JOB ADVERT

IDENTIFICATION	
JOB TITLE	Technical Officer – Governance, Policy and Partnerships
REPORTING TO	Cluster Lead
DURATION	Two (2) Years Renewable
DEPARTMENT/PROGRAM	USAID Health Sector Governance and Strategic Partnerships (UAT-Uongozi Wa Afya Thabiti)
PHYSICAL LOCATION	Trans Nzoia

BACKGROUND

Amref Health Africa was founded in 1957 and has since grown to become the largest African-based international health development organization, currently implementing more than 120 programs, directly reaching more than 12 million people across 35 African countries. Headquartered in Nairobi, Kenya, Amref Health Africa has offices in ten countries in Africa and an additional eleven advocacy and fundraising offices in Europe and North America. In the spirit of Ubuntu, partnership and networking are key elements of our approach. Amref has a staff complement of over 1,500.

Amref Health Africa is driven by its vision of *'Lasting health change in Africa'* and its mission *'To catalyze and drive community-led and people-centered health systems while addressing social determinants of health'*. We believe that the power to transform Africa's health lies within its communities, and therefore strive to ensure that health systems are not only functional but that communities are empowered to hold these systems accountable for the delivery of quality and affordable health care.

ABOUT THE PROJECT

USAID Health Sector Governance and Strategic Partnerships (UAT-Uongozi Wa AfyaThabiti) is a five-year project funded by the USAID with Amref Health Africa in Kenya as the prime partner. The project is aimed at providing system level support that will contribute to the achievement of programmatic outcomes. This is aimed at improved responsiveness (continuity of care) and performance of health indicators at the Council of Governors (COG) and across 10 Counties in Kenya (Turkana, Trans Nzoia, Elgeyo Marakwet, Baringo, Laikipia, Samburu, Tharaka Nithi, Nairobi, Kilifi, and Taita Taveta). The project objectives are:

- Strengthened Health Systems' Governance, Institutions, and Stewardship for Improved Delivery of Quality Health Services.
- Improved Health Systems Accountability and Structures for Transparent, Efficient and Effective Delivery of Quality Health Services
- Strengthened Structures for National and County Level Legislation and Policy Development and Review
- Strengthened Capacity of National, County and Intergovernmental Coordination Structures to Manage Health Systems.

JOB PURPOSE

The Technical Officer, Governance, Policy and Partnerships will work under the leadership of the Cluster Lead to support the strengthening of health sector governance and strategic partnerships to improve resource optimization, equity and quality in the respective counties' health system.

PRINCIPAL RESPONSIBILITIES

- Technical delivery of Governance and Accountability to ensure quality delivery and synergies with the other components of the programme at the county level.
- Technical delivery of health systems accountability including increased citizen's participation in health decision making at the county level.
- Technical delivery of initiatives to build the capacity of counties on legislation and policy development,implementation and review.
- Technical delivery of initiatives to strengthen county health coordination and strengthening of partnerships at the county level

Guiding program design:

- Represents the project at the county meetings, advocates for project strategies collaborationsand best
- practices.
- Develops and negotiates effective working relationships/consensus and agreements with county stakeholders.
- Plans, organizes, and participates in capacity development activities to support leadership and governance interventions, through participatory engagement through the provision of advice, technical assistance, training workshops, and meetings, as well as supports the development of related materials, and information kits.
- Work closely with other technical teams in supporting project activities at different level.
- Collaborate and coordinate with the County Health Department, community leaders and other local stakeholders in implementation of PHC (Primary Health Care) as guided.
- Provide technical leadership and managerial support in the area of UHC, ensuring that PHCspecific activities are carried out efficiently and effectively.
- Keep project accurate records and prepare reports periodically.
- Support county program staff to design programs and projects.
- Help define the approach to teaming/partnering with other organizations.
- Performs other duties as required

REQUIRED QUALIFICATIONS

Education, Experience & Competencies

- At least 4 years of Public Health experience, 2 of which must be in managing, complex technical service delivery programs of similar scope and dollar value.
- At least a Bachelor's degree in Social Sciences, Public Health, Medicine, Management, Business Administration, or a related field.
- A thorough knowledge of the devolved health system in Kenya, experience working with county management teams is highly desired.
- Working knowledge of USAID policies and procedures.
- Experience recruiting, forming, and successfully managing teams and ensuring the quality oftheir products.
- Demonstrated success in multicultural environments is required.
- Strong written and verbal communication skills in English required.

HOW TO APPLY

Interested? Please visit our website **https://amref.org/vacancies/** to make your application. You will be directed to our online portal where you will need to create an account in order for you to be able to submit your application. Your application should include a cover letter detailing why you are the best fit for this position and your CV with relevant skills and experience. The closing date will be **December 15, 2024**. Only shortlisted candidates will be contacted.

Job Title:	ICT Officer
Grade:	
Department:	Information AND Communication Technology
Reports to:	Information AND Communication Technology Manager
Direct reports:	None

Job Purpose

This role is responsible for developing, managing and supporting systems and service delivery operations to deliver high quality, innovative, cost effective solutions and platform in support of the corporate business.

Key Responsibilities / Duties / Tasks

Provide Technical support in the acquisition of ICT equipment
- Prepare and Provide Specifications for different ICT equipment during procurement
- Provide Technical Evaluation of Bid documents based on specifications provided
- Provide Acceptance test and Inspection of equipment acquired based on the specification
- Provide advice to users and procurement on the technical specifications as required

Managing user support
- Provide first point of ICT Support contact for all Amref staff
- Logging all incidents, service requests and issues for resolution and escalation either to the ICT manager, other ICT team or product/service supplier
- Analyzing call logs to spot trends and underlying issues.
- Provide users supports; through a series of actions, either face to face; email or over the telephone to help set up systems or resolve issues.
- Manage Helpdesk tickets, planning and prioritizing systematically to minimize backlog and ensure issues are appropriately escalated and resolved.

Manage New equipment setup and configuration
- Test and configure all new equipment, particularly laptops/notebooks, desktops, printers, scanners and other equipment, to ensure compatibility with Amref requirements and standards;
- Participate in the definition, designing, testing and implementation of new Information and Communication Technology (ICT) hardware and software standards for Amref based on user requirements and in accordance with the strategy and direction.

Manage maintenance of ICT equipment

- Provide equipment preventive maintenance and carry out a regular evaluation of current hardware/software to provide a timely replacement schedule or upgrade.
- Patch application and OS with current security updates and hot fixes. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary;
- Diagnosing and solving hardware/software faults
- Troubleshoot technical issues to resolution and/or escalate to relevant team or supplier in a timely manner

Manage Field offices ICT service needs
- Provide technical assistance to project teams and undertake technical project roles when required; supporting the roll-out of new applications and solutions
- Undertake regular ICT support visits to Field/Regional offices for on-site as well as remote support.

Manage the configuration and operation of client computer operating systems
- Installing and configuring computer systems Installing and configuring computer hardware operating systems and applications

Facilitate and provide ICT training

- Facilitate and provide ICT training to all Amref staff for effective utilization of Amref systems and new products.

Other tasks

- Maintain software and hardware inventory
- Work with the other ICT team to ensure that ICT security is ensured in the best interests of Amref ICT security information protocol and in compliance with USAID/Amref Health Africa policies.
- Assist with ongoing development of related organization policies and procedures, including appropriate controls around organizational change management

Academic and Professional Qualifications

- Bachelor's degree in Computer Science, ICT or related field;
- Relevant professional Certifications (CCNP, ITIL, VMware, CompTIA)

Experience

- Minimum of five (5) years' relevant experience
- Excellent understanding of ITIL based service provision, ICT project management skill
- NGO experience is an added value

Skills / Competencies:

- Ability to sell the vision and innovative
- Interpersonal and communication skills
- Demonstrate high levels of integrity.
- Critical thinking and problem-solving skills
- Capable of Multitasking and ability to work in a stressful environment
- Understand urgency and ability to prioritize tasks to fulfil the program support need
- Numerical and analytical skills
- Fluency in written and spoken English language

JOB ANNOUNCEMENT

BACKGROUND:

Amref Health Africa – Tanzania is an independent, non-profit, non-governmental organization (NGO) whose mission is "to improve the health of people by partnering with and empowering communities and strengthening health systems". Amref Health Africa-Tanzania is largely supported by Multilateral, Bilateral, and National donors, implementing several programmes including HIV/AIDS/TB/Malaria, Reproductive, Maternal, Newborn, and Child Health, Water and sanitation, and clinical outreach.

Amref Health Africa Tanzania's projects respond to national health priorities and sustainable development goals (SDGs) in addressing the needs of needy communities mostly women and children. We work to increase the effectiveness, efficiency, and sustainability of health services by strengthening health systems, improving access to services, advocating stronger community health systems, and influencing health policies. With the above background, Amref Health Africa Tanzania has the following vacancy:

Position:	Communications Internship/ Volunteer
Directorate/Unit:	Communication unit
Reports to:	Head of Communications & Partnership
Location:	Dar es salaam

JOB PURPOSE

The Communications Support – Special Task candidate will assist the Communications and Partnership department under the guidance of the Head of Communications & Partnership. This role focuses on developing and managing Public Relations (PR) content, strengthening partnerships, and supporting various communications activities. It requires a highly skilled, flexible, and creative individual passionate about content creation, strategic communication, and partnership development.

MAIN DUTIES AND RESPONSIBILITIES

- Develop and package compelling content in collaboration with the Graphic Designer to produce final layouts/products for communication materials, utilize tools like Adobe Suite for content editing, publication, and multimedia design.
- Write engaging and strategic content for partnership engagements, fundraising initiatives, and donor relations.
- Lead social media content strategy and execution, including digital campaigns, platform engagement, scheduling, monitoring, and engagement analytics.
- Support health projects with Media engagement, event coverage, donor visits, documentation, and audiovisual content creation (photography and videography).
- Ensure media and press content is accurate, high-quality, and distributed effectively.
- Manage the partnership database and maintain effective communication with partners, supporters, and key individuals and collaborate with the ICT unit to maintain and update CRM systems for data management and donor/partners tracking.
- Prepare and issue monthly PR and partnership reports with insights and trends to inform strategies.
- Collaborate with the team to ensure all communications are aligned with organizational goals and brand guidelines.

- duties assigned by the supervisor

Qualifications and Experience
- Bachelor's Degree in Public Relations, Mass Communications, Communications for Development, Marketing, International Relations, Public Administration, or related fields.
- At least four (4) years of experience in communications, preferably within the NGO or health sector.
- Demonstrated experience in fundraising, partnership development, event planning, and execution.
- Skilled in managing public or social events and developing multimedia content (photography and videography).
- Strong command of both English and Kiswahili, including translation proficiency.
- Proficiency in digital communication and social media management.
- Proven ability to create impactful content for diverse audiences across platforms such as press releases, newsletters, websites, and social media.
- Adept at working in multicultural and multinational environments with cross-functional teams.

Skills
- Excellent Writing skills: Strong content development and editing capabilities.
- Adobe Suite Proficiency: Expertise in photo and video editing tools.
- Social Media Management: Planning, scheduling, and optimizing campaigns for maximum engagement.
- Event Planning: End-to-end planning and execution of events and donor visits.
- Content Management: Organization and execution of PR, IEC, and digital materials.
- Networking: Ability to build relationships and strengthen partnerships across sectors.
- CRM Data Management: Donor/partner tracking systems and analytics.
- Photography & Videography: Skilled in creating high-quality audiovisual content.
- Time Management: Strong ability to prioritize tasks and meet tight deadlines.
- Flexibility & Reliability: Capable of working under pressure in a fast-paced environment.

HOW TO APPLY: -

If you meet the criteria given above and are interested in the vacancies, please visit Amref's website https://amref.org/vacancies / Amref will conduct interviews at Dar es Salaam Offices to select qualified candidates. To be considered, your application must be received by 16.30 Hours on December 17, 2024.

1.   Amref Health Africa is an equal opportunity employer and has a non-smoking environment policy
2.   "Amref Health Africa is committed to the principles of safeguarding in the workplace and will not tolerate any form of abuse, wherever it occurs or whoever is responsible"
3.   Any Applicant attempting or communicating to the Amref Health Africa Management or Staff through phone calls, SMS, text emails and other means will automatically be disqualified from this opportunity. All communications should be channelled to the provided official correspondence email above
4.   Amref Health Africa –Tanzania regrets that only short-listed candidates will be contacted