



# Insurance Regulatory Authority of Uganda

*Driving insurance growth*

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## ***JOB ADVERTISEMENT***

The Insurance Regulatory Authority of Uganda is mandated to regulate, supervise, monitor and control the business of Insurance in Uganda. To strengthen its regulatory mandate, the Authority wishes to recruit suitably qualified Ugandans to fill the following vacancies;

<b>Position</b>	:	<b>Director Legal /Secretary to the Authority</b>
<b>Number of Positions</b>	:	One (1)
<b>Directorate/Office</b>	:	Legal
<b>Level</b>	:	IRA 2
<b>Duty Station</b>	:	Head Office
<b>Responsible To</b>	:	Chief Executive Officer
<b>Responsible For</b>	:	Manager Regulation & Drafting, Manager Complaints & Litigation, Board Administration Officer, Administrative Secretary
<b>Working Relationships</b>	:	<b>Internal:</b> Board/CEO/ Heads of Departments <b>External:</b> Government Ministries and entities, External counsel, Law practicing and collaborating firms, Courts of Law, and the public.

### **PURPOSE**

To handle Board Affairs, provide legal and compliance support in running the Authority to ensure that it achieves its mandate in an effective and efficient manner.

### **DUTIES AND RESPONSIBILITIES**

#### **Secretary to the Authority Duties**

1. Prepare Board and committee meetings, take minutes of the proceedings and follow-up on action points.
2. Ensure that Board papers are prepared and distributed in good time for meetings and keep records of all the activities of the Authority and its committees.
3. Coordinate the documentation and record keeping of Board documents.
4. Provide legal counsel to the Board as and when required and coordinate legal matters by liaising with the pertinent external bodies and the CEO.
5. Give legal advice to, and represent, the Authority in courts of law.
6. Carry out any other duties as may be assigned from time to time.

#### **Head of Department Duties**

1. Develop and oversee the systems IRA complies with all applicable codes as well as its legal and statutory requirements.
2. Monitor enactments of laws and regulations and assess their impact on the operations of the Authority.

3. Ensure the establishment of a mechanism by which public complaints can be received and oversee the attendance to and handling of complaints from the public.
4. In liaison with the Supervision department, ensure that all insurance players comply with the statutory requirements.
5. Oversee the analysing of proposals and other policy documents.
6. Carry out any other duties as may be assigned from time to time.

#### **KEY PERFORMANCE INDICATORS**

1. Timely and accurate preparation of Board meetings, minutes, documentation and records.
2. Secured and maintained Board documents
3. Fully executed and registered legal documentation.
4. Compliance with all statutory obligations.
5. Security of company seal, legal documents and land titles.
6. Legal representation of IRA.
7. Effective litigation.
8. Board Work plan and Calendar in place
9. Work plan and Calendar adhered too.
10. Competent department staff.
11. Timely submission of departmental appraisal forms

#### **PERSON SPECIFICATIONS**

##### **Qualifications**

1. Bachelor's (Honors) of Law
2. At least a Master's Degree in Law
3. Diploma in Legal Practice
4. A valid Practicing Certificate.
5. Professional qualifications in ICSA (Institute of Chartered Secretaries & Administrators), or its equivalents.
6. Professional qualification in Insurance will be an added advantage.

##### **Experience**

At least 9 Years of managerial experience of which 6 are at Managerial level and Board affair Management.

##### **Competencies**

1. Personal presentation
2. Knowledge of legal and regulatory provisions
3. Leadership skills
4. Strategic Planning and Implementation
5. Decision making
6. Negotiation skills
7. Communication skills
8. Analytical skills
9. Risk management
10. Knowledge of Board systems and procedures

**Position** : **Manager Quality Assurance**  
**Number of Positions** : **One (1)**  
**Directorate/Dept./Office** : **CEO's Office**  
**Level** : **IRA 3**  
**Duty Station** : **Head Office**  
**Responsible to** : **Chief Executive Officer**  
**Responsible for** : **Executive Secretary**  
**Working Relationships** : **Internal: CEO/All staff**  
: **External: Customers/Government Officials/Auditors**

**Job Purpose** : Provide high level, professional, business and administrative management support to the CEO, and the senior management team. The individual will be responsible for coordinating day-to-day projects and liaising with other Departments throughout the organization.

### **DUTIES AND RESPONSIBILITIES**

1. Monitor and report on the implementation of plans and projects highlighting the progress, delays, risks, and opportunities.
2. Liaise with the senior management team members and other stakeholders both internal and external and support the CEO to ensure tasks are completed as scheduled in departmental work plans.
3. Collect and analyse the performance reports from the Directorates and prepare summarized reports required by the CEO and the Board.
4. Coordinate development of strategic plans and annual plans and budget and periodic review of the progress of implementation.
5. Monitor and advise CEO on the progress of the implementation of the Authority's strategic plan and annual plans.
6. Carry out research, prepare, review speeches and presentations of the CEO and ensure that they conform to the required standards.
7. Coordinate submission of reports required by the line ministry and key external stakeholders.
8. Prepare, plan and give accountability for the CEO's office budget and resources.
9. Documents – proof-reading all outgoing documentation including to the Board to ensure accuracy and quality.

### **KEY PERFORMANCE INDICATORS**

1. Effective coordination of implementation of Strategic Plan and Annual Plans
2. Timely and accurate reports provided to the CEO.
3. Accurate documents sent out.

### **PERSON SPECIFICATIONS**

#### **Qualifications**

1. **A relevant (Honors) Bachelor's degree or its equivalent.**
2. **At least Master's degree in Economics or any other relevant field**
3. Professional qualification in ICSA (Institute of Chartered Secretaries & Administrators), CPS (Chartered Public Secretary) or CS (Chartered Secretary) will be an added advantage.

#### **Experience**

6 years' working experience in related assignments/field, is an added advantage.

#### **Competencies**

1. Personal presentation
2. Communication
3. Strategic planning and budgeting
4. Analytical skills
5. Report writing
6. Decision making
7. Interpersonal skills
8. Networking skills
9. Computer proficiency
10. Attention to finer detail.

**Position** : **Manager Regulation & Drafting**  
**Number of Positions** : **One (1)**  
**Directorate/Dept./Office** : **Legal**  
**Level** : **IRA 3**  
**Duty Station** : **Head Office**  
**Responsible to** : **Director Legal/Secretary to the Authority**  
**Responsible for** : **Sr. Legal Officer**  
**Working Relationships** : **Internal: CEO/All staff**  
: **External: Lawyers/Law enforcement**  
**Officials/Insurance Players**

**Job Purpose** : Provide effective statutory, legal and legislative expertise to IRA so that legislations are in place in accordance to the Insurance Act and other pertinent laws.

**DUTIES AND RESPONSIBILITIES**

1. Provide regulatory, legislative and legal advice.
2. Review, research and draft pertinent legal documents in accordance with statutory requirements.
3. Provide legislative drafting services.
4. Participate in monitoring and reviewing legislation.
5. Provide report on legislation affecting operations of IRA as and when the need arises.
6. Participate in preparing Board papers for board meetings.
7. Provide support to the Supervision department on inspection matters.
8. In liaison with the Manager Complaints & Litigation, review and provide advice on inquiries, litigation and general public queries.
9. Participate in implementing Board decisions that are legally related.
10. Carry out any other duties as may be assigned from time to time.

**KEY PERFORMANCE INDICATORS**

1. Timely and effective legal services offered to management and staff.
2. Accurate legal documentation.
3. Up-to-date Laws.

**PERSON SPECIFICATIONS**

**Qualifications**

1. Bachelors (Honors) degree in Law.
2. At least a Master’s Degree in Law
3. Diploma in Legal Practice
4. Must be an enrolled Advocate

5. Professional qualification in Insurance, ICASA or any other equivalent professional qualification.

### **Experience**

6 years general experience in general legal practice with competences and 3 years hands on experience in Legislative drafting.

### **Competencies**

1. Knowledge of Legal Drafting.
2. Personal presentation
3. Leadership
4. Analytical skills
5. Communication skills

<b>Position</b>	:	<b>Executive Secretary</b>
<b>Number of Positions</b>	:	<b>One (1)</b>
<b>Directorate/Dept./Office</b>	:	<b>CEO's Office</b>
<b>Level</b>	:	<b>IRA 4</b>
<b>Duty Station</b>	:	<b>Head Office</b>
<b>Responsible to</b>	:	<b>Manager Quality Assurance</b>
<b>Responsible for</b>	:	<b>Administrative Secretary</b>
<b>Working Relationships</b>	:	<b>Internal: CEO/All staff</b>
	:	<b>External: Government Officials/Public/insurance Players</b>

**Job Purpose** : Provide administrative and secretarial support to the CEO's office in line with the CEO's directive, IRA's policies and best practices.

### **DUTIES AND RESPONSIBILITIES**

1. Review all documents forwarded for CEO's signature/approval to ensure correctness and accuracy
2. Keep track of the implementation of Board resolutions and update the CEO accordingly
3. Develop and Monitor the performance of the budget for CEO's Office
4. Manage contracts and Projects under CEO's Office
5. Coordinate leave plans for CEO's direct reports
6. Prepare, review and follow up CEO's internal correspondences and directives and ensure bring ups are adequately addressed.
7. Receive and direct Executive calls and inbox Management
8. Perform internal Public Relations role for CEO's Office
9. Maintain an efficient and effective record management system for CEO's office.
10. Monitor the implementation of the Authority's Operational plan and advise the CEO accordingly.
11. Maintain security, safety and confidentiality of documents in CEO's Office.
12. Coordinate the smooth running of CEO's Office including its general welfare
13. Carry out any other duty as may be assigned by the CEO from time to time.

### **Qualifications**

Bachelor's (Honors) degree in Secretarial studies, Business Administration or in any relevant/related field.

## **Experience**

Three years of dedicated service as a Personal Assistant or Executive Secretary reporting to the Managing Director/Executive Director/Chief Executive Officer will be an added advantage.

## **Competencies & Knowledge:**

1. Personal presentation
2. Flexibility and adaptability
3. Planning & organizing
4. Excellent Communication skills (both oral & written)
5. Organisational skills and ability to multitask
6. Client service
7. Analytical skills
8. Knowledge of standard software packages
9. Excellent time Management
10. Interpersonal skills

<b>Position</b>	:	<b>Senior Finance Officer</b>
<b>Number of Positions</b>	:	<b>One (1)</b>
<b>Directorate/Dept./Office</b>	:	<b>Finance</b>
<b>Level</b>	:	<b>IRA 4</b>
<b>Duty Station</b>	:	<b>Head Office</b>
<b>Responsible to</b>	:	<b>Director Finance</b>
<b>Responsible for</b>	:	<b>Reconciliation Officer/Receipts &amp; Payments Officer</b>
<b>Working Relationships</b>	:	<b>Internal: All Departments/Units</b>
	:	<b>External: Gov't Officials/Contractors/Customers/Public</b>
<b>Job Purpose</b>	:	Maintain the established financial and budgeting procedures and financial reporting while ensuring compliance with all regulatory requirements as relating to IRA.

## **DUTIES AND RESPONSIBILITIES**

1. Review all transactions posted into the accounting system on a weekly basis;
2. Review of invoices to ensure all necessary documents are attached as a prerequisite to processing them for payment;
3. Supervise the investigation and follow up of all outstanding items on bank reconciliation statements;
4. Manage Staff imprest, loans, and advances, to ensure all are settled as per IRA policies/agreement;
5. Ensure statutory obligations are settled within the stipulated timelines;
6. Review and confirm the accuracy of the payroll and statutory returns;
7. Review general journal entries;
8. Follow up debtors as per IRA policies;
9. Ensure that all financial transaction vouchers are properly kept and secure;
10. Staff supervision, mentoring to ensure the technical capability
11. Any other duties as may be assigned from time to time.

## **KEY PERFORMANCE INDICATORS**

1. Accurate and updated books of accounts
2. Reconciled accounts
3. Statutory obligations paid on time

## **JOB SPECIFICATION**

### **Qualifications**

1. At least a Bachelor's degree (Honours) in Commerce, Business Administration (Accounting/Finance Option) any equivalent qualification from a reputable higher institution of learning.
2. Professional qualification such as ACCA, CPA is an added advantage

### **Experience**

At least 3 years' experience working in a similar position or in a related environment  
Knowledge of a number of accounting packages is an added advantage.

### **Competencies**

1. Personal presentation
2. Business awareness
3. Financial management & reporting skills
4. Knowledge of statutory and tax regulations
5. Interpersonal skills
6. Communication skills
7. Analytical skills
8. Self-motivated and result oriented

<b>Position</b>	:	<b>Legal Officer Complaints</b>
<b>Number of Positions</b>	:	<b>Two (2)</b>
<b>Directorate/Dept./Office</b>	:	Legal
<b>Level</b>	:	<b>IRA 5</b>
<b>Duty Station</b>	:	<b>Head Office</b>
<b>Responsible to</b>	:	Senior Legal Officer Complaints & Litigation
<b>Responsible for</b>	:	Interns & Legal Clerks
<b>Working Relationships</b>	:	<b>Internal:</b> Legal Office/All staff
	:	<b>External:</b> Lawyers and Law Enforcement Organs/Court Officials/insurance players
<b>Job Purpose</b>	:	Assist in legal services provision in accordance with Authority's policies and procedures and the law.

### **DUTIES AND RESPONSIBILITIES**

1. Attend to walk in and caller in's by giving the necessary guidance.
2. Assist in attending to Complaints including their registration, scheduling of meetings, making follow-ups, utilization of the automated complaints system, writing proceedings and decisions etc.
3. Assist in the generation of monthly, quarterly, annual and other complaints related reports.
4. Assist and participate in community sensitisations and other outreach activities.
5. Assist in assessing the legal implications of the Authority's dealings with licensees and other operators who carry on business that falls within the purview of the Insurance Act and other pertinent laws and regulations.
6. Assist in the interpretation of and enforcement of the Insurance Act and other pertinent laws and regulations, as the need may arise.
7. Assist in the carrying out of legal research and provision of legal advice to the Authority.
8. Assist in reviewing insurance proposals and policy forms.
9. Carry out any other duties as may be assigned from time to time.

### **KEY PERFORMANCE INDICATORS**

1. Timely submission of reports and other legal documents

2. Timely attendance to complaints.
3. Timely attendance to internal and external customers

**PERSON SPECIFICATIONS**

**Qualifications**

Bachelor s of Laws degree (Honor’s)  
 Diploma in Legal Practice

**Competencies**

1. Personal Presentation
2. Knowledge of legal and regulatory provisions
3. Analytical skills
4. Communication skills

<b>Position</b>	:	<b>Legal Officer Regulation &amp; Drafting</b>
<b>Number of Positions</b>	:	<b>One (1)</b>
<b>Directorate/Dept./Office</b>	:	Legal
<b>Level</b>	:	<b>IRA 5</b>
<b>Duty Station</b>	:	<b>Head Office</b>
<b>Responsible to</b>	:	Manager Regulations and Drafting
<b>Responsible for</b>	:	Interns & Legal Clerks
<b>Working Relationships</b>	:	<b>Internal:</b> Legal Office/All staff
	:	<b>External:</b> Lawyers and Law Enforcement Organs/Court Officials/insurance players
<b>Job Purpose</b>	:	Provide legal services support to the Legal Office in the provision of Regulation and drafting services.

**DUTIES AND RESPONSIBILITIES**

1. Assist in assessing legal implications in the Authority’s dealings with the insurance companies, other operators who carry on other business that falls within the purview of the Insurance Act and other pertinent laws and regulations.
2. Interpret the Insurance Act and other pertinent laws and regulations, to assist in the enforcement together with its related regulations as the need may arise.
3. Assist in monitoring enactments of laws and regulations and assess their impact on the operations of the Authority.
4. Provide legal advice to the Authority.
5. Review insurance proposals and policy forms.
6. Assist in reviewing, researching and drafting pertinent legal documents in accordance with statutory requirements.
7. Carry out any other duties as may be assigned from time to time.

**KEY PERFORMANCE INDICATORS**

1. Updated laws.
2. Accurate legal documents
3. Timely advise.

**PERSON SPECIFICATIONS**

**Qualifications**

1. Bachelor s of Laws degree (Honors).
2. Diploma in Legal Practice.

**Competencies**

1. Personal presentation
2. Knowledge of legislative drafting



3. Analytical skills
4. Communication skills

<b>Position</b>	<b>:</b>	<b>Legal Officer Litigation</b>
<b>Number of Positions</b>	<b>:</b>	One (1)
<b>Directorate/Office</b>	<b>:</b>	Legal
<b>Level</b>	<b>:</b>	IRA 5
<b>Duty Station</b>	<b>:</b>	Head Office
<b>Responsible To</b>	<b>:</b>	Senior Legal Officer Complaints & Litigation
<b>Responsible For</b>	<b>:</b>	Interns & Law Clerks
<b>Working Relationships</b>	<b>:</b>	Lawyers and Law Enforcement Organs/Court Officials/insurance Players.
<b>Job Purpose</b>	<b>:</b>	Assist in legal services provision in accordance with Authority's policies, procedures and the law.

### **DUTIES AND RESPONSIBILITIES**

1. Assist internal and external counsel by carrying out legal research and drafting of court documents including pleadings, submissions etc.
2. Assisting in the effective representation and followup of cases involving the Authority.
3. Assist in the de registration and winding up of dormant and non compliant insurance entities.
4. Assist in securing the approval of Chambers and acquisition of Practicing Certificates for members.
5. Assist in assessing the legal implications of the Authority's dealings with licensees and other operators who carry on business that falls within the purview of the Insurance Act and other pertinent laws and regulations.
6. Assist in the interpretation of and enforcement of the Insurance Act and other pertinent laws and regulations, as the need may arise.
7. Assist in the monitoring of enactments of laws and regulations and assessing their impact on the operations of the Authority.
8. Assist in the provision of legal advisory services to the Authority.
9. Carry out any other duties as may be assigned from time to time.

### **KEY PERFORMANCE INDICATORS**

1. Timely submission of reports and other legal documents.
2. Timely attendance to court.
3. Timely attendance to external and internal customers.

### **PERSON SPECIFICATIONS**

#### **Qualifications**

1. Bachelor s of Laws degree (Honours)
2. Diploma in Legal Practice.

#### **Competencies**

1. Personal Presentation
- 2 .Knowledge of legal and regulatory provisions
- 3 .Analytical skills
3. Communication skill

<b>Position</b>	:	<b>Inspection Officer Health</b>
<b>Number of Positions</b>	:	<b>Two (2)</b>
<b>Directorate/Dept./Office</b>	:	Supervision
<b>Level</b>	:	<b>IRA 5</b>
<b>Duty Station</b>	:	<b>Head Office</b>
<b>Responsible to</b>	:	Senior Inspection Officer
<b>Responsible for</b>	:	None
<b>Working Relationships</b>	:	<b>Internal:</b> All staff
	:	<b>External:</b> Government Agencies
<b>Job Purpose</b>	:	Provide support in ensuring compliance with the provisions of the Insurance Act and the Regulations in relation to health insurance.

#### **DUTIES AND RESPONSIBILITIES**

1. Carry out off-site and on-site inspection of Health Membership Organisations, Insurance companies, agencies, branches and insurance brokers who/which underwrite/place health insurance business.
2. Assist with licence applications for Health Membership Organisations, Insurance companies, life insurance agents, insurance brokers who underwrite/place health insurance business.
3. Monitor the implementation of the provisions of the Insurance Act and advice on the adequacy of the Act.
4. Assist in the review of proposals and policy forms, reinsurance arrangements and premium rates for health insurance companies.
5. Assist in the review and assess suitability of new products, especially Health Insurance products, recommend them for approval.
6. Provide recommendations to the Senior Inspection Officer.
7. Prepare draft reports status of HMO.
8. Carry out any other duty as may be assigned from time to time.

#### **KEY PERFORMANCE INDICATORS**

1. Timely submission of inspection reports.
2. Response to inquiries.
3. Statutory compliance Reports submitted on time.
4. Inspection reports submitted

#### **PERSON SPECIFICATIONSS**

##### **Qualifications**

A relevant Bachelor's (Honors) degree/Equivalent from a recognized University/Higher Institution of Learning.

##### **Competencies**

1. Personal presentation
2. Analytical skills
3. Risk management
4. Interpersonal skills
5. Supervisory skills

<b>Position</b>	:	<b>Statistician</b>
<b>Number of Positions</b>	:	<b>One (1)</b>
<b>Directorate/Dept./Office</b>	:	Planning Research & Market Development
<b>Level</b>	:	<b>IRA 5</b>
<b>Duty Station</b>	:	<b>Head Office</b>
<b>Responsible to</b>	:	Senior Planning and Research Officer
<b>Responsible for</b>	:	None

<b>Working Relationships</b>	:	<b>Internal:</b> All staff
	:	<b>External:</b> Customers/Government officials/External Auditors
<b>Job Purpose</b>	:	To provide support to the research and public education teams through capturing, organizing, analyzing and interpreting data for purposes of informing relevant actions.

**DUTIES AND RESPONSIBILITIES**

1. Analyse performance data for the insurance companies and advise accordingly.
2. Monitor and verify benefits payments by insurance companies.
3. Monitor insurance companies investments to ensure they are compliant with the standing Investment Guidelines.
4. Support the monitoring and evaluation function.
5. Develop systems to enable data capture and analysis.
6. Prepare and submit periodic reports such as quarterly and annual statistical reports;
7. Carry out any other duty as may be assigned from time to time.

**KEY PERFORMANCE INDICATORS**

1. Timely submission of statistical reports.
2. Offsite assessment reports.
3. Data capture and analysis tools.
4. Compliance reports.

**PERSON SPECIFICATIONS**

**Qualifications**

1. At least a Bachelor's (Honours) Degree in Statistics, Mathematics, Actuarial Science, or its equivalent from a recognized higher institution of learning
2. Demonstrated practical knowledge in data capture and application of statistical packages is an added advantage.

**Competencies**

1. Personal presentation
2. Analytical skills
3. Communication skills
4. Interpersonal skills
5. An understanding of application of Statistical packages
6. Report generation from data sets.

<b>Position</b>	:	<b>Communications Officer</b>
<b>Number of Positions</b>	:	<b>One (1)</b>
<b>Directorate/Dept./Office</b>	:	CEO's Office
<b>Level</b>	:	<b>IRA 5</b>
<b>Duty Station</b>	:	<b>Head Office</b>
<b>Responsible to</b>	:	Senior Communications Officer
<b>Responsible for</b>	:	None
<b>Working Relationships</b>	:	<b>Internal:</b> All staff
	:	<b>External:</b> Insurance players/General public/Media, Policy Makers/Media-Marketing executives/Ministry of Finance Officials
<b>Job purpose</b>	:	To develop and produce innovative, creative multimedia / digital content ideas supporting the communication function of the Authority while creating public awareness.

## **DUTIES AND RESPONSIBILITIES**

1. Develop and maintain corporate standards for graphic design, photography, videography and multimedia production of the Authority.
2. Design, produce and coordinate digital communication materials like digital newsletters, flyers, promotional items, power point presentation among others.
3. Identify, create, edit, generate multimedia (visual and audio) communication ideas/content
4. Edit and format photos, videos, and data for inclusion in Authority's public awareness programmes and upload it to the website and social media platforms.
5. Establish and maintain effective design strategies, and corporate graphic standards in the implementation of design solutions.
6. Lead in the design and layout of Authority annual reports, calendars, promotional and information materials.
7. Assist with production of Authority photography and/or production of instructional digital videos.
8. Work towards maintaining and growing the Authority's social media audience on various social networking sites by uploading digital content.
9. Coordinate and encourage adoption of relevant social media techniques into the Authority's corporate culture and service provision.
10. Ensure that there is consistent and coordinated messages about insurance from the Authority and insurance players.
11. Support the documentation of Authority events through visual-audio and photography content.
12. Undertake any other communication related duties as may be assigned from time to time by the Senior Communications Officer.

## **KEY PERFORMANCE INDICATORS**

1. Timely and accurate graphics designed and published.
2. Number of developed multimedia content.
3. Increase in IRA awareness/visibility by general public.
4. Increase in IRA's social media audience.
5. Consistent Corporate image and brand management.

## **PERSON SPECIFICATIONS**

### **Qualifications**

1. At least a Bachelor's degree in Industrial Arts and graphics, media relations, Information Technology
2. Holds a certificate or diploma in Graphics Design or multimedia and interactive design or visual communication.

### **Competencies**

1. Personal presentation
2. Effectively plans and prioritizes own workload
3. Proactive and able to develop and implement ideas
4. Creative design, innovation & Computer skills
5. Ability to use Adobe's creative apps (Adobe Premiere Pro, Adobe After Effects, Adobe illustrator, Adobe photoshop, Indesign etc).
6. Expertise in copy production across all media

7. Ability to work proactively using own initiative, meet tight deadlines, with well-developed time management skills
8. Understanding of branding principles and application of these in a communications and marketing.
9. Attention to detail and accuracy
10. Self-motivated, highly organized and able to work under tight deadlines

<b>Position</b>	:	<b>Research Officer</b>
<b>Number of Positions</b>	:	<b>One (1)</b>
<b>Directorate/Dept./Office</b>	:	Planning, Research & Market Development
<b>Level</b>	:	<b>IRA 5</b>
<b>Duty Station</b>	:	<b>Head Office</b>
<b>Responsible to</b>	:	Senior Planning and Research Officer
<b>Responsible for</b>	:	None
<b>Working Relationships</b>	:	<b>Internal:</b> Department staff/ Operations Department
	:	<b>External:</b> Licensed persons
<b>Job Purpose</b>	:	Undertake extensive research on initiatives and issues relevant to the organization, compile and analyse data.

#### **DUTIES AND RESPONSIBILITIES**

1. Conduct research and surveys on insurance industry performance and trends.
2. Implement monitoring systems for tracking fundamental economic, financial and developments in the insurance industry.
3. Collect, verify, analyse and interpret data/information on insurance business and the industry as a whole.
4. Take stock of new developments, benchmark good practices and make them available to the supervisors.
5. Prepare periodical and annual reports as may be required from time to time.
6. Make proposals aimed at promoting market development.
7. Carry out any other duty as may be assigned from time to time.

#### **KEY PERFORMANCE INDICATORS**

1. Timely study reports.
2. Timely response on research inquiries.
3. Up-to-date data bank.
4. Timely internal reports
5. Market development Proposals.

#### **PERSON SPECIFICATIONS**

##### **Qualifications**

1. At least a Bachelor's (honors) degree in Business Administration, Statistics, Economics, Development studies or its equivalent from a recognized higher institution of learning.

##### **Competencies & Knowledge**

1. Research skills
2. Proposal writing
3. Communication skills
4. Analytical skills
5. Report writing skills
6. Knowledge of insurance

<b>Position</b>	:	<b>ICT Officer</b>
<b>Number of Positions</b>	:	<b>Two (2)</b>
<b>Directorate/Dept./Office</b>	:	Planning, Research & Market Development

<b>Level</b>	:	<b>IRA 5</b>
<b>Duty Station</b>	:	<b>Head Office</b>
<b>Responsible to</b>	:	Senior ICT Officer
<b>Responsible for</b>	:	None
<b>Working Relationships</b>	:	<b>Internal:</b> All Staff
	:	<b>External:</b> Contractors/Service Providers
<b>Job Purpose</b>	:	Provide operational support to the Authority's core ICT operations as well as quality first line technical support to systems users to ensure optimal performance of both system infrastructure and personnel.

### **DUTIES AND RESPONSIBILITIES**

1. Implement and maintain policies and procedures to support ICT service level agreements.
2. Maintain and communicate ICT policies and procedures throughout the Authority in accordance with best practice and appropriate standards taking into account any legal requirements.
3. Formulate ICT proposals, processes, policies for planning and business continuity plan for approval.
4. Maintain server room in a tidy manner and ensure that devices and network points are identified with labels.
5. Repair and recover the system from hardware or software failures and implement the preventive maintenance exercises.
6. Issue right configurations to the server and workstation infrastructure and carry out scheduled health checks.
7. Prepare reports and documentation on network affecting incidents.
8. Configure security gateway with ACL on the Cisco router and routinely check the status of intrusion attempts.
9. Maintain all the registers (access, equipment) and logs (error, access) pertaining to the role and train staff on the use of existing and new technology.
10. Carry out any other duty as may be assigned from time to time.

### **KEY PERFORMANCE INDICATORS**

1. Strong and robust ICT system and network.
2. Recovery of data in events of disc crashes.
3. Updated network layout diagrams.

### **PERSON SPECIFICATIONS**

#### **Qualifications**

At least a Bachelor's (Honors) Degree in Computer Science or any equivalent qualification from the recognized higher institution of learning.

#### **Competencies**

1. Personal presentation
2. Knowledge of Cisco routing and switching, VPN connectivity
3. Knowledge of Windows operating systems and Microsoft Office
4. Initiative
5. Analytical skills
6. Communication skills

<b>Position</b>	:	<b>Market Development Officer</b>
<b>Number of Positions</b>	:	<b>One (1)</b>
<b>Directorate/Dept./Office</b>	:	Planning, Research & Market Development
<b>Level</b>	:	<b>IRA 5</b>

**Duty Station** : **Head Office**  
**Responsible to** : Sr. Planning & Research Officer  
**Responsible for** : None  
**Working Relationships** : **Internal:** Planning, Research & Market Development  
: **External:** Customers/Public, corporate entities

**Job Purpose** : Provide support for the market development function of the Authority, design and develop market development proposals, preparation of reports, and support the Monitoring and evaluation of market development activities in accordance with approved programs.

**DUTIES AND RESPONSIBILITIES**

1. Design market development proposals/initiatives, and programs.
2. Provide support to the Public Education activities including presentations, workshops and displays in accordance with IRA standards and procedures.
3. Initiate the development of public education materials and update existing ones.
4. Liaise with the research team to benchmark with other insurance regulators in other market jurisdictions.
5. Prepare and submit relevant reports on program activities.
6. Carry out any other duty as may be assigned from time to time.

**KEY PERFORMANCE INDICATORS**

1. Market Development proposals
2. Market Development activity plan and implementation schedule
3. Timely market development activity implementation reports
4. Activity Evaluation reports

**JOB SPECIFICATION**

**Qualifications**

At least a Bachelor's Degree in Project Planning and Management, Business Administration, Social Sciences, Development studies, Economics, or any equivalent qualification from the recognized higher institution of learning.

**Competencies**

1. Personal presentation
2. Communication skills
3. People relations skills
4. Problem-solving skills
5. Analytical skills
6. Interpersonal skills

**Position** : **Records & Information Officer**  
**Number of Positions** : **One (1)**  
**Directorate/Dept./Office** : Planning, Research & Market Development  
**Level** : **IRA 5**  
**Duty Station** : **Head Office**  
**Responsible to** : Senior ICT Officer  
**Responsible for** : None  
**Working Relationships** : **Internal:** All staff  
: **External:** Customers/Suppliers

**Job Purpose** : To organise and maintain the Authority's registry and official documents, proper and secure storage of records, disposal and retrieval of recorded information efficiently to users as per IRA's policy and procedure.

## DUTIES AND RESPONSIBILITIES

1. Develop and submit a library database for IRA's documents and records.
2. Keep and maintain the Authority's Registry and Library and official documents, records and literature.
3. Maintain an effective documentation and filing system through indexing, referencing and filing as may be necessary.
4. Control the file movement within the Authority.
5. Manage the duplication, scanning, etc. of documents.
6. Maintain a well-managed Library for ease of reference and retrieval of information.
7. Participate in the procurement process of office supplies, consumables, services and equipment by identifying the required consumables.
8. Any other duty as may be assigned from time to time.

## KEY PERFORMANCE INDICATORS

1. Confidential and retrievable information from the registry.
2. Completeness of documents.
3. Timely and accurate typed correspondences disseminated to relevant staff and Offices.

## PERSON SPECIFICATIONS

### Qualifications

At least a Bachelors (honors) Degree in Library and Information Science or any equivalent qualification from a recognized higher institution of learning.

### Competencies

1. Personal presentation
2. Knowledge of records management software applications
3. Knowledge of library management practices
4. Computer skills
5. Communication skills
6. Planning and organizing
7. Interpersonal skills
8. Meticulous skills
9. Familiarity with information systems/archives.

<b>Position</b>	:	<b>Procurement Officer</b>
<b>Number of Positions</b>	:	<b>Two (2)</b>
<b>Directorate/Dept./Office</b>	:	Procurement Unit
<b>Level</b>	:	<b>IRA 5</b>
<b>Duty Station</b>	:	<b>Head Office</b>
<b>Responsible to</b>	:	Senior Procurement Officer
<b>Responsible for</b>	:	None
<b>Working Relationships</b>	:	<b>Internal:</b> Procurement section/Head of Departments/Contracts Committee/Staff/Evaluation
	:	<b>External:</b> Suppliers/Contractors
<b>Job purpose</b>	:	To effectively implement IRA's Procurement and Disposal activities regarding supplies, service and works in line with PPDA, IRA's policies and the strategic plan.

## DUTIES AND RESPONSIBILITIES

1. Use approved sources of supply for the procurement of goods, services and works required, to invite tenders or place orders as necessary.
2. Monitor the management of placed orders with suppliers to expedite the delivery of the required items.



3. Prepare periodic reports on procurement activities accordingly.
4. Advise contract managers on the management of placed contracts for goods, services and works.
5. Liaise with user departments in the implementation of procurement and disposal plans.
6. Conduct market assessment and advise on the appropriate market prices required for initiation of procurements in accordance with the procedures under the Public Procurement and Disposal of Public Assets Act, regulations and guidelines.
7. Maintain an up-to-date database on the existing and potential sources for procurement of goods, services and works required by the Authority and update the filing system in accordance with the formats laid down by the PPDA.
8. Coordinate the processing of tenders for supply of goods or services or works and provide technical support and guidance to management on procurement issues.
9. Prepare bid solicitation documents and all required necessary documents.
10. Keep and maintain all the required profile documents and files
11. Regularly report on the procurement activities to the supervisor
12. Conduct evaluations when called upon
13. Carry out any other duty as may be assigned from time to time.

#### **KEY PERFORMANCE INDICATORS**

1. Compliance with procurement and disposal manual in all PDU Activities.
2. Timely presentation of reports.
3. Appropriate notification to the bidders.
4. Up to date and accessible procurement records.
5. Improved procurement cycle time.

#### **PERSON SPECIFICATIONS**

##### **Qualifications**

At least a Bachelor's (Honors) degree in Procurement & Supply Chain Management or any other related discipline majoring in procurement or any relevant bachelors' degree with a post graduate qualification in Procurement or the equivalent of a bachelor's degree in Procurement.

##### **Competencies**

1. Personal presentation
2. Negotiation skills
3. Analytical skills
4. High level of integrity
5. Interpersonal skills
6. Communication skills
7. Contract and supplier management

<b>Position</b>	:	<b>Administration Officer</b>
<b>Number of Positions</b>	:	<b>One (1)</b>
<b>Directorate/Dept./Office</b>	:	Human Capital and Administration
<b>Level</b>	:	<b>IRA 5</b>
<b>Duty Station</b>	:	<b>Head Office</b>
<b>Responsible to</b>	:	Head Human Capital and Administration
<b>Responsible for</b>	:	Office Assistant, Driver
<b>Working Relationships</b>	:	<b>Internal: All Staff</b>
	:	<b>External: Suppliers of Services /Public</b>
<b>Job Purpose</b>	:	Maintain day-to-day administrative and logistical support for the smooth functioning of operations within IRA.

## **DUTIES AND RESPONSIBILITIES**

1. Assist in administering and implementing Administration policies and procedures.
2. Maintain safe custody of administration related records and information
3. Make certain that all office equipment including automobiles are in good working condition and are routinely serviced and repaired in accordance with relevant policies.
4. Take record of stock and ensure availability of supplies all the time.
5. Assist in general office management and recommend improvement areas.
6. Liaise with responsible officers and ensure maintenance of office equipment, furniture, utility services and paying utility bills on time.
7. Ensure timely distribution of delivered items to respective offices for smooth operations.
8. Timely preparation of logistics for internal and external meetings, conferences and workshops and, coordinate transport arrangements for staff.
9. Ensure effective implementation of IRA Motor Vehicle Operation and Management Policy.
10. Verify samples of suppliers' items before delivery, Prepare and distribute administration LPOs to suppliers to ensure quality and timely delivery of office supplies.
11. Participate in planning and development of budget and setting of annual targets for the Unit.
12. Carry out any other duty as may be assigned from time to time.

## **KEY PERFORMANCE INDICATORS**

1. Timely delivery of supplies and documentation to the destinations.
2. Timely servicing of all office equipment as per agreement.
3. Zero complaints from users of office equipment.
4. Availability of items, vehicles as and when needed.
5. Timely submission of reports.

## **PERSON SPECIFICATIONS**

### **Qualifications**

At least Bachelor's (Honors) Degree in Business Administration, Procurement, Public Administration or any other management related degree from a recognized Institution or the equivalent of a bachelor's degree in the related field.

### **Competencies**

1. Personal presentation
2. Communication skills
3. Supervisory skills
4. Interpersonal skills
5. Reporting skills
6. Stores Management

<b>Position</b>	:	<b>Front Desk Executive</b>
<b>Number of Positions</b>	:	<b>Two (2)</b>
<b>Directorate/Dept./Office</b>	:	Human Capital and Administration
<b>Level</b>	:	<b>IRA 5</b>
<b>Duty Station</b>	:	<b>Head Office</b>
<b>Responsible to</b>	:	Senior Human Capital Officer
<b>Responsible for</b>	:	None
<b>Working Relationships</b>	:	<b>Internal: All Staff</b>
	:	<b>External: Clients/Contractors/General Public</b>
<b>Job Purpose</b>	:	Portray a professional image of IRA to all visitors by receiving visitors and perform clerical functions of the

front desk office in line with IRA's rules and regulations.

### **DUTIES AND RESPONSIBILITIES**

1. Maintain the reception area in a clean and tidy manner, attend to visitors and notify pertinent members of staff.
2. Maintain visitors' registry book and direct visitors to the respective offices.
3. Provide requested information, take messages or redirect inquiries to appropriate offices.
4. Keep a databank of contact addresses of all business associates of the Authority
5. File and keep up to date records of correspondences.
6. Maintain a consistent stock of company brochures, for all products and routine forms for distribution.
7. Assist in preparing materials for meetings and produce records of proceedings upon management requests.
8. Undertake all typing work including reports, minutes, memos and letters for senior staff as may be directed.
9. Receiving and directing all incoming calls.
10. Receiving and directing all incoming mails.
11. Receive and attend to clients in a courteous and professional manner.
12. Any other duties as may be assigned from time to time

### **KEY PERFORMANCE INDICATORS**

1. Tidiness and orderliness at the reception area.
2. Expeditious communication with all clients & staff.
3. Timely receipt, recording/registering and distribution of all incoming mail to the addressees.
4. The accuracy of output including; reports, minutes, memos and letters for senior staff.
5. Up-to-date records of correspondences

### **PERSON SPECIFICATIONS**

#### **Qualifications**

At least Bachelors (Honors) degree in Secretarial Studies or its equivalent.  
Additional qualification in customer care is an added advantage.

#### **Competencies**

1. Personal presentation
2. Communication skills.
3. Interpersonal skills
4. Personal presentation
5. Computer skills
6. Knowledge of use of office equipment
7. Customer care skills

<b>Position</b>	:	<b>Internal Audit Officer</b>
<b>Number of Positions</b>	:	<b>One (1)</b>
<b>Directorate/Dept./Office</b>	:	CEO's Office
<b>Level</b>	:	<b>IRA 5</b>
<b>Duty Station</b>	:	<b>Head Office</b>
<b>Responsible to</b>	:	Manager Internal Audit
<b>Responsible for</b>	:	None
<b>Working Relationships</b>	:	<b>Internal:</b> Audit Unit /other Offices
	:	<b>External:</b> External Auditors
<b>Job Purpose</b>	:	Conduct regular checks and detailed reviews of operations of IRA and evaluate and provide reasonable assurance that risk management, controls functions and processes are

functioning to conduct regular checks, detailed reviews of operations as intended and help the organization accomplish its objectives and goals.

#### **DUTIES AND RESPONSIBILITIES**

1. Assist in the Implementation of the annual audit plan.
2. Conduct operation, financial and compliance audits and follow up on the recommendations and actions resulting from internal and external audit engagements conducted and completed.
3. Advise the Manager Internal Audit on internal controls, risk management and governance issues and provide best practices in these.
4. Review IRA's operations for compliance to policies and guidelines established by the Board and other regulatory and statutory bodies.
5. Carry out periodic evaluation and effectiveness of risk management control and governance processes as well as the reliability of financial information.
6. Review IRA's operations for weaknesses in risk policies and guidelines established by the Board, and other regulatory and statutory bodies.
7. Draft an Internal Audit and support risk management project that ensures review of all business processes for proper governance and effective risk management.
8. Carry out any other duty as may be assigned from time to time.
9. Assist in the preparation of audit reports.

#### **KEY PERFORMANCE INDICATORS**

1. Compliance of Authority transactions.
2. Timely and accurate risk management reports
3. Achievement of risk management targets.
4. Periodic conducting of internal audit

#### **PERSON SPECIFICATIONS**

##### **Qualifications**

1. At least a Bachelor's (Honours) degree majoring in Accounting or its equivalent.

##### **Competencies**

1. Personal presentation
2. Auditing skills
3. Report writing and research skills
4. Communication skills
5. Teamwork and interpersonal skills
6. Customer awareness
7. Analytical skills

<b>Position</b>	:	<b>Office Assistant</b>
<b>Number of Positions</b>	:	<b>One (1)</b>
<b>Directorate/Office</b>	:	Human Capital and Administration
<b>Level</b>	:	IRA 7
<b>Duty Station</b>	:	Head Office
<b>Responsible To</b>	:	Administration Officer
<b>Responsible For</b>	:	None

<b>Working Relationships</b>	:	All staff, Visitors and suppliers
<b>Job purpose</b>	:	Maintain the hygiene of the office premises at all times and delivery of documents and messages to their destination both within and outside the office premises.

## **DUTIES AND RESPONSIBILITIES**

1. Provide administrative support.
2. Maintain premises and equipment cleanliness and tidiness.
3. Assist in making photocopies and stapling materials.
4. Responsible for the movement of documents within the office and deliver parcels outside office locations.
5. Carry out a security check of office on a daily basis.
6. Ensure that office premises (windows and doors) are opened and securely locked at the end of the day
7. Carry out any other duty as may be assigned from time to time

## **KEY PERFORMANCE INDICATORS**

1. Office organized to company standards.
2. Timely delivery and collection of company correspondences

## **PERSON SPECIFICATIONS**

### **Qualifications**

1. Advanced level certificate of education or its equivalent.
2. A valid motorcycle riding license.

### **Experience**

1 year experience in a related field is an added advantage.

### **Competencies & Knowledge:**

1. Customer Service;
2. Communication skills;
3. Initiative

<b>Position</b>	:	<b>Welfare Assistant</b>
Number of positions	:	one (1)
<b>Directorate/Office</b>	:	Human Capital and Administration
<b>Level</b>	:	IRA 7
<b>Duty Station</b>	:	Head Office
<b>Responsible To</b>	:	Human Capital Officer
<b>Responsible For</b>	:	None
<b>Working Relationships</b>	:	All Staff and external clients

**Job purpose** : Responsible for day to day management of the kitchen facilities; ensure that staff and visitors access quality and affordable refreshments and meals within designated timeframe for smooth operations.

## **DUTIES AND RESPONSIBILITIES**

1. Coordinate and attend to the kitchen and dining areas ensuring that the space is tidy and utensils are neatly stored.
2. Prepare and serve refreshment to all IRA staff and visitors within the designated time frames.
3. Prepare and serve refreshments to meetings and workshops.
4. Source and stock food/eats, drinks and other items.
5. Propose innovative actions for improving the quality of kitchen services.
6. Maintain a high degree of cleanliness and orderliness in the kitchen.
7. Carry out any other duty as may be assigned from time to time.

## KEY PERFORMANCE INDICATORS

1. Timely provision of cafeteria services to staff, visitors' and Board members
2. Clean working environment
3. Zero staff complaints in relation to catering services.

## PERSON SPECIFICATIONS

### Qualifications

At least a Certificate in Hotel Management, Catering, Home Economics or its equivalent.

### Competencies

1. Personal presentation
2. Excellent hygiene standards
3. Time management skills
4. Dependable/Honest/Integrity
5. Customer care skills
6. Communication skills

<b>Position</b>	:	<b>Driver</b>
<b>Number of Positions</b>	:	<b>Three (3)</b>
<b>Directorate/Dept./Office</b>	:	Administration Officer
<b>Level</b>	:	IRA 7
<b>Duty Station</b>	:	<b>Head Office</b>
<b>Responsible to</b>	:	Administration Officer
<b>Responsible for</b>	:	None
<b>Working Relationships</b>	:	<b>Internal:</b> All Staff
	:	<b>External:</b> Fueling stations/Mechanics

**Job purpose** : Provide safe transport for IRA's management, staff and equipment to and from designated places.

## DUTIES AND RESPONSIBILITIES

1. Transport staff/visitors, collect and deliver documents and parcels to various destinations.
2. Carry out pre-driving checks.
3. Maintain a clean vehicle and ensure vehicle not tampered with while being washed.
4. Maintain proper records of fuel consumption and service of vehicle from approved garage.
5. Verify working condition of seat belts, door locks and windows.
6. Maintain a zero case of accidents; if an accident occurs, it should be reported to the police and followed up.
7. Check that vehicles have valid road licenses, motor third-party, comprehensive insurance and car-tracking devices.
8. Carry out any other duty as may be assigned from time to time.

## KEY PERFORMANCE INDICATORS

1. Clean vehicle
2. Compliance to road traffic laws and internal policies
3. Zero accidents
4. Timely execution of errands
5. Zero complaints of misuse of vehicles

## PERSON SPECIFICATIONS

### Qualifications

1. At least A' Level certificate or its equivalent
2. Valid driving license/permit
3. A certificate in mechanics & defensive driving is added advantage

**Competencies**

1. Personal presentation
2. Knowledge of troubleshooting the vehicle faults
3. Knowledge of traffic laws

**HOW TO APPLY**

Interested candidates who meet the requisite qualifications should submit their applications together with copies of detailed up-to-date CVs with at least three referees, not later than **5:00 pm** on **7<sup>th</sup> September 2020** to:

**The Chief Executive Officer  
Insurance Regulatory Authority of Uganda  
Plot 5 Kyadondo Road, Legacy Towers, Block B, 2<sup>nd</sup> Floor  
P.O. Box 22855, Kampala**

Or emailed to:

**[ira@ira.go.ug](mailto:ira@ira.go.ug)**

**ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED**