



Refugee Law Project

School of Law, Makerere University
A Centre for Justice and Forced Migrants



Job Announcement

The Refugee Law Project (RLP) is an outreach project of the School of Law, Makerere University. Our Mission is to empower asylum seekers, refugees, deportees, IDPs and host communities to enjoy their human rights and lead dignified lives. The Refugee Law Project has a wide physical presence with offices in the districts of Kampala, Gulu, Kitgum, Kiryandongo, Lamwo, Adjumani and Nakivale

For the fulfillment of its mandate, the Refugee Law Project now seeks to make appointments for the following vacancies:

- a) Programme Manager- Gender and Sexuality (1)
- b) Senior Human Resource Officer (1)
- c) Legal Officer (1)
- d) Field Office Coordinator and Transitional Justice Officer (1)
- e) EFA Facilitators (3)
- f) Digital Youth Innovation Assistant (1)
- g) Research Officer (1)
- h) Research Assistant (1)
- i) Executive Assistant to the Director (1)

Application Process

For all positions listed, please submit a motivation letter, an up-to-date Curriculum Vitae and academic certificates relevant to the position applied for in **one PDF Document not exceeding 8 pages**. You can include links to your writings in your CV. **[APPLY HERE](#)**

All applications must be submitted by 12th December 2025 at 11.59pm (23:59). Applications received after this deadline will not be considered. Only shortlisted candidates will be contacted. Candidates must be in a position to cover their own travel expenses for interviews.

NOTE

Applications sent through any other channels will not be considered. For any challenges with the system, reach out to support@refugeelawproject.org.

Refugee Law Project is a human-rights based organization with strong [Anti-Discrimination policies](#).

Women and Refugees are encouraged to apply



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Position Title:	Programme Manager, Gender and Sexuality
Location:	Kampala, Refugee Law Project (RLP) Head Office
Work Station:	Kampala, RLP Head Office
Supervisory	SGBV/P Officers, Field Office Coordinators, and all staff
Responsibilities:	under the Gender and Sexuality Programme
Reporting to:	Deputy Director Programmes

Position Summary

The Programme Manager, Gender and Sexuality (G&S) will provide strategic leadership and oversight to Refugee Law Project's (RLP) initiatives addressing the complex intersections of gender and sexuality in conflict and post-conflict settings, leveraging current and emerging thinking, policy, and practice to inform the program's strategic direction. He or she will lead RLP's work on gender equality, men's engagement on gender equality and transforming masculinities, gender-based violence prevention and response, sexual and reproductive health rights (SRHR), sexuality education, and gender mainstreaming across sectoral work that encompasses both men and women. Through active engagement in debates and contributions to the field level and sector as a whole, the Programme Manager will drive initiatives that advance RLP's mission and goals, overseeing daily program activities, ensuring quality delivery, and fostering partnerships to further develop the discourse on gender and sexuality in conflict and post-conflict settings.

Key Performance Area

KPA 1: Programme / Project Management and Accountability 20%

- Provide strategic leadership and oversight to the Gender and Sexuality program, ensuring effective management and delivery of portfolio projects in line with annual milestones and targets, with a focus on gender equality, men's engagement on gender equality and transforming masculinities, gender-based violence prevention and response, sexual and reproductive health rights (SRHR), sexuality education, and gender mainstreaming across sectoral work that encompasses both men and women.
- Conduct gender and sexuality situation analyses to identify gaps and priorities.
- Ensure key program management cycle principles and best practices are applied across the portfolio, incorporating a rights-based approach and gender-sensitive programming.
- Foster a culture of accountability and transparency within the team, ensuring compliance with program management rules, financial regulations, and donor requirements.
- Develop and implement program work plans, budgets, and timelines that prioritize



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gender mainstreaming and integrate a nuanced understanding of gender and sexuality issues in conflict and post-conflict settings.

- Monitor and evaluate program progress, identifying potential challenges and implementing corrective actions to ensure the program's effectiveness and impact.
- Ensure timely procurement of services, communicate regularly with suppliers and partners, and manage relationships professionally and effectively to ensure value for money and minimize fraud, inefficiency, and waste.
- Apply risk management strategies to all programs, taking into account potential operational and strategic risks, and implement appropriate measures to mitigate against these risks.
- Lead the development of progress and review reports, including partner financial systems and project assets, and ensure that results matrices are regularly updated.
- Provide technical guidance and oversight to Gender and Sexuality Officers and Assistants, ensuring that they have the necessary skills and support to deliver high-quality programs.
- Work closely with Field Office Coordinators (FOCs) to ensure that program activities are well-coordinated and effective in the field.
- Foster partnerships with service providers, including hospitals, rehabilitation institutions, and hotels, to ensure that program beneficiaries receive comprehensive support, including corrective surgeries and other essential services to refugees and survivors of sexual and gender-based violence, or Conflict Related Sexual Violence (CRSV).
- Integrate a strong connection with research and documentation, working closely with the Research and Documentation team to ensure that program activities are informed by evidence and contribute to academic and public intellectual discourse.
- Ensure that the program is responsive to emerging issues and opportunities with respect to gender equality, men's engagement on gender equality and transforming masculinities, gender-based violence prevention and response, sexual and reproductive health rights (SRHR), sexuality education, and gender mainstreaming across sectoral work that encompasses both men and women.
- Promote a nuanced understanding of gender and masculinities across RLP's programming, ensuring that all programs are gender-sensitive and inclusive.
- Manage the performance of the Gender and Sexuality team, providing regular feedback, coaching, and mentoring to ensure that team members are equipped to deliver high-quality programs.
- Conduct regular performance evaluations, identifying areas for growth and development, and implementing plans to address these gaps.
- Ensure that the program is accountable to RLP stakeholders, including donors,



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partners, and beneficiaries, by maintaining transparent and effective communication and reporting mechanisms.

- Foster a culture of accountability within the team, ensuring that all team members understand their roles and responsibilities in ensuring the program's effectiveness and impact.

KPA 2: Technical Expertise on Gender and Sexuality 25%

- Provide technical guidance and oversight to ensure that RLP's programs are gender-sensitive and responsive to the needs of diverse populations, including survivors of sexual violence.
- Collaborate with other program managers to integrate gender and sexuality considerations into all program areas, ensuring a cross-cutting approach that promotes gender equality and addresses the specific needs of marginalized groups.
- Develop and implement strategies to address gender equality, men's engagement on gender equality and transforming masculinities, gender-based violence prevention and response, sexual and reproductive health rights (SRHR), sexuality education, and gender mainstreaming across sectoral work that encompasses both men and women.
- Provide technical support to staff and partners on gender and sexuality-related issues, including SGBV case management, psychosocial support, and referrals to specialized services.
- Ensure that RLP's programs are informed by a nuanced understanding of gender and sexuality, including the specific needs of diverse populations, such as men and boys who have experienced SGBV.
- Develop and implement strategies to promote gender equality, men's engagement on gender equality and transforming masculinities, gender-based violence prevention and response, sexual and reproductive health rights (SRHR), sexuality education, and gender mainstreaming across sectoral work that encompasses both men and women in ways that are inclusive and responsive to the needs of all populations.
- Provide guidance and oversight on the development of gender-sensitive and accessible materials, including training manuals, guidelines, and advocacy documents.

KPA 3: Integrate Survivor-Centered Programming into Gender and Sexuality 15%

- Managing the screening and identification of survivors of sexual and gender-based violence and persecution in communities and refugee settlements, ensuring that survivors receive timely and appropriate support and referrals to specialized services.



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- Overseeing referrals to specialized services, including hospitals, courts, police stations, and partner organizations, to ensure that survivors access the support they need.
- Conducting periodic consultations with key stakeholders to inform program development and service delivery=with respect to gender equality, men's engagement on gender equality and transforming masculinities, gender-based violence prevention and response, sexual and reproductive health rights (SRHR), sexuality education, and gender mainstreaming across sectoral work that encompasses both men and women.
- Developing and implementing survivor-centered programs that prioritize the needs and safety of survivors of sexual and gender-based violence, ensuring that their rights and dignity are respected and protected.
- Oversee the provision of comprehensive support services, including psychosocial support, medical care, and legal assistance, to survivors of SGBV, ensuring that their gender needs and sexual and reproductive health rights are met and their well-being is prioritized.
- Ensuring that all programs and services are designed and implemented in a way that is inclusive, accessible, and responsive to the needs of diverse survivors, including women, men, girls, and boys.
- Fostering partnerships with service providers and other stakeholders to ensure that survivors receive the support they need, when and where they need it.
- Providing Provide technical guidance and oversight to staff and partners on survivor-centered programming, ensuring that all programs and services are informed by a deep understanding of the needs and experiences of survivors.

KPA 4: Advancing Knowledge and Capacity through Research, Advocacy, and Documentation 15%

- Supporting and/or being part of the research team, to enable the conduct of rigorous research and analysis on gender and sexuality-related issues among refugees and forced migrants, generating evidence on gender and sexuality issues to inform programming, evidence-based policy engagements and advocacy efforts.
- Developing and maintaining a robust documentation and archival system to capture and preserve research findings, reports, and other relevant materials, ensuring that lessons learned and best practices are retained for future reference.
- Participating in national, regional, and international fora that address gender and other cross-cutting issues, such as HIV/AIDS and SRHR, to promote RLP's work, share knowledge, and advocate for the rights of marginalized populations.
- Designing and delivering trainings, seminars, and information sessions on gender and sexuality-related issues, building the capacity of staff, partners, and communities to respond to the needs of survivors and promote gender equality,



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men's engagement on gender equality and transforming masculinities, gender-based violence prevention and response, sexual and reproductive health rights (SRHR), sexuality education, and gender mainstreaming across sectoral work that encompasses both men and women.

- Providing technical support to sexual and gender-based support groups, empowering them to advocate for their rights and interests, and promoting a culture of inclusivity and respect.
- Collaborate with other teams and departments within RLP to ensure a cross-cutting approach to gender and sexuality programming.

KPA 5: Program Leadership and Administration 10%

- Provide strategic leadership and management to the Gender and Sexuality Programme, ensuring efficient and effective utilization of resources, and promoting a culture of inclusivity, respect, and professionalism.
- Foster a high-performing team by providing continuous leadership, supervision, training, and development opportunities to programme staff, ensuring they are motivated, empowered, and equipped to deliver high-quality programs.
- Represent the Gender and Sexuality Programme on the RLP Programme Management Team, contributing to organisational-wide program leadership, strategic decision-making, and corporate responsibility.
- Ensure programme staff are held accountable for their work, and that they receive regular feedback, coaching, and support to achieve their performance goals.
- Oversee the preparation of quarterly work plans, budgets, and reports, ensuring that programme activities are aligned with RLP's strategic objectives and donor requirements.
- Coordinate fundraising efforts for the programme, identifying new opportunities, and building relationships with donors and partners to support the programme's growth and sustainability.
- Represent RLP in external fora, including donor meetings, video and advocacy events, and other high-level meetings, promoting the organisation's work and values.
- Review and approve programme-related documents, including reports, proposals, and presentations, ensuring that they are of high quality, accurate, and reflect the organisation's values and policies.

KPA 6: External Relations, Capacity Building, and Resource Mobilization 15%

- Represent RLP in meetings with stakeholders, partners, clients, and donors, promoting the organisation's work and values in the area of gender and sexuality.
- Participate in, lead, and/or coordinate training sessions and workshops on gender



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and sexuality and relevant best practices to enhance the skills of staff, client groups, and other stakeholders on gender and sexuality-related issues.

- Support fundraising efforts for the programme through proposal writing, and engage in fundraising efforts for RLP as a whole by making input to other thematic programme proposals as required.
- Ensure timely preparation of donor reports for projects implemented by the programme, and maintain effective relationships with donors and partners to secure funding and support for RLP's gender and sexuality work.
- Contribute to improving RLP's corporate image by promoting its work and values in the areas of gender and sexuality, and engaging with external stakeholders to raise awareness and build support for the organisation's mission and objectives.

KPA 7: Additional Responsibilities (5%)

- Carry out any other duty as delegated by the Director or Deputy Directors
- May be delegated to carry out any other duty that supports the organisation's goals and objectives.

Academic Qualifications:

- The position holder will be required to have at least a Master's degree in any of the following fields: Gender Studies, Sexuality Studies, Public Health, Social Work and Psychology

Experience:

- At least 5-7 years of experience in managing programs related to gender and sexuality, including experience in gender-based violence prevention and response, sexual and reproductive health rights, and sexuality education.
- Experience working with refugees, internally displaced persons, and other marginalized populations.
- Proven track record of designing and implementing effective programs that promote gender equality and address the needs of survivors of sexual and gender-based violence.
- Experience in managing teams, providing technical guidance and support, and building partnerships with stakeholders.

Person Specification:

- Strong understanding of gender and sexuality issues, including the intersections of gender, sexuality, and conflict.
- Excellent leadership and management skills, with experience in managing teams and programs.
- Strong technical expertise in gender-based violence prevention and response,



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sexual and reproductive health rights, and sexuality education.

- Excellent communication and interpersonal skills, with experience working with diverse stakeholders.
- Ability to work in a fast-paced environment and manage multiple priorities.
- Strong analytical and problem-solving skills, with ability to think critically and creatively.
- Commitment to promoting gender equality and addressing the needs of marginalized populations.

Key Skills:

- Program management and leadership
- Technical expertise in gender and sexuality issues
- Communication and interpersonal skills
- Analytical and problem-solving skills
- Ability to work in a fast-paced environment and manage multiple priorities
- Experience working with refugees and other marginalized populations
- Strong understanding of gender and sexuality issues, including the intersections of gender, sexuality, and conflict.

Language Skills:

- Excellent written and verbal communication skills in English.
- Knowledge of other languages spoken in the refugee-host locations of Uganda will be an advantage.



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Position:	Senior Human Resources Officer
Work Station:	Kampala, Refugee Law Project (RLP) Head Office
Programme	Management
Reporting to:	Director

Job Summary:

The Human Resources Manager oversees, implement, interpret and give technical guidance in regard to Human Resource Policies and procedures in RLP. The Human Resources Manager is responsible for implementation of HR Strategies; effective delivery of HR services and management; interpretation and application of HR policies; rules and regulations; facilitation of internal procedures and process solutions to a wide spectrum of complex HR issues. The HR Manager promotes a collaborative, client-oriented approach and contributes to the maintenance of high staff morale. He/she is to support formulation of solid HR strategies and implement Project human resources initiatives to attract, develop, motivate, and retain the most suitable talent throughout the projects and facilitate successful performance management.

Key performance areas and tasks

KPA1: Human Resource Planning, Resourcing and Engagement

- Maintain the work structure by updating job requirements and job descriptions for all positions;
- Maintain organization staff by establishing a recruiting, testing, and interviewing program; Guiding and advising assessment team on candidate selection;
- Coordinate all job evaluations at all levels in the institution;
- Ensure staff are familiar with existing HR policies.
- Ensure compliance of policies, keep track of changes in organizational policies, rules and regulations and coordinate orientation sessions on various topics of interest to all staff.

KPA2: Development of HR Capacity and Capability

- Arrange induction and onboarding orientation for new employees and coordinate with concerned units for orientation program and facilitate employee offboarding process.
- Oversee the preparation for employees for assignments through establishing a detailed orientation and training programs;
- Assess staff capacity gaps and advise on possible means to fill the vacancies;
- Design staff capacity development programmes and processes;
- Deliver capacity development programmes and processes for staff;
- Coordinate the assessment of staff capacity gaps and needs.



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KPA3: Compensation and Benefits

- Maintain a pay plan by conducting periodic pay surveys;
- Preparing pay budgets; monitoring and scheduling individual pay actions;
- Recommend, plan, and implement pay structure revisions;
- Maintains employee benefits programs and informs employees of benefits by studying and assessing benefit needs and trends;
- Recommending benefit programs to management; directing the processing of benefit claims;
- Obtaining and evaluating benefit contract bids and awarding benefit contracts;
- Designing and conducting educational programs on benefit programs

KPA4: Performance Management

- Manage annual performance appraisals, initiate probationary performance assessment for staff and develop annual performance development plan based on staff's need for capacity building.
- Facilitate work planning and definition of performance expectations;
- Conduct staff performance monitoring exercises;
- Ensures planning, monitoring, and appraisal of employee work results by the respective supervisors to coach and discipline employees;
- Maintain the work structure by updating job requirements and job descriptions for all positions in RLP and counseling and providing advice to employees based on their performance outcomes.

KPA5: Workplace Healthy and safety

- Identify workplace Health and Safety risks and coordinate the provision of Health and safety services

KPA6: Employee Relations

- Maintains management guidelines by preparing, updating, and recommending human resource policies and procedures;
- Facilitate development, review and dissemination of Human Resources Policy and Procedure Manual;
- Communicate HR related management decisions to staff;
- Ensure compliance with employment laws and policies;
- Schedule management conferences with employees in a bid to hearing and resolving employee grievances;
- Counselling employees and supervisors



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- Ensures legal compliance by monitoring and implementing applicable human resource federal and state requirements;
- Conducting investigations, maintaining records and representing the organization at hearings

KPA7: Separation Management

- Conducting and analyzing exit interviews; recommending staff adjustments;
- Provide advice on termination processes;
- Implement termination decisions and provide post termination support.

KPA8: Administration

- Contributes to team effort by accomplishing related results as needed;
- Oversees the completion of human resource operational requirements by scheduling and assigning employees; Following up on work results;
- Maintains professional and technical knowledge by attending educational workshops;
- Reviewing professional publications;
- Establishing personal networks and participating in professional societies;
- Maintain employee records according to policy and legal requirements.
- Maintains human resource records by designing a filing and retrieval system for keeping past and current records

KPA9: Procurement and Logistics

- Manage the procurement processes and ensure that the set procedures are adhered to and followed throughout.
- Provide supervision to the Logistician/Driver thus ensuring that transportation services are available for all staff.

Required Qualifications and Experience

Education

- Master's degree in Human Resources, Business Administration, Industrial and Organizational Psychology, Social Sciences, public administration, law, or a related field of social or behavioural science from an accredited academic institution.

Experience

- 7 years' experience of progressively responsible experience in human resources policy development and practice is required including presentation of training sessions;
- Previous working experience in humanitarian and development organization is an advantage;



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- Familiarity with Uganda's labour laws and practices.

Skills

- Demonstrated writing skills;
- Must be adept at problem-solving, including being able to identify issues and resolve programs in a timely manner.
- Must possess strong interpersonal skills;
- Must be able to communicate clearly, both written and orally, as to communicate with employees;
- Strong customer service orientation;
- Strong organizational skills with attention to detail;
- High level of cultural sensitivity;
- Formulating human resources strategies and concepts including managing complexity and change, creating and innovating, persuading and influencing;
- High level of computer literacy with experience in HR IT systems and applications;
- Excellent organization skills; analytical and creative thinking; and,
- Ability to prepare clear and concise reports.

Languages

Fluency in English language is required (oral and written). Working knowledge of another international language is an advantage.



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Position:	Transitional Justice Officer and Field Office Coordinator
Work Station:	Gulu, Refugee Law Project (RLP) Office
Programme	Conflict, Transitional Justice and Accountability
Reporting to:	Programme Manager for Conflict, Transitional Justice and Accountability Programme

Position Summary

The TJ will work under the Conflict, Transitional Justice and Accountability Programme and support RLP's Research and Documentation Portfolio. The Transitional Justice Officer and Field Office Coordinator will play a pivotal role in advancing the Refugee Law Project's (RLP) transitional justice agenda in northern Uganda and West Nile, specifically in Gulu district, which has been the epicenter of transitional justice engagements in post-conflict northern Uganda. The Officer will be responsible for coordinating programme delivery in Gulu Field Office as well as daily activities and duties at the Field Office, line managing and coordinating field-office staff, handling operational and financial matters, fostering relationships with related institutions and CSOs, and maintaining consistent relationships with targeted regional and national CSOs. This position will leverage RLP's expertise to strengthen local and national civil society actors' capacity to engage in peace and transitional justice processes, contributing to the systematic establishment of a historical record.

The Officer will serve as a critical link between local-level transitional justice initiatives and national-level policy discourses, ensuring that local voices and perspectives inform and shape national policy debates. By galvanizing RLP's TJ efforts at the local level, the Officer will facilitate the connection between grassroots experiences and national-level decision-making, promoting a more inclusive and representative transitional justice process. The Officer will also work closely with RLP's archive team to support the review and cataloging of existing materials on transitional justice and conflict history, support digitization and inventory of sensitive documents, and conduct research and publications on transitional justice themes. They will also engage with local communities, refugees, and stakeholders on transitional justice issues, conduct workshops on archives management, resource governance, and community linkage strategies, and collaborate with RLP to improve archive accessibility and organization. The Officer will contribute to the national memory and peace documentation efforts, aligning with the National Memory and Peace Documentation Centre's objectives, and explore feasibility of future research initiatives on conflict memory and historical record-keeping. In this respect, the TJ Officer shall support RLP national TJ outreach, engagements and efforts.

Key Performance Areas

KPA 1: Networking and advocacy

1. Continuously advocate on issues affecting refugees, asylum seekers and other forced migrants, focusing on transitional justice and peace building, using different advocacy



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strategies like the media, community and public dialogues, and video documentaries, among others

2. Prepare functions to promote the rights of vulnerable categories of refugees, asylum seekers and other forced migrants, e.g. celebrations of international days, campaign weeks, etc
3. Organise bi-annual Cross-border dialogues on cross-border peace building
4. Organise bi-annual Cross-border sensitization on sustainable peace building
5. Where feasible, organise bi-annual Cross-border dialogues on cross-border peace building, focusing on transitional justice and reconciliation.
6. Organise bi-annual Cross-border sensitization on sustainable peace building, incorporating transitional justice frameworks.
7. Organise and facilitate trainings for policy makers on transitional frameworks, peace building and reconciliations, linking local experiences to national policy discourses.
8. Organise inter-generational dialogue on emerging peace building issues, exploring transitional justice and historical memory.
9. Support on the organisation of Institute of African Transitional Justice (IATJ) activities, strengthening RLP's engagement in regional transitional justice networks.
10. Represent the organisation in transitional justice working groups in Northern and West Nile region, promoting RLP's experience and expertise.
11. Support the organisation of national reconciliation conference in Uganda, contributing to national-level policy debates on transitional justice.
12. Participate in radio and TV talk shows, advocating for transitional justice and peace building in northern Uganda and West Nile.
13. Represent the programme and the organisation in different fora, highlighting RLP's work on transitional justice and peace building.
14. Establish new, maintain, and strengthen existing working relations and partnerships with different stakeholders, including CSOs, government agencies, and international organisations, to advance RLP's transitional justice agenda.
15. Ensure weekly Social Media content is created and submitted to the Programme Manager Media for Social Change Programme for publication, promoting RLP's work on transitional justice and peace building.

KPA 2: Community Engagement

1. Participate in the commemoration of several events on peace building, highlighting transitional justice and reconciliation, and promoting RLP's work in the region.
2. Support the establishment of peace clubs in schools in and around refugee settlements, incorporating transitional justice and peace education, and fostering inter-generational dialogue on peace building issues.
3. Oversee the organisation of grassroots dialogues, include inter-school engagements on peaceful co-existence in and around refugee settlements, promoting critical thinking and discussion on transitional justice and peace building.



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4. Organise peace film festivals in Northern and West Nile region, showcasing films that promote transitional justice, peace, and reconciliation, and facilitation community discussions and reflections.
5. Participate in regional dialogues for cultural and local leaders on peace building issues, focusing on transitional justice and reconciliation, and promoting RLP's expertise and experience in the region.
6. Engage with local communities, refugees, and stakeholders on transitional justice issues, conducting workshops on archives management, resource governance, and community linkage strategies, and collaborating with RLP to improve archive accessibility and organization.
7. Support the development of community-based initiatives that promote transitional justice, peace, and reconciliation, and document best practices and lessons learned for future programming.

KPA 3: Partnerships

1. Coordinate and oversee transitional justice projects within designated geographic areas or regions.
2. Conduct needs assessments, develop project plans, and manage project budgets.
3. Collaborate closely with local authorities, community leaders, and partner organisations to ensure effective engagement and synergies.
4. Support research initiatives related to transitional justice and associated thematic areas.
5. Ensure effective implementation, monitoring, and reporting of transitional justice projects in collaboration with partners.

KPA 4: Research, Documentation and Knowledge Management

1. Ensure that research, documentation, and archival efforts are integrated across all programmatic areas in the Gulu Field office's archival work, promoting a culture of knowledge sharing, transparency, and accountability.
2. Monitor and document on-going Transitional Justice initiatives for formal justice processes, highlighting best practices, challenges, and lessons learned, and identifying areas for improvement.
3. Support the research team, especially the Coordinator Research and Documentation in identifying key emerging issues for conceptualization in research studies.
4. Contribute to the development of IEC materials on transitional justice and peace building, translating complex concepts into accessible language for diverse audiences.
5. Draft press statements, press releases, opinion pieces, journals, briefs and working papers for major international days, promoting RLP's work and expertise on transitional justice and peace building.
6. Contribute to the archive of transitional justice issues, ensuring that RLP's documentation is comprehensive, accurate, and accessible, and support the National Memory and Peace Documentation Centre's objectives.



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7. Produce timely periodic reports as required, providing updates on project progress, achievements, and challenges, and informing future programming.
8. Support research initiatives on transitional justice related issues, exploring the intersections between conflict, memory, and historical record-keeping.
9. Support the Programme Manager in the identification of key emerging issues for conceptualisation into research studies, focusing on transitional justice and peace building in northern Uganda and West Nile.
10. Support the Coordinator Research and Documentation (the research team) in research on topical and emerging issues within the programme, providing analytical insights and recommendations for future programming.
11. Work with Documentation Assistants and Archival teams to ensure that all records of project deliverables are digitised, archived and can be accessed at any time required, and can be accessed at any time required, promoting transparency, accountability, and knowledge sharing. Oversee the documentation and archiving of project deliverables, ensuring comprehensive, accurate, and accessible records.
12. Draft press statements, press releases, opinion pieces, journals, briefs, and working papers for major international days, and support the development of communication strategies to promote RLP's work and expertise on transitional justice and peace building.
13. Produce timely periodic reports on research progress, achievements, and challenges, ensuring research findings inform future programming, improve impact, and promote a culture of transparency and accountability in research and documentation efforts.

KPA 5: Administrative/Managerial

1. Provide direct line management to all staff in your respective office
2. Lead the programme staff in preparation of quarterly work plans (Programme and Individual)
3. Consolidate quarterly reports into Field Office quarterly, bi-annual and annual reports
4. Ensure appropriate workload for programme staff
5. Provide continuous leadership, supervision, training and development of programme staff, ensuring an effective and motivated team
6. Work with the Monitoring Team to ensure that periodic programme reviews are executed
7. Ensure that programme staff account for funds advanced to them for activities
8. Liaise with the Human Resources unit in conducting performance appraisals and ensure competency and training gaps are addressed
9. Support the Human Resources Office in ensuring that all institutional policies are adhered to and that any anomalies are reported timely and professionally
10. Ensure Staff fill in timesheets to document time spent working on particular activities.
11. Contribute to curriculum development for inclusion of transitional justice issues in the curriculum



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12. Participate in IASFM where feasible
13. Oversee the operation of the innovation centre and its administration
14. Support and engage in fundraising for the programme and the thematic issue

KPA 6: Finance

1. Ensure that funds received in the Field Office for programme implementation and operations of the Field Office are used for their intended purposes
2. Review all activity requisitions from Field Office before submitting them to the programme manager for sign-off, ensuring they are within the approved budget.
3. Review and sign off all accountabilities for completed activities and ensure that proper supporting documents are attached and sent to the finance unit weekly.
4. Create and maintain an advances register for all funds advanced to staff and share it with the Finance manager regularly

KPA 7: Procurement and Logistics

1. Chair/ attend the Field office procurement committee meetings.
2. Review and sign off Vehicle logsheets and mileage forms for all vehicles.
3. Ensure quarterly assets verification is carried out regularly and reports are sent to the procurement unit.
4. Coordinate with the Logistics Focal Person on the movement of vehicles from the Field Office to and from Kampala.
5. Ensure that the Field office submits a quarterly/ semi-annual procurement plan to the procurement unit in time

Education

- Advanced University Degree: A Master's degree or equivalent in Humanitarian Studies, Law, Political Science, International Relations, International Development, Social Sciences, Peace and Conflict Studies, Social Ethics, or a related field is required.
- A bachelor's degree in a relevant field with significant experience in project coordination, management, or a related area may be considered.
- Additional Training in Transitional Justice or International Human Rights Law is an added advantage.

Experience

- Professional Experience: A minimum of 5 years of progressively responsible experience in fields such as human rights, political affairs, international relations, international development, law, or project coordination, management, or a related area, preferably in humanitarian response, development, or transitional justice.
- Transitional Justice Experience: Demonstrated experience in transitional justice processes, mechanisms, or advisory roles in post-conflict settings is essential.
- Peacebuilding/Conflict Mitigation: Experience in community-based reconciliation, reintegration processes, conflict prevention, or conflict mitigation is required.



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Skills

- Strong conceptual understanding of transitional justice, peace building, and human rights.
- Analytical and Drafting: Excellent analytical abilities, problem-solving skills, and strong drafting skills, including the capacity to produce high-quality reports and documentation.
- Communication: Excellent interpersonal skills and strong verbal and written communication skills, with demonstrated experience in report writing and stakeholder engagement.
- Collaboration and team working: Strong ability to work effectively in multicultural and multidisciplinary teams.
- Coordination and Advocacy: Proven ability to coordinate effectively, advocate on key issues, and engage constructively with diverse stakeholders and teams.
- Organizational Skills: Strong organizational and time management skills and attention to details and with the proficiency to manage multiple tasks and priorities efficiently.
- Technical Skills: Solid analytical, communication, coordination, and documentation skills essential for programme implementation and support.
- IT Proficiency: Proficiency in current standard office software applications, including Microsoft Word, Excel, and PowerPoint.
- Languages: Fluency in English is required with knowledge of local languages (e.g., Acholi, Luganda, Juba Arabic) being an asset.

Personal Qualities

- Demonstrated commitment to humanitarian principles and values.
- Ability to manage multiple tasks, meet deadlines, and work effectively in a fast-paced environment.
- Capacity to work under pressure and adapt to changing circumstances.
- Flexible, committed, and able to work independently with minimal supervision, while maintaining flexibility in working hours.
- Proactive approach to work, including the ability to prioritise and re-prioritise as needed.
- Demonstrated tact, diplomacy, and confidence in handling complex or sensitive situations.
- Strong common sense, professionalism, and the ability to think quickly and respond appropriately.
- Ability to take initiative and work autonomously.

JOB DESCRIPTION

Position: **Community English for Adult (EFA) Facilitator**

Reporting Relationship: **EFA Team Leader**

Job Summary:

To assist in facilitating the learning of English language to non-English speaking refugees and other victims of forced migration, and organisation of community-related events that engages refugee and hosts adult learners. The EFA Facilitator is responsible for management of learners' expectations on one hand while delivering towards RLP's "Speak Your Rights" curriculum. The EFA Facilitator shall liaise with staff from other programmes and departments in and outside their project district to ensure that learners further grasp and transfer knowledge and skills on Mental Health and Psychosocial Wellbeing, Gender and Sexual Reproductive Health and Rights, Livelihood, Transitional Justice, and Advocacy

Key Performance Areas and Tasks

KPA1: Facilitation

1. Conduct registration of interested forced migrants with need to join the Speak Your Rights' course
2. Conduct orientation for English for Adult Learners
3. Teach Adult learners functional English, numerical and practical skills to help them in running their day to day affairs
4. Coordinate with class leaders in respective classes to ensure that classes are run in a systematic manner and order
5. Periodically organise English for Adults inter-Centre debates for the learners to help them develop confidence in the language taught through educational arguments
6. Organise inter-district annual debates to facilitate peer learning from learners in other districts
7. Prepare lesson plans for the class assigned to fit within the specified period of study (term)
8. Support enrolment for EFA learners for further vocational trainings
9. Support the EFA Team Leader and Field Office Coordinator in organising and conducting community-related events

KPA2: Assessment

10. Give assignments to learners in time and making sure that the given assignments are marked and results handed over to the learners on time;
11. Ensure that results are presented to the Team Leader and present lists for learners ready for graduation
12. Organise annual poetry, writing and painting competition on key social problems
13. In consultation with the Livelihood Officer, facilitate English for Adult learners social enterprising projects

KPA3: Documentation and Reporting

14. File all EFA materials in a way that can make them easily accessible by users;
15. Ensure that all information disseminated to learners is given in proper manner and in the languages understood by the learners;
16. Keep an up to date list for all learners and follow-up on irregular attendees
17. Attend in-house and out of office meetings/workshops whenever requested
18. Support the EFA Team Leaders in data entry for appropriate online and offline documentation tools and other data capturing tools to be established

Job Requirements

- Diploma in Adult Education, Primary Teacher Education, or any related field
- Possession of a valid driving permit (Class A) is a MUST
- One year's experience in teaching adult learners
- Residence in Adjumani or Kiryandongo or Lamwo
- Strong written and spoken English
- Fluency in one or more of the languages spoken in refugee communities
- Self-motivated, versatile and adaptable to different cultures and people



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Position:	Digital Youth Innovation Assistant
Work Station:	Adjumani, Refugee Law Project (RLP) Office
Programme	Research and Documentation
Reporting to:	Innovation Centre Administrator

Job Summary:

A Digital Youth Innovation Assistant plays a key role in driving digital transformation and innovation, particularly in supporting youth development, imagination, and creativity. He/She will support the design, implementation, and management of digital initiatives aimed at empowering urban refugee and host-community youths. The role shall focus on developing and strengthening digital skills, promoting innovation, and expanding access to technology-driven livelihood opportunities. The Assistant will contribute to digital strategy development, oversee digital platforms, support data management, and provide hands-on technical guidance during youth trainings. The position also plays a key role in identifying sustainable digital enterprise opportunities and supporting youth to access remote work and creative freelance markets. Working closely with programme teams and partners, the Digital Youth Innovation Assistant helps ensure that digital interventions are relevant, impactful, and aligned with broader organisational objectives.

Key Responsibilities

1. Digital Strategy and Innovation: Support the design of digital frameworks for impact measurement and data management, and contribute to broader digital transformation initiatives.
2. Project Management: Oversee digital platforms and tools, analyse data, and provide recommendations to strengthen digital strategies including planning and delivering digital skills training sessions for refugee and host community youths.
3. Business Development: Identify sustainable streams of interventions and digital enterprise opportunities, and coordinate training and capacity-building activities. This will include providing hands-on technical support to urban refugee youth during and after trainings to help them acquire marketable digital skills, opening pathways to remote work and creative freelance opportunities.
4. Support establishment and management of digital innovation hubs/platforms to enhance youth networking, collaboration, and innovation.
5. Technical Skills: Proficiency in digital tools, platforms, and technologies, such as project management software, collaboration tools, and data analytics.
6. Assist in integrating AI and emerging technologies into youth training programs and staff capacity-building initiatives.



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7. Facilitate youth participation in digital innovation processes and online peacebuilding engagements.
8. Support youth-led digital campaigns that promote social cohesion, tolerance, and inclusion in refugee-hosting communities.
9. Maintain accurate records of youth beneficiaries and innovations.
10. Contribute to periodic project reports, photo documentation, and digital content for visibility.

Qualifications and Experience

Education

- Bachelor's degree in ICT, Computer Science, Digital Media, Innovation & Entrepreneurship, Communications, or a related field.
- Additional certification in digital skills, ICT, multimedia design, or emerging technologies (e.g., AI tools) is an added advantage
- Demonstrated experience supporting digital skills training, tech learning programs, innovation hubs, or youth empowerment initiatives.
- Experience working with refugee and host community youth in humanitarian or community-based settings is desirable.

Other Requirements

Technical skills

- **ICT troubleshooting and youth technical support:** Able to assist youth in resolving basic hardware, software, and connectivity issues to ensure smooth participation in digital learning activities.
- **Digital productivity tools:** Digital literacy, data analysis, and project management including use of Microsoft Office and Google Workspace to prepare, organize, and collaboratively manage training and reporting materials.
- **Creative and online work tools:** Skilled in using digital design, multimedia, and online freelancing tools (e.g., Canva, WordPress) to support youth in developing marketable digital products.
- **AI-enabled applications and emerging technologies:** Basic understanding of AI tools and emerging technologies (e.g., Canva, ChatGPT etc), with the ability to introduce youth to safe, ethical, and innovative digital solutions.
- **Support to digital innovation spaces:** Able to assist in the setup, maintenance, and safe operation of digital innovation hubs, labs, and online platforms to ensure a conducive learning environment for youth.
- **Digital literacy and documentation:** Strong digital literacy with the ability to accurately document activities through data entry, photo/video capture, and online reporting tools.



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Youth digital innovation and community engagement

- **Youth mobilization and engagement:** Skilled in mobilizing, engaging, and mentoring urban refugee youth in digital innovation, online collaboration, and peacebuilding initiatives.
- **Support to youth-led advocacy:** Experienced in supporting youth-led skilling initiatives, community outreach efforts, and social media-based advocacy activities.
- **Facilitation and communication:** Strong facilitation and communication skills, with cultural sensitivity and respect for diverse identities and backgrounds.

Personal attributes

- **Innovation mindset:** Creative problem-solving and adaptability as demonstrated in an innovative mindset with a strong passion for technology-driven opportunities that empower young people.
- **Proactive learning:** Proactive and solution-oriented, with a willingness to continuously learn and adapt to new digital tools and skills.
- **Team collaboration:** Ability to work with diverse teams and stakeholders and teams to support smooth project delivery and shared goals to implement digital initiatives.
- **Ethics and inclusion:** Maintain high ethical standards, confidentiality, and a strong commitment to inclusion and diversity, including gender and disability considerations.
- **Communication:** Strong written and verbal communication skills.



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Position:	Research Officer
Work Station:	Kampala, Refugee Law Project (RLP) Head Office
Programme	Research and Documentation
Reporting to:	Coordinator Research and Documentation

Job Summary

The Research Officer is a dynamic and innovative professional responsible for working independently and as part of a team to generate research insights, initiate research topics, and support the overall research agenda of RLP. The ideal candidate will have a strong passion for participatory action research, community engagement, and social change. They will work closely with RLP teams across various thematic areas, including access to justice, mental health and psychosocial support, gender and SRHR, transitional justice, conflict and peace building, memory and memorialisation, reconciliation, and justice. The Research Officer will work with Coordinator of Research and Documentation to lead research and provide research support, input, and expertise to RLP programs, support groups, and partners, while ensuring that research is action-oriented, locally sensitive, and culturally relevant.

Key Responsibilities:

1. Research Design and Implementation:

- Initiate and design research studies, including developing research questions, methodologies, and data collection tools in collaboration with RLP teams and partners.
- Conduct literature reviews, collect and analyze data, and generate research insights, ensuring participatory and inclusive approaches.
- Work with team members to develop research protocols, survey instruments, and data collection tools.
- Contribute to the development of research proposals and concept notes.

2. Innovative Research Methods:

- Develop and implement innovative research methods, such as storytelling, art, dance, music, and other creative expressions, to engage young people and vulnerable populations, including victims and survivors of violence.
- Use participatory and inclusive approaches to ensure that research is tailored to the needs and perspectives of diverse populations.
- Collaborate with RLP teams and partners to develop and implement research projects that use non-conventional methods, such as photovoice, digital storytelling, and participatory video.

3. Data Analysis and Interpretation:



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- Analyze qualitative and quantitative data using various data analysis software and techniques.
- Generate meaningful themes, patterns, and recommendations from data, and provide insights to inform programming and policy.
- Verify data quality and ensure accuracy in reporting.

4. Research Dissemination and Communication:

- Prepare research reports, policy briefs, and other communication products, including audio-visual materials.
- Disseminate research findings to stakeholders, including government, NGOs, and communities, using innovative and engaging methods.
- Engage with media, academia, and other external partners to share research insights.

5. Community Engagement and Participation:

- Engage with communities and stakeholders to promote research acceptance and participation.
- Assist with obtaining informed consent from research participants, including administering consent forms.
- Build relationships with community leaders and members to facilitate research access and acceptance.
- Support the development of community engagement plans and strategies.

6. Data Protection and Management:

- Ensure all research data is handled and stored in accordance with RLP's data protection policies and procedures.
- Support the Research Officer with data management and archiving, including transferring data to secure servers.
- Assist with maintaining confidentiality and anonymity of research participants.

7. Collaboration and Teamwork:

- Work closely with RLP teams and partners to ensure research projects are completed on time, within budget, and to a high standard.
- Collaborate with data management and archiving teams to ensure data is properly managed and stored.
- Provide support and assistance to other team members as needed.



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Requirements:

- Master's degree in a relevant field (e.g., social sciences, political science, research, statistics, development studies, or related fields).
- 5 years of experience in research, with a focus on participatory action research and community engagement.
- Excellent organizational and communication skills, with attention to detail and ability to work independently.
- Fluency in English; knowledge of local languages an asset.
- Familiarity with data management software and tools (e.g., NVivo, Excel, SPSS, or R).

Desired Skills and Qualities:

- Passion for research and community engagement, particularly in the context of refugee and host communities.
- Strong understanding of research principles and ethics, including those related to vulnerable populations and sensitive topics.
- Ability to work with diverse populations, including refugees, youth, women, and survivors of gender-based violence.
- Excellent interpersonal and communication skills, with ability to engage with stakeholders at all levels.
- Ability to work in a fast-paced environment and adapt to changing priorities, ensuring flexibility and resilience in a dynamic research context.
- Creativity and innovation in research design and methods, particularly in using non-conventional approaches to engage young people and vulnerable populations.



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Position:	Research Assistant
Work Station:	Kampala, Refugee Law Project (RLP) Head Office
Programme	Research and Documentation
Reporting to:	Research Officer

Job Summary:

The Research Assistant is a vital member of the research team, providing administrative and logistical support to the Research Officer and contributing to the successful implementation of research projects focused on RLP's thematic areas of intervention, including Access to Justice, Mental Health and Psychosocial Support, Gender and SRHR, Transitional Justice, Conflict and Peace Building, Memory and Memorialisation, Reconciliation, and Justice. The ideal candidate will have a strong attention to detail, excellent organizational skills, and a passion for research and community engagement. They will work closely with the Research Officer to support data collection, management, and analysis, while also engaging with communities and stakeholders to promote research acceptance and participation.

Key Responsibilities:

1. Research Administration and Support:

- Provide administrative support to the Research Officer, including scheduling meetings, managing calendars, and coordinating travel arrangements for research activities focused on RLP's thematic areas.
- Assist with preparing research proposals, reports, and other documents, ensuring alignment with RLP's research agenda and thematic areas.
- Maintain accurate records and files, both physical and electronic, related to research projects, including those focused on access to justice, mental health, and gender-based violence.

2. Data Collection and Management:

- Schedule data collection activities for research officers, pool researchers, lead researchers and Coordinator Research and Documentation
- Assist with data collection, including conducting interviews, surveys, and focus groups with refugees, youth, and vulnerable populations, focusing on RLP's thematic areas.
- Support the use of innovative and non-conventional research methods, such as storytelling, art, dance, music, and other creative expressions, to engage young people and vulnerable persons, including victims and survivors of violence.



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- Transcribe audio and video recordings, and organize notes and transcripts, ensuring data quality, confidentiality, and security, and adhering to RLP's data management protocols.
- Support the Research Officer with data analysis, including data cleaning and coding, using tools like NVivo, SPSS, or R, to inform programming and policy in RLP's thematic areas.

3. Community Engagement and Participation:

- Engage with communities and stakeholders, including refugees, youth groups, and survivors of gender-based violence, to promote research acceptance and participation in RLP's research activities.
- Assist with obtaining informed consent from research participants, including administering consent forms, ensuring compliance with RLP's research ethics and protocols.
- Build relationships with community leaders and members to facilitate research access and acceptance, particularly in refugee settlements and host communities.
- Support the development of community engagement plans and strategies, ensuring cultural sensitivity and relevance to RLP's thematic areas.

4. Innovative Research Methods:

- Support the development and implementation of innovative research methods, such as participatory video, photovoice, and digital storytelling, to capture the experiences and perspectives of young people and vulnerable populations.
- Assist with the collection and analysis of data from non-traditional sources, such as art, music, and other creative expressions.
- Contribute to the development of research reports and other communication products that showcase the findings and recommendations from innovative research methods.

5. Data Transcription and Organization:

- Transcribe interviews, focus groups, and other data collection activities, ensuring accuracy and attention to detail, and organizing data in a manner that facilitates analysis and reporting.
- Organize and manage data, including notes, transcripts, and audio-visual materials, using digital tools like NVivo, Excel, or other data management software.

6. Stakeholder Engagement and Communication:



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- Assist with communicating research findings to stakeholders, including communities, government, NGOs, and donors, ensuring that research informs programming and policy in RLP's thematic areas.
- Support the development of communication products, including reports, briefs, infographics, and social media content, highlighting research findings and recommendations.
- Engage with stakeholders to promote research uptake and utilization, fostering partnerships and collaborations that advance RLP's mission.

7. Data Protection and Management:

- Ensure all research data is handled and stored in accordance with RLP's data protection policies and procedures, adhering to international standards for data security and confidentiality.
- Support the Research Officer with data management and archiving, including transferring data to secure servers and ensuring compliance with RLP's data retention policies.
- Assist with maintaining confidentiality and anonymity of research participants, particularly in sensitive research areas like gender-based violence and mental health.

8. Collaboration and Teamwork:

- Work closely with the Research Officer and other team members to ensure research projects are completed on time, within budget, and to a high standard, contributing to RLP's overall research agenda.
- Collaborate with data management and archiving teams to ensure data is properly managed and stored, supporting RLP's commitment to data quality and integrity.
- Provide support and assistance to other team members as needed, fostering a culture of teamwork and collaboration.

Requirements:

- Bachelor's degree in a relevant field (e.g., social sciences, research, statistics, development studies, or related fields).
- 3 years of experience in research administration, data collection, or a related field, preferably in a research or development context.
- Excellent organizational and communication skills, with attention to detail and ability to work independently.
- Fluency in English; knowledge of local languages an asset.
- Familiarity with data management software and tools (e.g., NVivo, Excel, SPSS, or R).



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Desired Skills and Qualities:

- Passion for research and community engagement, particularly in the context of refugee and host communities.
- Strong understanding of research principles and ethics, including those related to vulnerable populations and sensitive topics.
- Ability to work with diverse populations, including refugees, youth, women, and survivors of gender-based violence.
- Excellent interpersonal and communication skills, with ability to engage with stakeholders at all levels.
- Ability to work in a fast-paced environment and adapt to changing priorities, ensuring flexibility and resilience in a dynamic research context.
- Familiarity with RLP's thematic areas and experience working in related fields an added advantage.
- Creativity and innovation in research design and methods, particularly in using non-conventional approaches to engage young people and vulnerable populations.
- Ability to handle multiple tasks, meet deadlines and work in a fast-paced environment
- Takes initiative and with good time-management skills
- A good deal of common sense, etiquette and an ability to think on one's feet.
- Ability to work on own initiative.
- Ability to deal with sensitive information with discretion and to maintain confidentiality.
- Excellent IT skills, including a working knowledge of presentation software packages, preferably Microsoft Office Word, Excel and PowerPoint, outlook.

Terms of Reference

Position: Executive Assistant to the Director
Reporting Relationship: Director

Position Summary.

A personal assistant will work closely with the Director to provide administrative and organisational support through ensuring that the Director makes the best use of his time by dealing with secretarial, administrative and private tasks with a high level of reliability and utmost confidentiality and able to work flexible hours understanding the need for comprehensive confidentiality and professionalism in all areas of work with efficient and successful operation of the office

1. Operational

- i. Maintain, update and manage an accurate electronic diary, mail and computer databases, assessing priority of appointments and reallocation as necessary for the Director;
- ii. Organise appointments, meetings and conferences which may include collating meeting papers, pre-meeting debriefs to the Director and coordinating venues and arranging in-country travel itineraries;
- iii. Process Director's correspondence, ensuring that incoming correspondences are dealt with in a professional and timely manner by the Director/or on behalf of the Director, or other staff as appropriate;
- iv. As instructed by the Director undertake research for specific information using electronic resources and/or networking relationships with internal and external key stakeholders and also assisting the Director in researching and following up with action on matters which fall within the Director's responsibility – chasing responses, triggering follow-up action;
- v. Coordinate out of the Country travels and accommodation arrangements for the Director including securing required Visa on time;
- vi. Ensure the Director is fully briefed on, or prepared for, any engagements he is involved in through keeping and maintaining an accurate record of papers and electronics correspondences on behalf of the Director;
- vii. Screen and Filter general information, queries, phone calls and invitations to the Director by redirecting or taking forward such contacts as appropriate as well as organizing inbound emails into the appropriate folders and any relevant information to be copied into the correct file on the hard drive;
- viii. Arrange agenda and time table for internal meetings.

2. Financial

- ix. Ensure that requisitions for Director's office consumables are submitted and the office is restocked with required items on time;
- x. Reconciling expenses made on the Director's credit card statements as required;
- xi. Ensure that all accountabilities for funds advanced to the Director are submitted on time;

3. Administrative Support

- xii. To be the first point of contact for all enquiries related to the Director and ensuring that they are acted upon efficiently and to a high standard of effectively were necessary;

- xiii. Provide full administrative and secretarial support to the Director, including drafting reports for activities assigned to you;
- xiv. Undertake the necessary preparation for meetings i.e. preparing background material and ensure that all Programmes' files are kept up-to-date;
- xv. In consultation with the Director, implement and maintain an efficient filing system to provide structure and an effective reference resource at all times for easy retrieval;
- xvi. Ensure the smooth operation of the Director's office (stationery and IT);

4. Customer Service

- xvii. Deliver exemplary customer service consummate with the events;
- xviii. Provide the guests waiting to meet the Director with hospitable environment and ensure they are given utmost updates of when the meetings are to take place and provide refreshments as and when required;

5. Personal Responsibilities

- xix. Lead by example and demonstrate desire to share expertise, knowledge and skills with other team members;
- xx. Take responsibility for the implementation of initiatives within own sphere of duties with a high level of creativity;
- xxi. Prioritise and organise own workload to be able to deliver against deadlines;
- xxii. Deal with matters

6. Other

- xxiii. Availability to work (occasionally) unsociable hours, evenings, weekends and public holidays when required;
- xxiv. Undertake any other duties which are consistent with the basic objectives and or/ duties of the post.

Essential Requirements

1. A First or Second Upper Class university degree in Social work or any related field from a recognized university,
2. Possession of at least three (3) years of professional experience as a Personal Assistant/Secretary at a senior level in a busy organization including taking notes for Board Meetings of organisations.
3. Strong written and spoken English
4. Excellent attention to detail, with the ability to maintain a high level of accuracy.
5. Possession of a touch-typing speed of 40 words per minutes with 90% accuracy.
6. Experience of electronic diary management.

Desired Skills

1. Excellent communicational and interpersonal skills
2. Organised and resourceful, concise and analytical

3. Flexible, committed and able to work and follow up matters independently with minimal supervision and maintain flexibility in working hours.
4. Ability to handle multiple tasks, meet deadlines and work in a fast-paced environment
5. Takes initiative and with good time-management skills
6. Tact, diplomacy and confidence are strongly preferred
7. Knowledge of Health and Safety standards; along with a high understanding of Dignity and Diversity in the workplace.
8. A good deal of common sense, etiquette and an ability to think on one's feet.
9. Excellent organisational skills
10. Professional telephone manner
11. Proven ability to work under pressure and to tight deadlines
12. Bright, confident personality
13. A flexible, pro-active approach to work including the ability to prioritise and re-prioritise.
14. Ability to work on own initiative.
15. Ability to deal with sensitive information with discretion and to maintain confidentiality.
16. Excellent IT skills, including a working knowledge of presentation software packages, preferably Microsoft Office Word, Excel and PowerPoint, outlook.