



JOB DESCRIPTIONS

1. MANAGER FINANCE

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| JOB TITLE | Manager Finance |
| JOB GRADE | IBA 03 |
| UNIT | Accounts |
| REPORTS TO | Director General (Chief Executive Officer) |

2. JOB PURPOSE

To Develop, manage, implement and coordinate the financial and management accounting activities of the Authority and provide guidance to management in making key financial decisions relating to resource mobilization, investment analysis and other financial decisions to ensure that organisational objectives are achieved.

3. KEY RESPONSIBILITIES:

| No | Accountabilities | Key Result Areas |
|----|--|-----------------------------|
| 1. | Prepares a comprehensive and consolidated budget of estimates for the Authority to facilitate mobilization of financial resources. | Budget Function |
| 2. | Develop, implement and review financial plans, policies, systems and accounting procedures in line with International Public Sector Accounting Standards, International Financial Reporting Standards, International Accounting Standard and other relevant regulations as approved by the Board to ensure effective and efficient utilisation of the Authority's funds. | Financial Plans and Systems |
| 3. | Manage the preparation of plans for the directorate derived from the overall strategic plan of the Authority outlining what needs to be done annually to monitor the performance of the Authority. | Financial Strategic Plans |

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| 4. | Coordinate and supervise the timely and accurate preparation and submission of financial reports to facilitate decision making. | Financial Reports |
| 5. | Ensures effectively and timely maintenance of the Asset Register to enhance accountability. | Asset Register |
| 6. | Manage effectively Books of Accounts to facilitate efficient storage and retrieval of information. | Books of Accounts |
| 7. | Manages the security of accountable documents to prevent unauthorised access and destruction. | Accountable Documents |
| 8. | Manage and coordinates effectively preparation of unit and individual work plans to facilitate monitoring and evaluation of performance. | Performance Management |
| 9. | Manage effectively the utilisation of financial resources to facilitate attainment of set goals and objectives. | Fiduciary Management |
| 10. | Supervise effectively the utilisation of the Unit's Human Resource to facilitate attainment of set goals and objectives. | Supervision |
| 11. | Prepare annual financial statements for approval by Director General for reporting purposes. | Annual Financial Statements |
| 12. | Takes custody of the Authority funds and authorise all forms of payments and disbursements while maintaining sound cash flow position. | Custody of Funds |
| 13. | Facilitate the deployment of automated financial and accounting system. | Automation |
| 14. | Submit monthly and quarterly financial reports to Director General for information, planning and/or action. | Reporting |
| 15. | Formulate, periodically review, and maintain a unit risk register in accordance with the risk policy. | Risk Management |
| 16. | Supervise the preparation of payroll through the appropriate system. | Payroll Management |
| 17. | Supervises and undertakes timely preparation of responses to audit queries to ensure compliance to relevant accounting standards, laws, regulations, policies, processes and procedures. | Audit Queries |
| 18. | Performs any other duties as delegated by superiors. | Any other function |

4. ESSENTIAL/DESIRABLE QUALIFICATIONS/EXPERIENCE:

a) Professional Qualification:

- School certificate or its equivalent.
- Bachelor's degree in accountancy/Full ACCA or Full CIMA from recognised University/Institutions.
- Master's degree in a related field from a recognised University/Institution.
- Member of ZICA or ACCA or CIMA.

b) Minimum Relevant Work Experience:

- 5 years' post qualification work experience at least with 3 years in Financial Management within the Public Service.

- In-depth understanding of sage accounting system, Microsoft Excel, Aruti payroll and other accounting software used in government.
- In-depth knowledge and usage of internet banking.
- Experience in mobilising resources through strategic partnership with Development Fund Institutions (DFIs), donor community, Licensees, equity houses and the private sector.
- Excellent commercial and business acumen.

c) Skill Requirements

- Budgeting.
- Planning.
- Proficiency in Microsoft office suite and other relevant soft ware.
- Internet banking.
- Preparation of financial report
- Maintaining Asset Register in accordance with relevant accounting standards.
- Maintaining books of Accounts.
- Maintaining accountable documents such as payment vouchers, receipts, Contracts etc.
- Fiduciary management.
- Supervisory.
- Human Resource Management.
- Assessment skill.
- Internet banking and online Financial Management.
- Payroll administration.
- Ability to respond to audit queries and provide necessary documentation.
- Financial Risk Management.
- Negotiation.

d) Personal Attributes:

- High standards of integrity and morality
- High levels of interest in accounting
- Willing to learn new things and skills
- Passionate about setting high standards of excellence
- Reliable and trustworthy person; and
- A driver of the vision of accounting at Independent Broadcasting Authority.
- Strong communication and interpersonal

5. WORKING CONDITIONS:

- Office work environment.
- Use of computers and other office equipment.
- Concentration and analysis.
- Time keeper while managing tight deadlines.

- Involves dealing with a lot of Licensees scattered in the ten (10) regions of Zambia.
- Involves dealing with local institutions and international institutions in the broadcasting sector.
- Ability to handle Stress, may require work-life balance.

1. RISK COORDINATOR

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| JOB TITLE | RISK COORDINATOR |
| JOB GRADE | IBA 04 |
| UNIT | RISK |
| REPORTS TO | Director General (Chief Executive Officer) |

2. JOB PURPOSE:

Develop, review and implement the organization's risk management strategy and coordinate risk-related activities across various departments, and identify potential risks, establish risk mitigation plans, and foster a risk-awareness culture.

3. KEY RESPONSIBILITIES:

| No. | Accountabilities | Key Result Areas |
|-----|--|--------------------------------------|
| 1 | Conducts risk assessments and identifies potential risks faced by the Authority across different departments and sections. | Risk Identification and Assessment |
| 2 | Coordinates the development and implementation of the Authority's risk management strategy and action plans. | Development Risk Management Strategy |
| 3 | Collaborates with various departments to ensure risk management initiatives are integrated into their respective units. | Cross-Functional Collaboration |
| 4 | Develops and maintains risk documentation, including policies, procedures, and guidelines. | Risk Management Documentation |
| 5 | Facilitates risk culture development within the Authority. | Risk Culture Enhancement |
| 6 | Facilitates risk training sessions for staff to enhance risk awareness and build risk management capabilities. | Risk Training |

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| 7 | Monitors and reports on the Authority's risk profile as well as tracks the progress of risk mitigation actions. Providing regular updates to senior Management. | Risk Monitoring and Reporting |
| 8 | Consolidates and maintains the enterprise risk register. | Risk Register |
| 9 | Coordinates the periodic review and update of the Authority's risk management framework and risk appetite statement. | Risk Framework and Appetite |
| 10 | Collaborating with internal audit and compliance teams to ensure alignment and efficiency in risk management activities. | Internal Audit and Compliance |
| 11 | Preparation of Board, Committee and other reports as may be required. | Reports |
| 12 | Conducts risk assessments on vendor relationships and other external partnerships to assess potential risks and compliance. | Vendor and Partner Risk Assessments |
| 13 | Analyses risk data and trends to identify areas of improvement and advises on significant risk issues and recommends actions. | Risk Analysis and Recommendations |
| 14 | Conducts post-incident reviews to identify lessons learned and improve risk response strategies. | Post-Incident Review and Improvement |
| 15 | Prepare unit budget to ensure that expenditure is in line with approved institutional budget. | Budget |
| 16 | Coordinates with Risk Champions and acts on any risk identified in the institution timely. | Risk Management |
| 17 | Performs any other duties as delegated by superiors. | Any Other Function |

4. ESSENTIAL/DESIRABLE QUALIFICATIONS/EXPERIENCE:

(a). Professional Qualifications:

- School Certificate or equivalent.
- Bachelor's degree in Finance, Accountancy, Full ACCA or Full CIMA, Economics or Risk Management.

- Master' degree in Finance, Accountancy, Full ACCA or Full CIMA, Economics or Risk Management.
- Member of Risk Management Association.

(b) Minimum Relevant Work Experience:

Minimum 3 years experience in Risk Management in a reputable organization.

(c). Skills Required:

- Risk identification and assessment.
- Risk Management Strategy.
- Risk Documentation Management.
- Risk Culture Enhancement.
- Risk Training.
- Risk Monitoring and Reporting.
- Internal Audit and Compliance.
- Vendor and Partner Risk assessment.
- Risk Analysis.
- Risk management.
- Budgeting.
- Planning.

(d). Personal Attributes:

- High Standards of integrity and morality.
- High interest in Risk Management.
- Willing to learn new things and skills.
- Passionate about setting high standards of excellence in Risk Management.
- Reliable and trustworthy person; and A driver of the vision of Risk Management.

5. WORKING CONDITIONS:

- Office work environment.
- Use of computers and other Office equipment.
- Concentration and analysis.
- Time keeper while managing tight deadlines.
- Involves dealing with both senior and junior staff within IBA.

1. ACCOUNTANT

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|------------|-----------------|
| JOB TITLE | Accountant |
| JOB GRADE | IBA 05 |
| UNIT | Accounts |
| REPORTS TO | Manager Finance |

2. JOB PURPOSE

Responsible for handling the financial records of the Authority, manage receipts and payments and ensure compliance with statutory obligations.

3. KEY RESPONSIBILITIES:

| No | Accountabilities | Key Result Areas |
|----|---|---------------------------------------|
| 1 | Maintain accountable documents and records to facilitate easy access | Accountable Documents |
| 2 | Liaise with both customers and suppliers to ensure a well-established business relationship | Stakeholder relations |
| 3 | Ensures statutory obligations, payments and other financial obligations are made on time. | Compliance with statutory obligations |
| 4 | Accurately posts transactions to ensure that accounts records are up to date. | Data Capturing |
| 5 | Provide inputs into the annual budget by monitoring income and expenditure to ensure that it is aligned to the Strategic Plan. | Budget function |
| 6 | Undertake processing of payments and manage relationships with banks. | Transactions and relationships |
| 7 | Analyse effectively cost control measures to enhance value for money. | Cost Controls |
| 8 | Undertakes timely preparation of the Authority's payroll monthly. | Payroll |
| 9 | Participates in internal and external audit related matters. | Auditing |
| 10 | Ensure that income is appropriately accounted. | Revenue Management |
| 11 | Carry out monthly reconciliations of each supplier's account to ensure accuracy of creditor's information to prevent over payments and ensure accurate financial information. | Suppliers' Reconciliations |
| 12 | Carry out monthly Bank reconciliations. | Bank Reconciliations |

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| 13 | Submit monthly income and expenditure Reports to Manager Finance for information, planning and/or action. | Reporting |
| 14 | Handling and reconciliation of Petty cash. | Petty cash |
| 15 | Acts promptly to escalate any risks identified in the Unit. | Risk Management |
| 16 | Performs any other duties as delegated by superiors. | Any other function |

4. ESSENTIAL/DESIRABLE QUALIFICATIONS/EXPERIENCE:

a) Professional Qualifications:

- School certificate or its equivalent.
- Bachelor's degree in accountancy or Full ACCA or Full CIMA from a recognised University/Institution.
- Member of ZICA or ACCA or CIMA.

b) Minimum Relevant Work Experience:

- 3 years' post qualification work experience
- In-depth understanding of sage accounting system, Microsoft Excel and other accounting software

c) Skill Requirements

- Budgeting.
- Planning.
- Sound computing.
- Preparation of financial report.
- Maintaining Asset Register.
- Maintaining books of Account.
- Maintaining accountable document.
- Assessment.
- Internet banking.
- Payroll administration.
- Handling Auditing question.
- Risk Management.
- Ability to manage time effectively and meet tight deadlines.

d) Personal Attributes:

- High standards of integrity and morality
- High levels of interest in accounting
- Willing to learn new skills.
- Reliable and trustworthy person.

5. WORKING CONDITIONS:

- Office work environment.
- Use of computers and other office equipment.
- Concentration and analysis.

- Ability to manage time effectively and meet tight deadlines.

1. INSPECTOR

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|------------|----------------------------------|
| JOB TITLE | Inspector |
| JOB GRADE | IBA 05 |
| DEPARTMENT | Licensing and Compliance |
| UNIT | Inspectorate |
| REPORTS TO | Manager Licensing and Compliance |

2. JOB PURPOSE

Enforce compliance to broadcast standards.

3. KEY RESPONSIBILITIES:

| No | Accountabilities | Key Result Areas |
|----|--|-------------------------------|
| 1 | Ensure compliance with broadcast standards as contained in the IBA Act and other broadcast regulations. | Enforcement of Compliance |
| 2 | Undertakes Inspections of broadcast stations to ensure compliance with set broadcast standards. | Inspections |
| 3 | Undertakes monitoring and analysis of broadcast content to ensure compliance to the IBA Act and other regulations. | Monitoring of content |
| 4 | Draft reports on inspections, monitoring and other enforcement activities in line with prescribed standards, for submission to the supervisor. | Report writing |
| 5 | Undertake licensee relationship management activities to ensure amicable relations with licensees for effective regulation. | Relationship Management |
| 6 | Undertake research into trends in the sector and recommend necessary changes for effective regulation. | Research and Advisory opinion |
| 7 | Undertakes investigations, analysis and reporting on matters related to non-compliance. | Investigation |
| 8 | Prepare material, as may be required, to be used in compilation of monthly, quarterly and Annual Unit activity reports. | Reports |
| 9 | Track all non-compliance cases and ensure logical conclusion in a timely manner. | Compliance tracking |
| 10 | Acts promptly to escalate any risks identified in the Unit. | Risk Management |

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| 11 | Performs any other duties as delegated by the supervisor/s | Any other function |
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4. ESSENTIAL/DESIRABLE QUALIFICATIONS/EXPERIENCE:

a) Professional Qualifications:

- School certificate or its equivalent.
- Bachelor's degree in Mass Communication/Journalism/or Public Relations.
- Member of a relevant professional body

b) Minimum Relevant Work Experience:

- 3 years' experience.

c) Skill Requirements

- Excellent communication both in writing and speech.
- Research.
- Monitoring.
- Relationship management.
- Report writing.
- Investigation.

d) Personal Attributes:

- High standards of integrity and morality.
- Willing to learn new things and skills and
- Reliable and trustworthy person.

5. WORKING CONDITIONS:

- Office work environment/ field work
- Use of computers and other office equipment.
- Concentration and analysis.
- Ability to manage time effectively and meet tight deadlines.

1. CORPORATE COMMUNICATION OFFICER

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|------------|---------------------------------|
| JOB TITLE | Corporate Communication Officer |
| JOB GRADE | IBA 05 |
| DEPARTMENT | Corporate Communication |
| UNIT | Corporate Communication |
| REPORTS TO | Manager Corporate Communication |

2. JOB PURPOSE

To implement strategies, plans, activities and programmes for the Independent Broadcasting Authority (IBA) that enhance its visibility and promote a positive corporate image and attend to public complaints in order to ensure an ethical and client-responsive broadcasting industry.

3. Key Responsibilities

| No | Accountabilities | Key Result Areas |
|-----|--|------------------------------------|
| 1. | Implement communication activities to enhance the visibility and reputation of the IBA. | Communication Strategy |
| 2. | Develop and disseminate information on physical and electronic platforms. | Information Dissemination |
| 3. | Maintain IBA website and social media platforms. | Website and Social Media Platforms |
| 4. | Produce visual, audio and electronic awareness materials and content for dissemination. | Content Creation |
| 5. | Plan and implement social media/digital campaigns that drive stakeholder growth and engagement. | Social media/Digital Campaigns |
| 6. | Conduct media monitoring to identify reputational risks. | Risk Management |
| 7. | Implement branding guidelines on IBA materials. | Brand Visibility |
| 8. | Preparation of draft reports, speeches and press statements. | Reports, Speeches, Statements |
| 9. | Prepare draft newsletters, brochures and other communication materials. | Publications |
| 10. | Build synergies with other departments and units to ensure a constant flow of communication and information. | Internal Communication |
| 11. | Attend to public complaints and queries. | Public Complaints and Queries |
| 12. | Organise corporate events and functions. | Networking and Events |
| 13. | Conduct online monitoring, measurement and evaluation (analytics) of communication activities. | Monitoring and Evaluation |

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|-----|---|--------------------------------|
| 14. | Plan and implement social media/digital campaigns that drive stakeholder growth and engagement. | Social media/Digital Campaigns |
| 15. | Perform any other duties as assigned. | Other duties |

4. ESSENTIAL/DESIRABLE QUALIFICATIONS/EXPERIENCE:

a) Professional Qualifications:

- School certificate or its equivalent.
- Bachelors' Degree in Mass Communication or Journalism or Public Relations.
- Qualification in Web Site design or Infographics is an added advantage.
- Member of the Zambia Public Institute of Relations and Communication.

b) Minimum Relevant Work Experience required:

- 3 years' minimum experience in Communications and Public Relations.
- Experience in visual and digital communication methods is an added advantage.

c) Skill Requirements

- Publication.
- Audio visual content creation..
- Website management.
- Excellent numeral skills with the ability to develop budgets.
- Branding.
- Website design.
- Networking.
- Monitoring and Evaluation.

d) Personal Attributes:

- High standards of integrity and morality
- Willing to learn new skills.
- Reliable and trustworthy person.

\ 5. WORKING CONDITIONS:

- Office work environment/ field work
- Use of computers and other office equipment.
- Concentration and analysis.
- Ability to manage time effectively and meet tight deadlines.

1. SYSTEMS ADMINISTRATOR

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|------------|-------------------------------------|
| JOB TITLE | SYSTEM ADMINISTRATOR |
| JOB GRADE | IBA 06 |
| DEPARTMENT | STANDARDS, LICENSING AND COMPLIANCE |
| UNIT | TECHNICAL SERVICES |
| REPORTS TO | MANAGER TECHNICAL SERVICES |

2. JOB PURPOSE:

To develop and maintain ICT infrastructure and systems and conduct periodic analysis on ICT resource utilisation to facilitate the operation of the Authority.

3. KEY RESPONSIBILITIES:

| No | Accountabilities | Key Result Areas |
|----|---|--|
| 1 | To provide technical support and training as required across the institution. | Technical Support |
| 2 | Assist in Planning, development, and management of ICT infrastructure. | ICT Infrastructure Management |
| 3 | Maintenance, upgrade, and repair of ICT equipment and systems. | System Maintenance & Upgrades |
| 4 | Provide timely and effective end user support across the institution. | User Support |
| 7 | Maintain accurate and up-to-date inventory records of ICT infrastructure, systems, applications, and associated resources to optimize asset management. | Inventory & Resource Management |
| 8 | Perform routine preventive maintenance on ICT equipment. Identify, assess, and promptly escalate any ICT-related risks to mitigate potential threats. | Preventive Maintenance & Risk Mitigation |
| 9 | Assist in ensuring secure data storage practices are in place, with regular backups and disaster recovery strategies. | Data Security & Backup Management |
| 10 | Provide support in Implementation of ICT policies and procedures, recommending and implementing improvements. | Change & Process Improvement |
| 11 | Acts promptly to escalate any risks identified. | Risk Management |
| 12 | Undertake research and development to improve ICT systems and business processes. | Research and Development |
| 13 | Performs any other duties as delegated by superiors. | Other Duties |

4. ESSENTIAL/DESIRABLE QUALIFICATIONS/EXPERIENCE:

(a). Professional Qualification:

Bachelor's degree in Computer Science, Information Technology, or a related field.

(b). Minimum Relevant Experience:

At least 2 years' experience in a similar role.

(c) Skill Requirements:

- Proficiency in Operating Systems (Windows Server, Linux, macOS, etc.).

- Knowledge of Firewalls, Security Appliances, and IDS/IPS Systems
- Ability to Review the Impact of Institutional ICT Policies and Procedures.
- Knowledge of Virtualization Technologies (VMware, Hyper-V, Docker, Kubernetes).
- Database Management Skills (SQL, MySQL, Oracle, etc.).
- Expertise in Active Directory and Group Policy Management.
- Knowledge of Cloud Platforms (Microsoft 365, AWS, Azure, Google Cloud, etc.).
- Data Backup, Disaster Recovery Solutions, and Business Continuity Planning.
- ICT Infrastructure Management and Maintenance (servers, network devices, workstations).
- Data Management Solutions (storage, migration, data integrity, compliance).
- Risk Management (vulnerability assessments, system security, threat mitigation).
- Research and Development in ICT Systems (evaluating and implementing new technologies).
- Ability to Train Staff in ICT Usage (training, support, creating materials).
- Performance Monitoring and Optimization (system tuning, load balancing, and resource management).

d) Personal Attributes:

- High standards of integrity and morality.
- Willing to learn new skills.
- Reliable and trustworthy person.

5. WORKING CONDITIONS:

- Office work environment/ field work
- Use of computers and other office equipment.
- Concentration and analysis.
- Ability to manage time effectively and meet tight deadlines.

1. ADMINISTRATIVE OFFICER

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|------------|--|
| JOB TITLE | Administrative Officer |
| JOB GRADE | IBA 06 |
| DEPARTMENT | Human Resource and Administration |
| UNIT | Administration |
| REPORTS TO | Director Human Resource and Administration |

2. JOB PURPOSE

To supervise and undertake the provision of administrative and logistical support services to facilitate efficient and effective operations of the Authority.

3. KEY RESPONSIBILITIES:

| No | Accountabilities | Key Result Areas |
|----|---|----------------------------------|
| 1 | Coordinates the day-to-day operations of the Authority in the provision of support services. | Provision of support services |
| 2 | Implement and maintain a range of administrative systems and procedures to ensure effective support to the Authority. | Administrative systems |
| 3 | Ensures effectively the maintenance of buildings and surroundings to enhance a conducive working environment. | Office Superintendence |
| 4 | Ensure timely provision of office space for officers in order to enhance operation. | Office Space |
| 5 | Ensure timely availability and maintenance of office equipment in order to enhance effective and efficient operations of the Authority. | Office equipment |
| 6 | Ensures effectively the provision of adequate security on the premises in order to safeguard lives and property. | Security |
| 7 | Undertakes effectively the availability and maintenance of the transport system to enhance mobility at the Authority. | Fleet management and maintenance |
| 8 | Perform staff appraisals in the unit and make recommendations. | Staff Appraisals |
| 9 | Prepare reports bi-weekly pertaining to operations of the unit. | Reports Produced |
| 10 | Acts promptly to escalate any risks identified in the Unit. | Risk management |
| 11 | Ensures timely provision of support services to the authority | Provision of support services |
| 12 | Perform any other duties as delegated by superiors. | Any other function |

4. ESSENTIAL/DESIRABLE QUALIFICATIONS/EXPERIENCE:

a) Professional Qualifications:

- School certificate or its equivalent.
- Bachelor's degree in public administration/human resource management, or Business Administration.
- Member of the Zambia Institute of Human Resources Management (ZIHRM).

b) Minimum Relevant Work Experience:

- 3 years of experience in a similar role.

c) Skill Requirements

- Communication skill both in writing and speech.

- Supervisory.
- Fleet management.
- Report writing.
- Networking.
- Appraisal.

d) Personal Attributes:

- High standards of integrity and morality
- Willing to learn new skills.
- Reliable and trustworthy person.

5. WORKING CONDITIONS:

- Office work environment/ field work
- Use of computers and other office equipment.
- Concentration and analysis.
- Ability to manage time effectively and meet tight deadlines.

1. SECRETARY

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|------------|-----------------------------------|
| JOB TITLE | SECRETARY |
| JOB GRADE | IBA 08 |
| DEPARTMENT | HUMAN RESOURCE AND ADMINISTRATION |
| UNIT | HUMAN RESOURCE AND ADMINISTRATION |
| REPORTS TO | ADMINISTRATIVE OFFICER |

2. JOB PURPOSE

To provide quality and efficient, administrative services to the Directorates by coordinating information flow in order to facilitate and maintain an efficient communication system for superiors both within and outside the Authority. To provide secretarial services to the Directors and members of staff in the Directorates.

3. KEY RESPONSIBILITIES:

| No | Accountabilities | Key Result Areas |
|----|--|------------------|
| 1 | Attend to internal and external visitors by welcoming, screening and directing them as appointments fall due in dates and time to the respective Directorates. | Guest Relations |
| 2 | Keeps accurately records of appointments and assignments in order to ensure timely attention and action. Update the Directors official diaries by entering and cancelling where necessary to | Appointments |

| No | Accountabilities | Key Result Areas |
|----|---|--|
| | provide the notices of appointments as when they need to meet who and where. | |
| 3 | Attend to all visitors well, makes and serves beverages to them in order to enhance the image of the office. Answering questions and meeting requests directed to the Directors. | Guests |
| 4 | Prepare confidential reports, letters and memos and ensures that the documents are signed by superiors and well presented for dispatch on time. | Typing |
| 5 | Maintain documents in a secure manner by locking and keeping the key for cabinets in order to preserve confidentiality of the documents and safe keeping of refreshments for the executives. Reports any damages to the office equipment and arranges for immediate repairs to ensure security. | Security/Safety for Office materials or equipment. |
| 6 | Timely informs the Directors of all communication received by the office for both internal and external parties on a daily basis. Follows up on requests from both internal and external parties requiring the Directors attention on their behalf . | Liaisons |
| 7 | Ensures timely acquisition of office requisites in order to maintain the image of the office. | Office Requisites |
| 8 | Takes notes of meetings and prepares the Reports for record purposes. | Reports Produced |
| 9 | Maintain a record of all important phone numbers, e-mail addresses and physical addresses by recording in the directory for follow up and business transactions of the offices. | Contact Numbers and emails |
| 10 | Liaises with Managers and other Team members within the departments by informing them as and when they are required for emergency or planned weekly/monthly meetings with the Directors. | Departmental / Team Meetings |
| 11 | Liaises with Director General's, Personal Assistant and other Managers within the three (3) | Report Management |

| No | Accountabilities | Key Result Areas |
|----|---|--------------------|
| | Directorates on ensuring that all departmental reporting deadlines are met. | |
| 12 | Acts promptly to escalate any risks identified in the Unit. | Risk Management |
| 13 | Perform any other duties as delegated by superiors | Any other function |

4. ESSENTIAL/DESIRABLE QUALIFICATIONS/EXPERIENCE:

(a). Professional Qualifications:

- Grade twelve full certificate with credit in English language or better.
- Diploma in Secretarial Training or Diploma in Mass Communication or Diploma in Public Relations.
- Ability to prepare reports.

(b). Minimum Relevant Work Experience Required:

- 2 years relevant experience.

(c). Skill Requirements:

- Courtesy and public relations.
- Writing Reports.
- Attending to visitors and stakeholders.
- The use of Computer.
- Record Management.
- Arranging meetings.
- Diary Management.
- Communication both oral and written.
- Risks management.

(d). Personal Attributes:

- High standards of integrity and morality
- Willing to learn new things and skills and
- Reliable and trustworthy person.

5. WORKING CONDITIONS:

- Office work environment/ field work
- Use of computers and other office equipment.
- Concentration and analysis.
- Ability to manage time effectively and meet tight deadlines.

1. FRONT OFFICE EXECUTIVE

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|------------|-----------------------------------|
| JOB TITLE | Front Office Executive |
| JOB GRADE | IBA 10 |
| DEPARTMENT | Human Resource and Administration |
| UNIT | Human Resource and Administration |
| REPORTS TO | Administrative Officer IBA 05 |

2. JOB PURPOSE

To provide effective and efficient front office services in order to facilitate the smooth operations of the Authority.

3. KEY RESPONSIBILITIES:

| No | Accountabilities | Key Result Areas |
|----|---|-------------------------------|
| 1 | Attends promptly to all telephone calls in order to ensure timely attention and recording of messages to enhance communication. | Phone Calls and Messages |
| 2 | Managing the front office to ensure effective phone and mail communications both internally and externally to maintain professional Image. | Front office Management |
| 3 | Keeps accurate records of appointments and assignments in order to ensure timely attention and action. | Appointments |
| 4 | Attends to all visitors and/or directs them to the appropriate office. | Front Office Management |
| 5 | Perform routine clerical and administrative duties, such as entering prescribed data, and signing for packages as required. | Clerical and administrative |
| 6 | Keep tabs on who is coming and going by following procedures; monitoring logbook; as well as reporting anything suspicious. | Security |
| 7 | Keeps all important phone, e-mail addresses and physical addresses by recording in the directory for follow up and business transactions of the office. | Important Contact information |
| 8 | Acts promptly to escalate any risks identified in the Unit. | Risk Management |
| 9 | Perform any other duties as delegated by superiors. | Any other function |

4. ESSENTIAL/DESIRABLE QUALIFICATIONS/EXPERIENCE:

a. Professional Qualifications:

- School certificate with a credit in English or better or its equivalent.

- Diploma in Mass Communication/Public Relations/ Journalism/ Public Administration/ Human Resource Management /Business Administration

b) Minimum Relevant Work Experience Required:

- 3 years' experience required.

c) Skills Requirements

- Communication (both in writing and speech).
- Front office management.
- Managing appointments.
- Networking.
- Record keeping.
- Managing important information.
- Courtesy.

d) Personal Attributes:

- High standards of integrity and morality
- Willingness to learn new things and skills and
- Reliable and trustworthy person.

5. WORKING CONDITIONS:

- Office work environment/ field work
- Use of computers and other office equipment.
- Concentration and analysis.
- Ability to manage time effectively and meet tight deadlines.

1. OFFICE ASSISTANT

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|------------|-----------------------------------|
| JOB TITLE | OFFICE ASSISTANT |
| JOB GRADE | IBA 11 |
| DEPARTMENT | HUMAN RESOURCE AND ADMINISTRATION |
| UNIT | HUMAN RESOURCE AND ADMINISTRATION |
| REPORTS TO | ADMINISTRATIVE OFFICER |

2. JOB PURPOSE:

Responsible for cleaning offices, windows, surroundings and motor vehicles for the Authority to make the surroundings and motor vehicles conducive for work.

3. KEY RESPONSIBILITIES:

| No | Accountabilities | Key Result Areas |
|----|--|------------------|
| 1 | Sweep and clean offices, toilets, bathrooms and passage ways, and empties bins to ensure cleanliness to provide a conducive working environment daily. | House keeping |

| | | |
|----|--|---|
| 2 | Scrub, dust windows, desks and apply relevant cleaning/ furnishing material to maintain a high standard of cleanliness. | Scrubbing |
| 3 | Cleans public areas of the organization, including car ports, cars, parking areas, path ways among others. | Clean general surrounding and items like cars |
| 4 | Lock all the doors and closes all the windows (offices, storerooms and all others) to ensure they are properly secured under lock and key before leaving the premises. | Security |
| 5 | Carry out clerical and administrative duties as and when required. | Clerical and administrative tasks done |
| 6 | Undertake the cleaning of vehicles as and when required. | IBA vehicles |
| 7 | Maintains the landscaping around the Authority's grounds. | Gardening |
| 8 | Wash eating and drinking utensils in order to make them hygienic for use in a timely and regular manner. | Utensils cleaned |
| 9 | Acts promptly to escalate any risks identified in the Unit. | Risk Management |
| 10 | Slash, water and maintain gardens around the IBA offices and surroundings. | Gardens Maintained |
| 11 | Perform any other duties as delegated by superiors. | Any other function |

4. ESSENTIAL/DESIRABLE QUALIFICATIONS/EXPERIENCE:

(a). Professional Qualification:

- Grade Twelve (12) with five Subjects including English.

b) Minimum Relevant Work Experience:

Nil.

5. Personal Attributes:

- High standards of integrity and morality
- Willingness to learn new things and skills and
- Reliable and trustworthy person.
- Hard working and self driven to work.

The closing date for receiving applications is 25th March 2025.

Interested candidates can access full job descriptions and requirements on the Authority's website: www.iba.org.zm

All applicants that shall be shortlisted to attend interviews, will be required to come with the original certificates to gather with validation document for each certificate from Zambia Qualification Authority (ZAQA).

Applications should be addressed to/ delivered and placed in the Tender Box at the IBA Offices to:

The Director General

The Independent Broadcasting Authority (IBA)
Mass Media Complex
Alick Nkhata Road
P. O. Box 32475
LUSAKA
ZAMBIA

Applications can be sent by mail to the above address or hand delivered and placed in the Tender Box at the IBA Offices or sent via Email: jobs@iba.org.zm