <b>GRADE/LEVEL</b>          | <b>IRA 6</b>  |
|   | <b>IMMEDIATE SUPERVISOR</b> | <b>Corporation Secretary/Chief Manager, Legal Affairs</b> |

### 1.0 PURPOSE OF THE JOB (JOB SUMMARY)

Responsible for providing legal and regulatory services

### 2.0 PRINCIPAL RESPONSIBILITIES

| <b>Key Responsibilities</b> | <b>Main task</b>  |
|-----------------------------|---|
| <b>Legal Affairs</b>        | <ul style="list-style-type: none"> <li>• Ensure effective legal representation and monitoring (Litigation Management)</li> <li>• Review legal and regulatory framework and conducting legal research</li> <li>• Prepare concept papers, briefs, interpretation and any other legal agreement between the Authority and other parties</li> <li>• Provide legal advice and opinions on all aspects of the insurance and any law affecting the operation of the Authority</li> <li>• Prepare and manage contracts, leases and legal drafts</li> <li>• Ligation management and legal representation to the Authority in judicial proceedings</li> <li>• Participate in any alternative dispute resolution (ADR) mechanism</li> <li>• Continuously monitor legal instruments and agreements entered into by the Authority</li> </ul> |

**Any other tasks:**

- Participate in various committees in the authority

### 3.0 REQUIRED QUALIFICATIONS

#### 3.1 Education and knowledge

- Bachelors degree in Law;



- Diploma of Law from the Kenya School of Law;
- Certified Public Secretary (CPS) qualifications would be an added advantage; and
- Proficiency in ICT

### **3.2 Experience**


- Five (5) years law / Legal experience; and
- Specialist knowledge and diverse experience in legal affairs.

### **3.3 Skills**

- Negotiation and analytical skills;
- Communication and reporting skills;
- Organization and inter personal skills; and
- Mentorship and coaching skills

### **3.4 Competences**

- Professionalism;
- Ethical and integrity;
- Strategic thinking; and
- Ability to work under pressure, prioritize and multi task

| <b>JOB DESCRIPTION</b>   |                             |                             |
|--|-----------------------------|-----------------------------|
|  <p><b>Insurance<br/>Regulatory<br/>Authority</b><br/><i>Bima Bora Awa Taifa</i><br/><b>IRA</b></p> | <b>JOB TITLE</b>            | <b>Legal Assistant</b>      |
|  | <b>DIVISION</b>             | <b>Legal Affairs</b>        |
|  | <b>GRADE/LEVEL</b>          | <b>IRA 8</b>                |
|  | <b>IMMEDIATE SUPERVISOR</b> | <b>Senior Legal Officer</b> |

### **1.0 PURPOSE OF THE JOB (JOB SUMMARY)**

Responsible for providing office administration support services in the Legal Affairs Division.

### **2.0 PRINCIPAL RESPONSIBILITIES**

| <b>Key Responsibilities</b>   | <b>Main task</b>   |
|-------------------------------|--|
| <b>Administrative Support</b> | <ul style="list-style-type: none"> <li>• Prepare notes, draft correspondences, type letters and reports including document binding in accordance with agreed instructions</li> <li>• Drafting preliminary legal documents and liaising with the external lawyers</li> <li>• Attend to cases in the court registry</li> <li>• Reserve, sort, record, and distribute office mail, correspondence and documents to appropriate officials</li> <li>• Schedule appointments and requests for meetings, synchronise and update appointments</li> <li>• Locate and attach appropriate files to correspondence or queries as well as organise filing and retrieval systems</li> <li>• Oversee proper maintenance, storage, retrieval of files and documents in order to ensure that they are accessible and secure</li> <li>• Organise meetings and conferences and accurately record the proceedings of various deliberations</li> <li>• Monitor and track the progress of various assignments and regularly updating the appropriate Head of Department and</li> </ul> |

| <b>Key Responsibilities</b> | <b>Main task</b>   |
|-----------------------------|--|
|                             | <p>other members of staff on specific deadlines and problems</p> <ul style="list-style-type: none"> <li>• Format board papers before they are uploaded on the e-board software</li> <li>• Offer logistical support for Board meetings/Workshop/Training Preparations</li> </ul>  |
| <b>Customer Relations</b>   | <ul style="list-style-type: none"> <li>• Respond to office telephone enquiries, giving information to callers and routing calls to appropriate officials and also placing outgoing calls</li> <li>• Receive official visitors and walk in customers by ascertaining the nature of business and directing them accordingly</li> <li>• Maintain effective communication channels with other departments, external organizations and individuals</li> </ul> |

### **3.0 REQUIRED QUALIFICATIONS**

#### **3.1 Education and knowledge**

- Bachelors degree in a business related field;
- Diploma in Law (Paralegal studies)
- Proficiency in ICT

#### **3.2 Experience**


- At least 2 years' providing administrative support in a busy environment;
- Administration and customer service experience; and
- Experience in events planning and management

#### **3.3 Skills**

- Strong communication and public relations skills;
- Strong organization and inter personal skills; and
- Planning and coordinating skills.

#### **3.4 Competences**

- Professionalism;
- Ethical and integrity;
- Team player; and
- Ability to work under pressure, prioritize and multi task

| <b>JOB DESCRIPTION</b>   |                             |                                     |
|--|-----------------------------|-------------------------------------|
|  <p><b>Insurance<br/>Regulatory<br/>Authority</b><br/><i>Bima Bora kwa Taifa</i><br/><b>IRA</b></p> | <b>JOB TITLE</b>            | <b>Consumer Protection Officer</b>  |
|  | <b>DIVISION/SECTION</b>     | <b>Consumer Protection</b>          |
|  | <b>GRADE/LEVEL</b>          | <b>IRA 6</b>                        |
|  | <b>IMMEDIATE SUPERVISOR</b> | <b>Manager, Consumer Protection</b> |

### **1.0 PURPOSE OF THE JOB (JOB SUMMARY)**

Responsible for receiving and implementing effective complaint handling policies and procedures

### **2.0 PRINCIPAL RESPONSIBILITIES**

| <b>Key Responsibilities</b> | <b>Main task</b>   |
|-----------------------------|--|
| <b>Consumer Protection</b>  | <ul style="list-style-type: none"> <li>• Register complaints, acknowledge receipt and initiate the process of dispute resolution</li> <li>• Classify and categorize registered complaints</li> <li>• Maintain a data-base and continuously track and monitor the status of all complaints against documented performance standards</li> <li>• Prepare periodic reports showing detailed statistics and trends on complaints received</li> <li>• Resolve complaints from the public</li> <li>• Review outstanding complaints and initiating follow up to ensure resolution</li> </ul> |

### **3.0 REQUIRED QUALIFICATIONS**

#### **3.1 Education and knowledge**

- Bachelors degree in a business or insurance related field;
- ACII/AIHK Insurance qualifications; and
- Proficiency in ICT

#### **3.2 Experience**


- Five (5) years' relevant experience;
- Specialist knowledge and experience in consumer protection; and
- Knowledge of insurance

### **3.3 Skills**

- Analytical skills;
- Communication and reporting skills; and
- Organization and inter personal skills

### **3.4 Competences**

- Professionalism;
- Ethical and integrity;
- Team player; and
- Ability to work under pressure, prioritize and multi task

| <b>JOB DESCRIPTION</b>  |                             |                                     |
|---|-----------------------------|-------------------------------------|
|  <p>Insurance<br/>Regulatory<br/>Authority<br/><i>Bima Bora kwa Taifa</i><br/><b>IRA</b></p> | <b>JOB TITLE</b>            | <b>Customer Relations Officer</b>   |
|   | <b>DIVISION/SECTION</b>     | <b>Consumer Protection</b>          |
|   | <b>GRADE/LEVEL</b>          | <b>IRA 6</b>                        |
|   | <b>IMMEDIATE SUPERVISOR</b> | <b>Manager, Consumer Protection</b> |

## 1.0 PURPOSE OF THE JOB (JOB SUMMARY)

Responsible for coordinating customer service activities and ensuring provision of quality customer service so as to attain high levels of customer satisfaction through enhanced service delivery

## 2.0 PRINCIPAL RESPONSIBILITIES

| <b>Key Responsibilities</b> | <b>Main task</b>  |
|-----------------------------|---|
| <b>Customer Relations</b>   | <ul style="list-style-type: none"> <li>• Initiate desired changes to improve customer service</li> <li>• Monitor social media for complaints and issues raised against the Authority</li> <li>• Receive and register complaints received against the Authority</li> <li>• Initiate and follow up on the timely resolution of public complaints made against the Authority</li> <li>• Coordinate and facilitate settlement of customer/stakeholders queries and inquiries and facilitating the flow of information between the Authority and its customers/stakeholders</li> <li>• Assist in developing positive partnerships and relationships with customers and stakeholders</li> <li>• Administer regular questionnaires to customers and analysing responses</li> <li>• Prepare regular and timely reports on customer service issues and developments</li> </ul> |

### **3.0 REQUIRED QUALIFICATIONS**

#### **3.1 Education and knowledge**

- Bachelors degree in a business, social sciences or related field;
- Diploma in customer relations/public relations or related field; and
- Proficiency in ICT

#### **3.2 Experience**


- Five (5) years' experience in a similar position;
- Specialist knowledge and experience in consumer relations management; and
- Knowledge of insurance

#### **3.3 Skills**

- Negotiation and analytical skills;
- Communication and reporting skills; and
- Organization and inter personal skills

#### **3.4 Competences**

- Professionalism;
- Ethical and integrity;
- Team player; and
- Ability to work under pressure, prioritize and multi task

| <b>JOB DESCRIPTION</b>  |                             |   |
|---|-----------------------------|---|
|  <p>Insurance<br/>Regulatory<br/>Authority<br/>Bima Bora Iku Taifa<br/>IRA</p> | <b>JOB TITLE</b>            | <b>Head, Supervision</b><br>(Long Term Insurers, General Insurers,<br>Composite Insurers, Intermediaries) |
|   | <b>DIVISION</b>             | <b>Technical</b>  |
|   | <b>GRADE/LEVEL</b>          | <b>IRA 4</b>  |
|   | <b>IMMEDIATE SUPERVISOR</b> | <b>Manager, Supervision</b>   |

### 1.0 PURPOSE OF THE JOB (JOB SUMMARY)

Responsible for effective supervision (off-site and on-site), regulation and development of insurers, intermediaries and service providers

### 2.0 PRINCIPAL RESPONSIBILITIES

| <b>Key Responsibilities</b>              | <b>Main task</b>  |
|--|---|
| <b>Policy development</b>                | <ul style="list-style-type: none"> <li>• Participate in the development, evaluation and implementation of policy guidelines for routine supervision of licensees' under the Insurance Act and recommend adoption of best practices.</li> <li>• Ensure co-ordination of the activities of the section relating to the Risk profiling of insurance industry members, follow-up of the supervisory response to the profiles and support for the companies in undertaking corrective action</li> <li>• Provide input for Gazettement and Degazettement of intermediaries and service providers</li> <li>• Coordinate and facilitate training of insurers, intermediaries and service providers.</li> <li>• Participate in drafting budget memorandum.</li> <li>• Drafting various circulars and guidelines</li> <li>• Coordinate and supervise performance of the various tasks for supervision purposes</li> </ul> |
| <b>Industry Analysis and Supervision</b> | <ul style="list-style-type: none"> <li>• Coordinate the on-site and off-site inspection process</li> </ul>  |



| <b>Key Responsibilities</b>                 | <b>Main task</b>  |
|---|---|
|   | <ul style="list-style-type: none"> <li>• Coordinate the preparation of periodic reports to management on the risk status and supervisory plan for each insurer and intermediary</li> <li>• Co-ordinate and supervise the implementation, monitoring and evaluation of supervision policies &amp; procedures</li> <li>• Participate in the formulation of cross border, regional and international insurance initiatives</li> <li>• Ensure that all licensees submit returns in time and that they are analyzed as required.</li> <li>• Ensure approval of various requests under the Insurance Act from the regulated entities</li> <li>• Coordinate the review of applications for registration and licensing of all insurers, intermediaries and service providers</li> <li>• Review incidents of non-compliance by regulated entities and recommend administrative and legal sanctions</li> <li>• Provide advisory services to stakeholders and the general public on matters pertaining to all insurers, intermediaries and service providers.</li> </ul> |
| <b>Staff supervision and administration</b> | <ul style="list-style-type: none"> <li>• Coordinate and supervise performance of the tasks carried out by supervision officers in the Section</li> <li>• Participate in preparation, implementation and control the departmental budget and work plans</li> <li>• Ensure department Standard Operating Procedures and Service Charter are adhered to and implemented</li> <li>• Liaise with IRA departments and external stakeholders so as to ensure a coordinated approach to discharging the mandate of the Authority</li> <li>• Supervise and develop section staff</li> </ul>  |

**Any other tasks:**

- Participate in various committees and taskforces within and outside IRA

### **3.0 REQUIRED QUALIFICATIONS**

#### **3.1 Education and knowledge**

- Bachelors degree in insurance / finance / accounting / actuarial;
- Professional qualification e.g. ACII / AIIK/CPA(K)/ ACCA/ CFA/ CSIA
- Member of the ACII/ AIIK or similar bodies; and
- Proficiency in ICT

#### **3.2 Experience**


- Eight (8) years' experience gained in similar field, 2 of which should have been at a supervisory level;
- Experience in preparation of analytical and numerical reports;
- Experience analysing financial and insurance reports; and

#### **3.3 Skills**

- Strong communication, reporting and speech writing skills;
- Good mentorship and coaching skills;
- Strong organization and inter personal skills; and
- Good analytical, investigative, auditing and inspection skills
- Good team management and leadership skills

#### **3.4 Competences**

- Professionalism;
- Ethical and integrity;
- Strategic thinking and team player; and
- Ability to work under pressure, prioritize and multi task

| <b>JOB DESCRIPTION</b>  |                             |  |
|---|-----------------------------|--|
|  <p>Insurance<br/>Regulatory<br/>Authority<br/>Bima Bora Iwa Taifa<br/>IRA</p> | <b>JOB TITLE</b>            | <b>Senior Supervision Officer</b>  |
|   | <b>DIVISION</b>             | <b>Technical</b>   |
|   | <b>SECTION</b>              | <b>Supervision</b>   |
|   | <b>GRADE/LEVEL</b>          | <b>IRA 5</b>   |
|   | <b>IMMEDIATE SUPERVISOR</b> | <b>Head, Supervision (General Insurers, Composite Insurers, life Insurers, Intermediaries)</b> |

### 1.0 PURPOSE OF THE JOB (JOB SUMMARY)

Carrying out on site and off site supervision of regulated entities

### 2.0 PRINCIPAL RESPONSIBILITIES

| <b>Key Responsibilities</b>                  | <b>Main task</b>  |
|--|---|
| <b>Policy development</b>                    | <ul style="list-style-type: none"> <li>• Carry out risk profiling of regulated entities.</li> <li>• Continuously monitor, evaluate and report on the risk status of each of the regulated entities</li> <li>• Carry out offsite and on site surveillance of the regulated entities</li> <li>• Analyse any requests for approval under the Insurance Act</li> <li>• Analyse and recommend approval of reinsurance programme</li> </ul> |
| <b>Industry Analysis</b>                     | <ul style="list-style-type: none"> <li>• Analyse applications and recommend for registration and licensing of regulated entities in accordance with the requirements of the Insurance Act</li> <li>• Analysis of annual accounts for regulated entities</li> <li>• Process lien applications as provided under the Insurance Act</li> </ul>   |
| <b>Policy development and Implementation</b> | <ul style="list-style-type: none"> <li>• Participate in the formulation and development of policies and procedures</li> <li>• Participate in the coordination of training for members of the industry.</li> <li>• Coordinate development and growth of insurance agency force at the counties</li> </ul>  |

| Key Responsibilities | Main task   |
|----------------------|---|
|                      | <ul style="list-style-type: none"> <li>• Assist in the preparation of policy papers, briefs and board papers.</li> <li>• Monitor the implementation of performance contract issues and the strategic plan in the Technical division.</li> </ul> |

**Any other tasks:**

- Supervise less experienced supervision team members

### **3.0 REQUIRED QUALIFICATIONS**

#### **3.1 Education and knowledge**

- Bachelors' degree in economics, insurance, accounting, actuarial or equivalent;
- Professional qualification i.e. AIIK, ACII, CPA, ACCA, or equivalent qualification;
- Member of a professional body
- Proficiency in ICT

#### **3.2 Experience**


- Seven (7) years' experience in insurance practice, audit or accounting;
- Experience in analysis of financial and statistical reports; and
- Experience in analysis of financial and statistical reports.

#### **3.3 Skills**

- Good communication and reporting skills;
- Good supervision skills;
- Strong organization and inter personal skills; and
- Good analytical, investigative, auditing and inspection skills

#### **3.4 Competences**

- Professionalism;
- Ethical and integrity;
- Strategic thinking and team player; and
- Ability to work under pressure, prioritize and multi task

| <b>JOB DESCRIPTION</b>  |                             |                                |
|---|-----------------------------|--------------------------------|
|  <b>Insurance Regulatory Authority</b><br><small>Bima Bora kwa Taifa</small><br><b>IRA</b> | <b>JOB TITLE</b>            | <b>Supervision Officer III</b> |
|   | <b>DIVISION</b>             | <b>Technical</b>               |
|   | <b>GRADE/LEVEL</b>          | <b>IRA 8</b>                   |
|   | <b>IMMEDIATE SUPERVISOR</b> | <b>Head, Supervision</b>       |

### 1.0 PURPOSE OF THE JOB (JOB SUMMARY)

Carrying out on site and off site supervision of regulated entities

### 2.0 PRINCIPAL RESPONSIBILITIES

| <b>Key Responsibilities</b> | <b>Main task</b>   |
|-----------------------------|--|
| <b>Industry Supervision</b> | <ul style="list-style-type: none"> <li>• Carry out risk profiling of insurance companies</li> <li>• Continuously monitor, evaluate and report on the risk status of each of the assigned companies</li> <li>• Carry out offsite and on site surveillance of the assigned companies</li> <li>• Analyze any requests for approval under the Insurance Act.</li> <li>• Analyze and recommend for approval reinsurance programme</li> </ul>  |
| <b>Industry Analysis</b>    | <ul style="list-style-type: none"> <li>• Analyze applications and recommend for registration and licensing of insurance companies in accordance with the requirements of the Insurance Act.</li> <li>• Analyse applications for registration and renewals for intermediaries and other service providers in line with prescribed requirements.</li> <li>• Recommend requests for approval of the appointment of principal officer for brokers and MIP's.</li> <li>• Analysis of annual accounts for brokers and MIP's.</li> <li>• Process lien applications as provided under the Insurance</li> </ul> |

| Key Responsibilities                         | Main task   |
|--|---|
|  | Act.  |
| <b>Policy development and Implementation</b> | <ul style="list-style-type: none"> <li>• Participate in the formulation and development of policies and procedures</li> <li>• Participate in the coordination of training for members of the industry.</li> <li>• Coordinate development and growth of insurance agency force at the counties</li> <li>• Assist in the preparation of policy papers, briefs and board papers.</li> <li>• Monitor the implementation of performance contract issues and the strategic plan in the Technical Department.</li> </ul> |

### 3.0 REQUIRED QUALIFICATIONS

#### 3.1 Education and knowledge

- Bachelor's degree in insurance/ actuarial/ economics/ finance or business related course
- Part qualifications in ACII /AIK/CPA(K)/ACCA/ CFA/ CSIA/Actuarial qualifications  
and
- Proficiency in ICT

#### 3.2 Experience


- At least One (1) years relevant experience
- Experience in preparation of analytical and numerical reports; and
- Experience analysing financial and statistical reports.

#### 3.3 Skills

- Good communication and reporting skills;
- Good supervision skills;
- Strong organization and inter personal skills; and
- Good analytical, investigative, auditing and inspection skills

### 3.4 Competences

- Professionalism;
- Ethical and integrity;
- Strategic thinking and team player; and
- Ability to work under pressure, prioritize and multi task

| <b>JOB DESCRIPTION</b>   |                             |                                    |
|--|-----------------------------|------------------------------------|
|  <p><b>Insurance<br/>Regulatory<br/>Authority</b><br/><i>Bima Bora kwa Taifa</i><br/><b>IRA</b></p> | <b>JOB TITLE</b>            | <b>Actuarial officer III</b>       |
|  | <b>DIVISION/SECTION</b>     | <b>Technical</b>                   |
|  | <b>GRADE/LEVEL</b>          | <b>IRA 8</b>                       |
|  | <b>IMMEDIATE SUPERVISOR</b> | <b>Manager, Actuarial Services</b> |

## **1.0 PURPOSE OF THE JOB (JOB SUMMARY)**

Responsible for the implementation of actuarial policies and procedures as well as monitoring and evaluating their effectiveness in achieving the Authority's goals and objectives

## **2.0 PRINCIPAL RESPONSIBILITIES**

| <b>Key Responsibilities</b>              | <b>Main task</b>  |
|--|---|
| <b>Actuarial Analysis</b>                | <ul style="list-style-type: none"> <li>• Analyse applications for new products</li> <li>• Analyse actuarial valuation and financial condition reports for life and general business insurance</li> <li>• Identify actuarial parameters suitable for the insurance industry</li> <li>• Analyse premium rates for general insurance companies</li> <li>• Analyse technical reserves for insurers</li> <li>• Develop and update IRA Electronic Regulatory System (ERS) new releases and templates</li> </ul> |
| <b>Policy development and Compliance</b> | <ul style="list-style-type: none"> <li>• Participate in the formulation and development of actuarial policies and procedures</li> <li>• Participate in on-site inspections of insurance companies</li> <li>• Carry out actuarial investigation and analysis of the insurers and advice the management and the Board</li> <li>• Develop and update Risk Based Supervision (RBS) Models, Capital models and other Actuarial Models</li> </ul>   |



### **3.0 REQUIRED QUALIFICATIONS**

#### **3.1 Education and knowledge**

- Bachelors degree in Actuarial Science, Mathematics or Statistics or equivalent from a recognized University;
- Pursuing professional Actuarial qualification;
- Member of the Institute of Actuaries (London) or Faculty of Actuaries (Scotland) or similar professional body; and
- Proficiency in ICT

#### **3.2 Experience**


- At least 1 year relevant experience;
- Experience in preparation of analytical and numerical reports; and
- Experience analysing financial and statistical reports.

#### **3.3 Skills**

- Strong communication and reporting skills;
- Strong organization and inter personal skills; and
- Good analytical, investigative, auditing and inspection skills

#### **3.4 Competences**

- Professionalism;
- Ethical and integrity;
- Strategic thinking; and
- Ability to work under pressure, prioritize and multi task

| <b>JOB DESCRIPTION</b>   |                             |                                   |
|--|-----------------------------|-----------------------------------|
|  <p>Insurance<br/>Regulatory<br/>Authority<br/><i>Bima Bora kwa Taifa</i><br/>IRA</p> | <b>JOB TITLE</b>            | <b>Accountant</b>                 |
|  | <b>DIVISION</b>             | <b>Finance</b>                    |
|  | <b>GRADE/LEVEL</b>          | <b>IRA 6</b>                      |
|  | <b>IMMEDIATE SUPERVISOR</b> | <b>Assistant Manager, Finance</b> |

### 1.0 PURPOSE OF THE JOB (JOB SUMMARY)

Responsible for compiling and posting general ledger information and summaries concerning various financial transactions in order to ensure accurate and timely maintenance of accounting records in accordance with prescribed financial policies, standards and taxation requirements.

### 2.0 PRINCIPAL RESPONSIBILITIES

| <b>Key Responsibilities</b> | <b>Main task</b>  |
|-----------------------------|---|
| <b>Accounts Preparation</b> | <ul style="list-style-type: none"> <li>• Prepare the half-year and annual draft financial statements in the specified format and analyze the underlying accounts to determine the accuracy, completeness and conformance to the applicable International Financial Reporting Standards and Generally Accepted Accounting standards and Principles.</li> <li>• Prepare the Monthly Summary of Premium Levy and analyse the related returns with a view to determining the accuracy of the amounts received.</li> <li>• Prepare returns required by the Treasury and other supervisory agencies of the Authority.</li> <li>• Assist in the preparation of annual budget.</li> <li>• Prepare the monthly payroll and generate the payroll and payroll by-products (deductions) reports.</li> <li>• Prepare the annual tax deductions returns and furnish staff and directors with the same.</li> <li>• Maintain the Pending Invoices and the Pending LPO/LSO file and make the necessary follow-up to ensure that items are cleared</li> </ul> |

| Key Responsibilities          | Main task   |
|-------------------------------|---|
|                               | <p data-bbox="578 233 699 268">promptly.</p> <ul data-bbox="529 289 1429 373" style="list-style-type: none"> <li data-bbox="529 289 1429 373">• Ensure dispatch of cheques and transmittal of electronic payments to suppliers</li> </ul>   |
| <b>Transaction Accounting</b> | <ul data-bbox="529 405 1429 1486" style="list-style-type: none"> <li data-bbox="529 405 1429 541">• Maintain and regularly update the Fixed Assets Register, including computation of monthly depreciation and posting the same to the General Ledger.</li> <li data-bbox="529 569 1429 653">• Review the daily posting of transactions in the general ledger, cash book and other subsidiary ledgers.</li> <li data-bbox="529 680 1429 764">• Authorize general ledger journal entries and other documents necessary to effect accounting entries.</li> <li data-bbox="529 791 1429 928">• Monitor monthly revenues and expenses and where applicable ensure that they are accrued or posted in the correct accounting period.</li> <li data-bbox="529 955 1429 1144">• Check the Bank Reconciliations for accuracy and where applicable make recommendations for dealing with outstanding items including making a follow up of the recommendations to ensure that they are implemented.</li> <li data-bbox="529 1171 1429 1255">• Check the analysis of various accounts and take necessary action to ensure that all the accounts reflect the correct balances.</li> <li data-bbox="529 1283 1429 1367">• Initiate the opening of new ledger accounts as necessary to more accurately capture detailed accounting information.</li> <li data-bbox="529 1394 1429 1478">• Compute the allowances payable to directors and initiate payment as applicable.</li> </ul> |
| <b>Financial Reporting</b>    | <ul data-bbox="529 1518 1429 1879" style="list-style-type: none"> <li data-bbox="529 1518 1429 1654">• Prepare the monthly Management accounting reports, analyse and draw attention to any significant variances and make necessary recommendations.</li> <li data-bbox="529 1682 1429 1766">• Preparing a compliance report on payment of tax returns, statutory returns and related payments.</li> <li data-bbox="529 1793 1429 1877">• Prepare the Monthly staff Advances/Imprest report and highlight staff with overdue Advances/Imprest.</li> </ul>  |

**Any other tasks:**

- Participate in various committees in the authority

**3.0 REQUIRED QUALIFICATIONS**

**3.1 Education and knowledge**

- Bachelor's degree in Finance and Accounting or Business Administration (Finance or Accounting option);
- Full CPA-K, ACCA professional qualification;
- Member of the Institute of Certified Public Accountants of Kenya (ICPAK) or similar professional body; and
- Proficiency in ICT

**3.2 Experience**


- Five (5) years' experience in accounting and finance or auditing gained from reputable organizations; and
- Good working knowledge of accounting and budgeting principles, financial management and banking

**3.3 Skills**

- Good communication and reporting skills;
- Strong analytical and numeric skills; and
- Good organization and inter personal skill

**3.4 Competences**

- Professionalism;
- Ethical and integrity;
- Strategic thinking; and
- Ability to work under pressure, prioritize and multi task

| <b>JOB DESCRIPTION</b>   |                             |   |
|--|-----------------------------|---|
|  <p>Insurance<br/>Regulatory<br/>Authority<br/><i>Bima Bora Iwa Taifa</i><br/>IRA</p> | <b>JOB TITLE</b>            | <b>Human Capital Development Assistant</b>            |
|  | <b>DIVISION</b>             | <b>Human Capital Development &amp; Administration</b> |
|  | <b>GRADE/LEVEL</b>          | <b>IRA 8</b>  |
|  | <b>IMMEDIATE SUPERVISOR</b> | <b>Human Capital Development Officer</b>              |

## 1.0 PURPOSE OF THE JOB (JOB SUMMARY)

The Human Capital Development Assistant is responsible for carrying out operational HR services.

## 2.0 PRINCIPAL RESPONSIBILITIES

| <b>Key Responsibilities</b>                | <b>Main task</b>   |
|--|--|
| <b>HR Policies Implementation</b>          | <ul style="list-style-type: none"> <li>• Assist the HCD Officer with implementation of policies and procedures</li> <li>• Participate in implementation of issues around HIV/AIDs, Anti-corruption, Health &amp; Safety, Alcohol &amp; Drug Abuse, Gender &amp; Disability mainstreaming</li> <li>• Participate in staff Recruitment by downloading applications and preparing initial shortlist of candidates.</li> <li>• Facilitate staff induction and orientation</li> <li>• Assist in implementation of training programs</li> <li>• Assist in implementation of the performance management system</li> </ul> |
| <b>Human Capital Administrative duties</b> | <ul style="list-style-type: none"> <li>• Compile the annual leave plan, process staff leave applications and maintain updated leave records</li> <li>• Handle staff general correspondence e.g medical, NHIF, bank letters, training, etc.</li> <li>• Maintain staff records</li> <li>• Handle staff welfare issues</li> <li>• Book meeting rooms and handle other logistics for scheduled</li> </ul>  |

| Key Responsibilities | Main task   |
|----------------------|---|
|                      | meetings <ul style="list-style-type: none"> <li>• Monitor the provision of outsourced office services and effective for staff performance improvement.</li> <li>• Administer the human resource management system leave module</li> </ul> |

**Any other tasks:**

- Facilitate staff travel local/international official travel

**3.0 REQUIRED QUALIFICATIONS**

**3.1 Education and knowledge**

- Bachelors degree in human resources management or business related field/social sciences;
- Higher Diploma in Human Resource Management or related; and
- Proficiency in ICT

**3.2 Experience**


- At least 1 year relevant experience.
- Knowledge of labour laws and HR policies.

**3.3 Skills**

- Good communication and negotiation skills;
- Good organization and inter personal skills; and
- Good planning skills

**3.4 Competences**

- Professionalism;
- Ethical and integrity; and
- Ability to work under pressure, prioritize and multi task

| <b>JOB DESCRIPTION</b>   |                             |   |
|--|-----------------------------|---|
|  <p><b>Insurance<br/>Regulatory<br/>Authority</b><br/><i>Bima Bora Awa Taifa</i><br/><b>IRA</b></p> | <b>JOB TITLE</b>            | <b>Records Management Officer</b>                                 |
|  | <b>DIVISION/SECTION</b>     | <b>Human Capital Development &amp; Administration</b>             |
|  | <b>GRADE/LEVEL</b>          | <b>IRA 6</b>  |
|  | <b>IMMEDIATE SUPERVISOR</b> | <b>Chief Manager Human Capital Development and Administration</b> |

### 1.0 PURPOSE OF THE JOB (JOB SUMMARY)

Responsible for developing, planning and implementing effective records management programs and activities.

### 2.0 PRINCIPAL RESPONSIBILITIES

| <b>Key Responsibilities</b>       | <b>Main task</b>   |
|-----------------------------------|--|
| <b>Records Administration</b>     | <ul style="list-style-type: none"> <li>• Supervise the Authority's Records Management Office, filing systems, facilities, equipment and tools</li> <li>• Management of correspondences i.e. receiving, identifying, classifying, indexing, arranging, distribution and storing of records</li> <li>• Facilitate appropriate access to information</li> <li>• Guiding all staff in the management of their records and use of the Authority's records management system</li> <li>• Ensure the registry is cleaned and fumigated regularly to rid of dust and pests that can destroy files and records</li> <li>• Ensure timely response to internal and/or external information enquiries</li> <li>• Manage the delivery and distribution of mail to all stakeholders.</li> </ul> |
| <b>Records Storage Management</b> | <ul style="list-style-type: none"> <li>• Ensure proper management of archived and closed files, disposal and destruction procedures as provided by the Government Policy and procedures</li> <li>• Maintain, review and document records systems</li> <li>• Maintain records safety and access control measures</li> <li>• Supervise the digitization of the Authority's records</li> </ul>  |

| Key Responsibilities | Main task   |
|----------------------|---|
|                      | <ul style="list-style-type: none"> <li>• Maintain file records using file index and file movement register</li> <li>• Creating avenues for exchange of information, converting data into valuable information and ensuring its accessibility and usage.</li> <li>• Develop mechanisms for leveraging on existing knowledge within the Authority</li> <li>• Dissemination of knowledge and responding to queries on Knowledge Management tools and resources.</li> <li>• Conduct outreach programs and oversee training for staff and clients in use of Knowledge Management tools</li> <li>• Supervise the Records Assistant</li> </ul> |

**Any other tasks:**

- Participate in various committees in the authority

**3.0 REQUIRED QUALIFICATIONS**

**3.1 Education and knowledge**

- Bachelor’s Degree in a relevant field;
- Diploma in Archives and Records Management; and
- Knowledge of ICT

**3.2 Experience**

- Five (5) years records management experience gained from reputable organizations;
- Good experience in archiving and database management.


**3.3 Skills**

- Good communication and reporting skills;
- Good organization and inter personal skills;
- Good team work skills; and
- Good supervisory skills

**3.4 Competences**

- Professionalism;
- Ethical and integrity; and
- Ability to work under pressure, prioritize and multi task



| <b>JOB DESCRIPTION</b>   |                             |   |
|--|-----------------------------|---|
|  <p>Insurance<br/>Regulatory<br/>Authority<br/><i>Bima Bora Awa Taifu</i><br/>IRA</p> | <b>JOB TITLE</b>            | <b>Librarian/Resource Centre Officer</b>              |
|  | <b>DIVISION</b>             | <b>PRD</b>  |
|  | <b>GRADE/LEVEL</b>          | <b>IRA 6</b>  |
|  | <b>IMMEDIATE SUPERVISOR</b> | <b>Chief Manager, Policy Research and Development</b> |

### 1.0 PURPOSE OF THE JOB (JOB SUMMARY)

Responsible for developing, planning and implementing effective knowledge management programs and activities and managing the Authority's resource center/library.

### 2.0 PRINCIPAL RESPONSIBILITIES

| <b>Key Responsibilities</b>                  | <b>Main task</b>   |
|--|--|
| <b>Library Management and Administration</b> | <ul style="list-style-type: none"> <li>• Manage the Authority's Resource Centre and coordination of library activities</li> <li>• Facilitate ordering and purchasing of library books, information materials and stationery</li> <li>• Perform original cataloguing and classification of print, audio-visual and electronic resources and determine the type of cataloguing required</li> <li>• Develop and maintain special indexing systems and files for special collections</li> <li>• Ensure an accurate inventory of resources and efficient retrieval of library resources by users</li> <li>• Maintain library records using file index and inventory movement register</li> <li>• Prepare worn out library materials for binding and ensure compliance on disposal and destruction procedures as provided by the Government Policy and procedures</li> <li>• Creating avenues for exchange of information, converting data into</li> </ul> |

| Key Responsibilities | Main task  |
|----------------------|--|
|                      | <p>valuable information and ensuring its accessibility and usage.</p> <ul style="list-style-type: none"> <li>• Develop mechanisms for leveraging on existing knowledge within the Authority</li> <li>• Dissemination of knowledge and responding to queries on Knowledge Management tools and resources.</li> <li>• Develop and manage convenient, accessible library and information services</li> <li>• Prepare reports related to library and information services, technology and media services, resources and activities.</li> <li>• Ensure the Library is cleaned and fumigated regularly to rid of dust and pests that can destroy learning materials and records</li> </ul> |

### 3.0 REQUIRED QUALIFICATIONS

#### 3.1 Education and knowledge

- Bachelor's Degree in a relevant field;
- Diploma in Archives and Records Management; and
- Knowledge of ICT

#### 3.2 Experience

- Five (5) years' experience in the same field gained from reputable organizations;
- Good experience in archiving and database management.

#### 3.4 Skills

- Good communication and reporting skills;
- Good organization and inter personal skills;
- Good team work skills; and
- Good supervisory skills

#### 3.4 Competences

- Professionalism;
- Ethical and integrity; and
- Ability to work under pressure, prioritize and multi task