

**SOUTHERN AFRICAN DEVELOPMENT COMMUNITY**

**PROFILES FOR TEMPORARY POSITIONS**

1. **Programme Officer - HIV and AIDS - Grade 6**

**Purpose of the job:**

Support the Senior Programme Officer in facilitating and coordinating the development, review, implementation, and monitoring of the HIV and AIDS agenda of the SADC Secretariat.

**Duties and Responsibilities**

Provide effective support to the Senior Programme Officer on research and dissemination of HIV and AIDS information:

* Collate data and information relevant to the SADC HIV and AIDS programme of action, using primary and secondary research techniques
* Co-ordinate research projects to enhance SADC's response to the HIV and AIDS epidemic
* Analyse data and information from research commissioned on HIV and AIDS issues in the region
* Keep a regional database on HIV and AIDS up to date
* Organise and coordinate the sharing of technical information and resources on HIV and AIDS among the Member States and partners in SADC
* Prepare data for publishing on the SADC website and other forms of media
* Prepare regional annual report on the implementation of the SADC HIV, TB, Malaria, SRH Integrated Programs Strategy

Provide effective support to the Senior Programme Officer to facilitate and coordinate the:

* Implementation of approved policies and strategic frameworks
* Harmonisation of policies, strategies, regulations, and standards
* Review, development, and monitoring of the Maseru Declaration on HIV and AIDS
* Implementation of capacity-building interventions for effective HIV and AIDS programming, planning, and management
* Development, review, and implementation of strategies and plans
* Harmonisation of integrated responses to HIV and AIDS
* Mobilisation of sustainable and scaled up multi-sectoral responses
* Implementation and Coordination of the SADC HIV and AIDS Special FUND and

Provide technical and administrative support to the Senior Programme Officer during programme/project implementation:

* Drafting of papers, concept notes, minutes of meetings, annotated agendas, etc.
* Promotion of the relevant SADC programme portfolio, pipeline, specific projects, and programme impact
* Organisation of relevant Technical & Policy Meetings & Workshops
* Engagement with or presentations to various stakeholders/audiences on relevant sector issues
* Procurement of consultancies and supervision of consultants
* Monitoring and evaluation of the implementation of programmes/projects and preparation of M&E reports
* Mainstream any cross-cutting issues (e.g. gender and poverty) in the programmes of the unit
* Integrate cross-cutting issues in all programme documents
* Facilitate the participation of relevant stakeholders on these cross-cutting issues in the key discussion meetings and workshops
* Monitor and draft a report on the extent of mainstreaming
* Maintain effective contact with the Member States in all programme related matters for the sector
* Liaise with other programme directorates, as and when there is a need for joint /synergised programme implementation
* Research and adopt best practices in own specialised area of work, and maintain a high level of knowledge in order to effectively undertake the duties of the post
* Perform any other duties as may be assigned by the supervising officer

**Position Requirements**

**Qualifications**

* At least a Master’s Degree in Sciences or related technical field from a recognised institution.

**Specialised Knowledge**

* Knowledge and understanding of integrated programme planning, budgeting, development, administration, and monitoring for HIV and AIDS
* Proficient in the use of computers and computer software relevant to the position.

**Experience**

* At least 7-10 years of similar experience within a public or private sector, regional or international organisation.

**Skills Requirements**

* Communication, presentation, and writing skills
* Interpersonal skills
* Negotiation, networking, and relationship-building skills
* Organisational skills (planning, budgeting, time management, work prioritisation)
* Research, analytical and problem-solving skills

**Competency Requirements**

* Capable of maintaining quality whilst working under pressure and adhering to deadlines
* Conceptual and practical thinking
* Customer focused
* Decisive
* Demonstrate ability to work independently and largely unsupervised
* Demonstrated ability to work well in an international, multi-cultural, and highly political environment
* Maintain confidentiality and respectful for sensitive situations
* Methodical and organised, with a high level of attention to details
* Organisational awareness with an understanding of how to engage the organisation to get things done
* Professionalism and adherence to good work ethics
* Question status quo / conventional approaches and encourage new ideas and innovations for progress
* Resilience and personal drive, self-motivation
* Results and performance-driven
* Team player

1. **Recruitment Officer - Grade 6**

**Purpose of the job:**

Implement the SADC Secretariat Recruitment Plan and timely deliver on the recruitment activities.

**Duties and Responsibilities**

* + Conduct all aspects of recruitment and selection for the set positions in accordance with the processes and the SADC Recruitment Selection and Appointment Policy.
  + Consolidate all applications from the Member States, recording and verifying the application packages.
  + Coordinate the process of translation of applications.
  + Conduct preliminary screening and develop a longlist
  + Ensure prior approval of shortlisting and interview Committees
  + Coordinate with Directorates and Units to finalize and conduct the shortlisting process.
  + Provide orientation and support to the Selection Committees.
  + Draft shortlisting reports and obtain approval.
  + Assist in the development of assessment techniques (practical questions/activities and competency-based interviews)
  + Arrange interviews and ensure timely communication with Committee Members and candidates.
  + Participate as a Committee Member during the interview and shortlisting processes and provide relevant technical expertise.
  + Draft interview report and ensure timely approval.
  + Conduct reference and background checks and support candidates to obtain a security clearance
  + Frequently communicate with hiring managers to discuss the recruitment process and keep them informed of the progress.
  + Provide feedback to all candidates regarding interview outcomes.
  + Ensure adherence to recruitment time plans.
  + Produce recruitment analytics reports considering Member States' representation and gender parity.
  + Support the maintenance and update of recruitment reports and metrics.
  + Support any other tasks necessary in the Directorate and carry out any assignments given by the immediate supervisor.

**Position Requirements**

**Qualifications**

* A Master’s degree in a relevant discipline (Human Resources / Psychology/ Business Administration**,**Organizational Development).

**Specialised Knowledge**

* Demonstrated knowledge of the competency interview process.
* Knowledge and ability to apply various candidate assessment and selection methodologies, tools, and platforms; ability to effectively align them with specific recruitment needs
* Ability to interpret psychometric tests and relate the results to the other elements of the comprehensive approach to recruitment.
* Excellent project management and negotiation skills and a demonstrable ability to provide exceptional client service in a cross-cultural context
* Proficient in the use of computers and computer software relevant to the position

**Professional Certification**

* HR Certification would be an added advantage.
* Member of an HR Professional body

**Experience**

* At least 10 years of work experience in Human Resources, of which five years should be in recruitment.
* Experience in recruitment for an international non-profit/non-governmental organization is preferred.

**Skills Requirements**

* Communication and presentation skills interpersonal skills
* Mentoring and coaching skills
* Negotiation, networking, and relationship-building skills
* Organizational skills (planning, budgeting, time management, work prioritization)
* Research, analytical and problem-solving skills
* Supervisory skills

**Competency Requirement**

* Plans and monitors own work pays attention to details and delivers quality work by the deadline.
* Establish and maintain strong working relationships with hiring managers and the internal HR Directorate.
* Ability to respond timely and appropriately with a sense of urgency.
* Provide consistent solutions, and deliver timely and quality results and/or solutions to fulfil and understand the needs of Directorates/Units.
* Strong collaborator with effective relationship building and analytical skills who can work seamlessly across the required cultures and Directorates/ units.
* Demonstrate ability to work independently and largely unsupervised
* Maintain confidentiality and respectful sensitive situations
* Methodical and organized, with a high level of attention to detail
* Organizational awareness with an understanding of how to engage the organization to get things done
* Professionalism and adherence to good work ethics
* Question conventional approaches and encourage new ideas and innovations for progress
* Resilience and personal drive, self-motivation
* Results and performance-driven
* Team player

1. **IT Service Desk Assistant**

**Purpose of the job**

SADC Secretariat adopted Information Technology Infrastructure Library (ITIL) a framework for IT service delivery and management. One key function of ICT as per the framework is to have a functional service desk which provides great visibility and central control in dealing with ICT issues to ensure that businesses disruption due to ICT downtime is reduced. The service desk function requires a dedicated person whose primary responsibilities are to record, assign and manage the requests emanating from systems users.

**Duties and Responsibilities**

* Record, assign, and manage the requests
* Generate reports as requested by the ICT Network Officer.
* Capturing and managing assets on the helpdesk system
* Creating tickets and managing tickets.
* Serving as the first point of contact for users seeking technical assistance over the phone or email
* Direct unresolved issues to the next level of support personnel
* Record events and problems and their resolution in logs
* Follow-up and update users’ status and information
* Pass on any feedback or suggestions by users to the appropriate ICT team
* Identify and suggest possible improvements on procedures
* Responds to telephone calls, emails, and personnel requests for technical support in a courteous manner
* Escalates issues requiring specialized technical knowledge of the appropriate systems, development, and support personnel
* Documents, tracks, and monitors issues to ensure a timely resolution

**Position Requirements**

**Qualifications**

* Must have a BSc/BA degree in Information Technology or related majors from an accredited four-year college or university.

**Professional Certification**

* Certification in (Information Technology Infrastructure Library) ITIL will be added advantage.

**Specialised Knowledge**

* Basic training and knowledge specific to hardware platforms, operating systems, communication networks, and personal computers and computer systems.
* Experience with the use of Microsoft Windows 10 and the latest Windows Version.
* Prior help desk experience or other user support roles preferred
* Ability to diagnose and resolve basic technical issues

**Experience**

* A minimum of 5 years in ICT of which three (3) years should be related to the management of a service desk.

**Skills Requirements**

* Excellent communication skills
* Exceptional interpersonal skills, with a focus on relationship-building, listening, questioning, and analytical skills
* Customer-oriented and cool-tempered
* Interpersonal skills
* Organisational skills (planning, time management, work prioritization)
* Record-keeping skills

Competency Requirements

**Competency requirements**

* Capable of maintaining quality whilst working under pressure and adhering to deadlines
* Compliance with rules, regulations, processes, and procedures
* Conceptual and practical thinking
* Customer focused
* Demonstrate ability to work independently and without much close supervision
* Flexible and adaptable to change
* Maintain confidentiality and respect for sensitive situations
* Methodical and organised, with a high level of attention to details
* Professionalism and adherence to good work ethics (integrity, dependability, punctuality, etc.)
* Willingness to learn and improve continually
* Resilience and personal drive, self-motivation
* Results and performance-driven
* Team player

1. **Recruitment Assistant - Grade – 10a**

**Purpose of the job**

Offer timely support to the implementation of the SADC Secretariat Recruitment Plan.

**Duties and Responsibilities**

* + Support recruitment and selection processes in accordance with the processes and the SADC Recruitment Selection and Appointment Policy.
  + Assist with the consolidation of all applications from the Member States, recording and verifying the application packages.
  + Track applications received from the translation of applications.
  + Offer administrative support to shortlisting and interview Selection Committees.
  + Provide assistance in developing Draft shortlisting reports and obtaining approval.
  + Assist in scheduling interviews and communicating with Committee Members and candidates.
  + Support data analytics and reporting for recruitment activities
  + Support any other tasks necessary in the Directorate and carry out any assignments given by the immediate supervisor.

**Position Requirements**

**Qualifications**

* An Advanced Diploma in Human Resources or relevant degree. Candidates with a Bachelor’s degree will have an added advantage.

**Specialised Knowledge**

* Basic knowledge of recruitment approaches.
* Proficient in the use of computers and computer software relevant to the position

**Experience**

* At least 3 years of work experience in Human Resources.
* Experience in recruitment for an international non-profit/non-governmental organization is preferred.

**Skills Requirements**

* Professionalism
* Communication skills
* interpersonal skills
* Organizational skills and office management
* Team-work
* Record-keeping skills

**Competency Requirements**

* Capable of maintaining quality whilst working under pressure and adhering to deadlines
* Compliance with rules, regulations, processes, and procedures
* Customer focused
* Maintain confidentiality and respectful for sensitive situations
* Methodical and organised, with a high level of attention to details
* Professionalism and adherence to good work ethics (integrity, dependability, punctuality, etc.)
* Willingness to learn and improve on a continual basis
* Results and performance-driven
* Team player