



NATIONAL PENSION SCHEME AUTHORITY

EMPLOYMENT OPPORTUNITIES

The National Pension Scheme Authority (NAPSA) wishes to recruit for the positions of **Director Human Resource & Administration** and **Director Information Communications Technology** on fixed term contracts to be based at its Head Office in Lusaka. The two positions will report directly to the Director General.

The successful applicants will be expected to have demonstrable competencies relevant to the respective job and will be offered a competitive remuneration package.

1.0 DIRECTOR HUMAN RESOURCE AND ADMINISTRATION - NPS01 (Five Year Contract): Head Office

1.1 Main Purpose of the Job

The Director Human Resource and Administration is responsible for the provision of leadership in the management of the human resource and administration functions. The position supervises the development of human resource and administration strategies that are aligned to and that support the overall NAPSA business, monitors compliance with policies and procedures, and coordinates the HR and Administration operations for enhanced efficiency and effectiveness in the delivery of service by the Directorate.

1.2 Key Responsibilities:

- Provide input in the development of the overall NAPSA business strategy and coordinate the development and execution of the NAPSA HR and Administration strategies that are drawn from the overall NAPSA business strategy.
- Develop and conduct regular revisions to human resource and administration policies and procedures to enhance compliance with employment laws and best practice.
- In collaboration with user departments and directorates, develop a performance management system in order to build a performance culture linked to reward and recognition that supports the achievement of business strategy for NAPSA.

- Create a conducive working environment that supports high performance to facilitate achievement of NAPSA business objectives.
- Develop and coordinate the implementation of change management strategies necessitated by initiatives implemented in the Authority in line with the NAPSA business objectives and strategies, to ensure minimal resistance to the initiatives by staff, for successful implementation.
- Coordinate Organisation Design to ensure implementation of systems that support the NAPSA operating environment for enhanced business performance.
- Monitor the efficiency and utilisation of the Human Resource Information System to ensure appropriate interventions are undertaken to enhance utilisation and effectiveness for value addition in service delivery by the department.
- Coordinate the development of workforce plans and budgets to ensure the plans and budgets are prepared in a timely manner, and that high quality standards are considered to enhance responsiveness to business needs.
- Review Collective Bargaining Agreements to ensure the agreements consider the NAPSA operating environment and business strategy.
- Review HR reports for quality purposes and submit to the Director General and the Staff Affairs Committee of the board for decision making purposes.
- Monitor NAPSA compliance with Collective Bargaining Agreements, and with the labour laws to ensure minimal exposure to risk due to noncompliance.
- Develop and implement employee relationship management systems to ensure employee grievances and complaints are resolved in a timely manner.
- Coordinate the development of training and development strategies to ensure the availability of competencies critical for the realisation of the NAPSA growth objectives.
- Lead management teams in organisational diagnosis and design of optimal organisational structures.
- Hire top performers at all levels in order to deliver a talent pipeline
- Approve and monitor the NAPSA insurance portfolio for planning and improvement purposes ensuring that all insurance covers are up to date.
- Covers maintenance, transport, security incidents and investigations, and general administrative office support services.
- Approve and monitor all maintenance plans and schedules at the beginning of the year to ensure the working environment is conducive at all times.
- Review and approve all lease arrangements for office accommodation on behalf of the Authority to ensure the availability of adequate/ suitable accommodation facilities to support NAPSA business before they are signed off.
- Review and monitor various administrative contracts for outsourced services for strict adherence to service levels and contract terms, to ensure value for money for NAPSA.
- Monitor the management of the NAPSA vehicle pool to ensure consistent and adequate transportation facility.

Relevant Qualifications

- Five (5) “O” Levels with credit and above including Mathematics and English
- Bachelor’s Degree in Social Science, Human Resource Management or equivalent degree.
- Master’s Degree in a business related field.
- Registered with Zambia Institute of Human Resource Management and in possession of valid practicing certificate.

Personal and Professional Experience:

- Not less than ten (10) years of HR generalist and strategy formulation experience at senior management level, in an organisation of similar size.

2.0 DIRECTOR INFORMATION COMMUNICATIONS TECHNOLOGY NPS01 (Five Year Contract): Head Office

2.1 Main Purpose of the Job

This position is responsible for the provision of leadership in the management of Information Communications Technology for NAPSA. The position coordinates the development and implementation of a sound information technology platform in support of the NAPSA operations, to enhance efficiency and effectiveness in the administration of member funds.

2.2 Key Responsibilities:

- Coordinate the development of the section strategies and consolidate the strategies to ensure the IT directorate supports the implementation of the NAPSA business strategy for enhanced efficiency and effectiveness in operations.
- Coordinate the development and implementation of section work plans to ensure the section strategies are implemented within the set timelines and quality standards.
- Consolidate the section budgets and facilitate the allocation of resources critical for the implementation of the section strategies that support the overall IT strategy.
- Coordinate the IT directorate sections in the development of policies and procedures in order to provide guidelines that enhance compliance with legal guidelines, and with the other NAPSA policies and procedures.
- Supervise the management of IT changes in the directorate, and within the rest of the organisation, in order to minimise disruption to business operations as a result of resistance.
- Monitor IT service delivery in order to ensure maximum IT support to users for enhanced utilisation of IT facilities that enhance efficiency and effectiveness of operations.

- Formulate and monitor the implementation of the directorate budgetary control policies and procedures to ensure optimal resource utilization at NAPSA that supports cost management objectives of the Authority.
- Monitor the utilization and maintenance of the Information Communication Technology resources and Infrastructure at NAPSA, to ensure the infrastructure and resources provide optimum service for the Authority, and to support cost management through a reduction in breakdowns.
- Coordinate the development of new systems or modification of existing ones to ensure the Information Technology infrastructure is responsive to the needs of NAPSA, in order to provide an efficient platform from which to administer member funds.
- Develop the NAPSA Information Technology standard operating procedures and best practices, to provide guidance to users in order to achieve maximum benefits, and to ensure delivery of high quality service by the staff in the ICT Directorate.
- Develop and coordinate the implementation of an ICT risk management framework that supports the management of ICT related risks at NAPSA, to support the integrity and confidentiality of information at NAPSA that is critical for the administration of member funds.
- Coordinate the implementation of Information Communication Technology projects, to ensure the delivery of the projects in line with the set timelines, quality standards and budget.
- Review ICT systems, procedures and policies in line with best practice and the NAPSA operational needs and strategies, to ensure the NAPSA business operations are supported by an ICT framework that is responsive to the needs of the Authority.
- Coordinate the preparation of specifications for the software and hardware to be procured in support of the NAPSA operations, to ensure the software and hardware are compatible with the needs of the Authority.
- Monitor compliance with all regulations, procedures, policies and quality standards in the delivery of service, to ensure NAPSA is protected from penalties that result from non – compliance with regulations, and to support the provision of quality and timely support to the operations of NAPSA.
- Develop and coordinate the implementation of the ICT infrastructure that is responsive to the needs of NAPSA, and that considers best practice, to enhance efficiency in the administration of member funds.
- In liaison with the human resource department, coordinate the development of staff in the division to ensure the availability of competencies required for successful implementation of the ICT strategy, and staff performance management to enhance the achievement of the NAPSA objectives in the administration of member funds.
- Develop disaster recovery systems and business continuity plans, to ensure the directorate continues to deliver support in the administration of member funds at all times.
- Coordinate the provision of technical support to end users for all hardware and software, to facilitate ease in the use of information technology in the operations of NAPSA, hence enhancement of efficiency and effectiveness in the delivery of service in the administration of member funds.

- In liaison with the legal and supply chain departments, review and approve service level agreements and other contracts for the ICT department to ensure the contractual relationships consider all the needs of NAPSA and that the contracts enhance value for money for the Authority.
- Review reports generated by section heads in order to identify gaps in IT service delivery and recommend solutions to the gaps identified.

Relevant Qualifications

- Five (5) "O" Levels with credit and above including Mathematics and English
- Bachelor's Degree in Computer Science or equivalent.
- Master's Degree in a business related field.
- Relevant IT certification.

Personal and Professional Experience:

- Not less than ten (10) years of IT generalist and strategy formulation experience at senior management level, in an organisation of similar size.

TO APPLY

Your application letter should specify your contact details including contact telephone number(s), CV and copies of relevant Certificates.

Application letters should be addressed to:

Acting Director General
National Pension Scheme Authority
NAPSA House
Corner of Church & Kabelenga Roads
P O Box 51275
LUSAKA

The closing date for receiving applications is Tuesday, 3rd May 2022.

PLEASE NOTE THAT:

ANY FORM OF LOBBYING WILL LEAD TO AUTOMATIC DISQUALIFICATION OF THE CANDIDATE AND ONLY APPLICANTS WHO MEET THE SPECIFICATIONS INDICATED ABOVE WILL BE ACKNOWLEDGED.

BE SMART, SECURE YOUR FUTURE