

ADMINISTRATION AND HUMAN RESOURCES OFFICER

Job Reference NBI SEC/CSS/003/2026

Department	Corporate Services	Location	NBI Secretariat Entebbe, Uganda
Reports To: Head of Corporate Services			
Job Group:	National Support	Career Family:	Administration and Human Resources
Date Reviewed: June 2026			
Direct Reports			
<ul style="list-style-type: none"> • Front Office / Admin support staff • Drivers 			
JOB DESCRIPTION			
Job Purpose			
<p>The jobholder is responsible to the delivery of high-quality Human Resources services for Nile-SEC including payroll, appointments and terminations, leave administration, and other HR advisory services. Responsible for ensuring that Nile-SEC. human resource and administration policies and procedures are implemented appropriately at all levels. The job holder provides the day-to-day planning, coordination and management of NBI Secretariat Administrative Services.</p>			
Key Responsibilities			
<p>1. Human Resources Management</p> <ul style="list-style-type: none"> • Support the Head of Corporate Services in ensuring that NBI's policies are implemented appropriately at all levels • Using expert advice as appropriate and in liaison with the Head of Corporate Service develop and implement approved human resources strategies, policies, and procedures for Nile-SEC for efficiency and effectiveness. • Set up and implement human resource information management process systems for staff records, appointments, progression and promotion, recreation and other types of leave, staff benefits, and terminations. • Ensure that HR data is updated in the NBI's ERP system (Dynamics 365) on timely basis. • Oversee the implementation of a performance appraisal system at the NBI Secretariat. Guide the employee's line managers on procedure and expectations. • Maintain records of all performance management reviews/documentation and collate 			

performance metrics to support the implementation of a rewards system.

- Implement innovative policies and procedures for Nile-SEC to acquire and retain competent personnel and consultancies at all levels, including staff motivation.
- Prepare aggregated annual staff development programs tailored to Nile-SEC needs for all staff. Monitor staff development programs and facilitate the implementation and approvals.
- Regularly update the recruitment tracker and share with SMT and hiring managers on a need basis.
- Support the recruitment process from ensuring the establishment of committees, updating of job descriptions/TOR, drafting job advertisements and wide circulation of job advertisements as per established NBI guidelines.
- Lead the induction process of new recruitments, by ensuring the quality and content of the process adheres with NBI standards.
- Process payroll and ensure that payroll system is compatible with NBI system, lead in ensuring compliance with statutory requirements in respect to payroll administration.
- Deploy and supervise casual/temporary employees and initiate the payments of their wages and salaries.
- Support the Head of Corporate Services in providing staff and general administration functions at the NBI Secretariat.
- Communicate policy changes to staff from time to time as deemed necessary.

2. Administration and Operations

- Ensure smooth implementation of all administrative functions of the Secretariat including registry, fleet management, and travel according to NBI rules and procedures.
- Ensure sound systems to maintain and control office equipment and inventory.
- Oversee the management of the Nile-SEC premises and Stores.
- Supervise administrative staff including Office Assistants, drivers and receptionists to ensure that they perform their duties efficiently.
- Oversee periodic stock-taking of office furniture and equipment and ensure they are always in a serviceable state.
- Supervise and monitor the usage of photocopying machines, offset printing and related production machines and equipment, bulbs, air conditioners, cookers, refrigerators, vacuum cleaners, floor polishers and other electrical appliances installed inside office premises.

3. Inventory Management

- Recommend a list of items for disposal and advertise items for disposal; Receive and review the applications for items.
- Recommend establishment of disposal committees and take part in the selection of bidders.
- Review requests for consumables and prioritize issuance as necessary.
- Ensure that proper stock records are kept for stationery and office supplies to facilitate efficient stock control.

4. Transport Management

- Review local, field and other transport requests and provide necessary approvals.
- Review and process requisitions for vehicle service and maintenance. Arrange for the timely repair and maintenance of vehicles and office equipment in conjunction with the FAH and IT Officer at defined service intervals to ensure that equipment is in good working condition at all times.
- Regularly monitor service contracts and ensure that the scheduled maintenance activities are carried out to the right standards.
- Receive and confirm annual motor vehicle insurance renewal requests and handle all communication with the insurance service providers.

5. Facilitation for Foreign Staff

- Supervise the facilitation of foreign staff and international guests including accommodation, transport from the airport, acquisition of permits, housing, identity cards and any other local requirements.
- Facilitate and process the provision of entry visas and work permits to Regional Staff and other guests of Nile-SEC.

6. Other Duties

- Assist in organizing staff retreats.
- Assist in protocol and liaison arrangements as necessary
- Ensure that the office premises and the surrounding compound are properly maintained and kept clean at all times.
- Confirm the bills related to water, electricity and other related administration expenses and initiate the processing of payments of the same.
- Ensure clean and safe drinking water is available at all times to all members of staff.
- The job holder supervises, mentors and coaches' direct reports to develop their overall capabilities in meeting job standards in addition to continuously developing their own capabilities where applicable
- Flexibility to perform assigned tasks from time to time.

JOB CONTEXT

Job Complexity: The jobholder ensures that the human resource policy is implemented S/he is tasked with attracting gifted talent, investing in the advancement of the workforce and putting measures in place to ensure talent retention.

Creativity, Innovation & Problem Solving: The jobholder's role requires a range of professional skills such as time management, interpersonal ability, customer service and organization to achieve results. Problem-solving skills are also important to anticipate future challenges. The job holder is required to continuously seek opportunities to improve efficiency and effectiveness in terms of time spent to deliver results and quality of results.

Consequences of Error: Errors of judgement would have adverse effects on the organisation

Leadership & Human Capital Development: Leadership and human capital development provides conditions necessary to improve levels of employee's personal and career development, by helping employees become more focused and innovative and encouraging teamwork.

Service Delivery & Customer Focus: The jobholder is responsible for corporate social responsibility, listening to the demands of stakeholders and giving them feedback.

Information Resources: The jobholder permits requests for NBI staff to access the resource centre and ensure records are stored as per the legal requirements of the host country.

Financial & Physical Resources: The jobholder is accountable for the supervision, and performance management of operational staff. S/he is responsible for various company assets given to him to facilitate him/ her in the performance of the duties as required by the office e.g. computer, laptop, telephone.

Dexterity: The jobholder requires high concentration and to be alert as his/her role requires high accuracy and attention to detail in administrative management and analysis.

Mental/Sensory Demand: The jobholder expends mental and sensory efforts in report writing and supervision skills.

Physical Exertion: The jobholder will normally work seated long hours on the computer to write reports or make presentations. These cause physical exertion

Working Environment & Occupational Hazards: The job requires a lot of effort to meet different stakeholder expectations for administrative information.

JOB SPECIFICATION

Qualification

Minimum

- Master's degree in human resources management, Office Management/Business Management /Administration/ Public Administration / or equivalent.
- A recognized Professional Certification in Human Resource Management.

Desirable

- Post Qualification (Certification) membership to a professional Human Resource Body such as Human Resource Certification Institute (HRCI), Chartered Institute for Personnel and Development (CIPD), Society for Human Resource Management (SHRM), Human Resource Managers' Association of Uganda (HRMAU) or Equivalent etc
- Additional Qualifications in Public Administration, logistics or Diplomacy will be an added advantage

Minimum Experience Required

- Ten (10) years of relevant experience undertaking functions that match the key responsibilities of this position, 5 of which should be at supervisory level or similar position.

Desirable

- Demonstrated knowledge or competence in development of performance management systems
- Operation and hands on experience on coordination of administrative functions in regional or international organizations will be an added advantage.
- Experience in the use of ERP systems in the management of HR Records, Payroll processing, Inventory management and administrative activities will be an added advantage.

Skills Required

- Knowledge of operations management and logistics.
- Team building and organizational skills.
- Excellent analytical, problem solving and decision-making skills.
- Computer skills including the ability to operate computerized library, spreadsheet, word-processing, spreadsheets, email, database and graphics and website development programs at a highly proficient level.
- Effective time management skills.
- Ability to implement performance management systems, giving candid performance feedback, rewarding desirable behaviours and providing support to professional development efforts linked to strategic objectives.
- Strong communication and presentation skills including the ability to develop proposals, concept papers, and position papers as well as write reports and prepare relevant publications.
- High-level interpersonal and cross-cultural skills including the ability to build alliances and collaborative relationships with sensitivity to diversity.
- Ability to empower staff by removing obstacles hindering the achievement of strategic objectives, focusing on results and delivering what is promised, on time and within budget.
- Ability to maintain high standards of integrity, establish straightforward, productive relationships, treat individuals with fairness and respect, and demonstrate sensitivity to ethnic, cultural and gender differences.

Working Relationships

Internal Contacts

- Head Corporate Services
- All Staff
- Sub-Unit Heads
- ENTRO as appropriate
- NELSAP as appropriate

External Contacts

- Utility Corporations
- Consultants
- Other service providers
- Government Ministries

- Local Governments