



## **ZAMBIA MEDICINES REGULATORY AUTHORITY**

### **EMPLOYMENT OPPORTUNITIES**

#### **BACKGROUND**

The Zambia Medicines Regulatory Authority (ZAMRA) is a statutory body established under the Medicines and Allied Substances Act (No. 3) of 2013, responsible for the regulation of medicine and allied Substances in Zambia. The Authority invites applications from suitably qualified Zambian citizens who are ambitious, innovative, energetic and performance-driven to apply for various positions as follows:

#### **DIRECTOR - LICENSING SURVEILLANCE & ENFORCEMENT (1)**

##### **Job Purpose**

To Direct the issuance of the licences, certificates and permits for premises used for the manufacture, storage, distribution and sale of medicines and allied substances in order to achieve compliance to set standards in accordance with the policy guidelines.

##### **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) Bachelor of Pharmacy Degree/ Bachelor of Veterinary Medicine /or any related Science;
- c) Membership to relevant professional bodies; and
- d) 10 years experience of which 5 years at managerial level.

### **Required Skills and Attributes**

- a) Proficiency in computer skills;
- b) Good analytical skills;
- c) Good planning and organization skills;
- d) Ability to work under minimal supervision;
- e) Good interpersonal skills;
- f) Good communication skills;
- g) Must be conversant with Microsoft packages; and
- h) Good report writing skills.

### **Duties and Responsibilities**

- a) Supervise effectively, licensing of pharmaceutical premises and facilities in order to safeguard the integrity of medicines and allied substances;
- b) Manage effectively, the enforcement of the law relating to medicines and allied substances in order to discover and prosecute persons who violate or contravene it;
- c) Manages timely and effectively, Local and International GMP inspections of premises for manufacture of medicines and allied substances in order to achieve compliance to set standards;
- d) Manage effectively, the processing of applications for import and export authorisation in order to facilitate their issuance;
- e) Supervise the authorisation and monitoring of import, export, manufacture, labeling, advertisements and promotion of medicines and allied substances in order to ensure the quality, safety and efficacy of medicines and allied substances;
- f) Manage the timely sampling of products in order to facilitate medical product screening, testing and evaluation;
- g) Manage licensing of pharmaceutical premises and facilities on the IRIMS platform in order to ensure effectiveness of service delivery and turnaround time;
- h) Manage effectively, the implementation of the quality management system in the Department in order to maintain required standards of service delivery;

- i) Manage effectively, the control of manufacture, import, export, storage, distribution, supply, dispensing, sale and disposal of psychotropic substances, narcotic drugs and precursor chemicals in order to ensure that the products are made available for licit use;
- j) Manage effectively, the investigations relating to medicines and allied substances in order to facilitate decision making;
- k) Supervise the preparation of the Departmental ZAMRA Budget in a timely manner and with consideration to high quality standards, in order to ensure timely allocation of sufficient resources for the implementation of the ZAMRA strategy;
- l) Supervise development of departmental policies and procedures in order to provide guidelines for effective provision services; and
- m) Supervise the implementation of performance management in order to facilitate improvement in performance and productivity.

## **ASSISTANT DIRECTOR - LICENSING, SURVEILLANCE & ENFORCEMENT (1)**

### **Purpose**

To supervise effectively inspections and licensing of pharmaceutical premises and post marketing surveillance in order to achieve compliance to statutory regulations.

### **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) Bachelor of Pharmacy Degree/ Bachelor of Veterinary Medicine /or any related Science;
- c) Membership to relevant professional bodies; and
- d) 8 years experience of which 3 years at managerial level.

### **Required Skills and Attributes**

- a) Proficiency in computer skills;
- b) Good analytical skills;
- c) Good planning and organization skills;
- d) Ability to work under minimal supervision;
- e) Good interpersonal skills;

- f) Good communication skills;
- g) Must be conversant with Microsoft packages; and
- h) Good report writing skills.

### **Duties and Responsibilities**

- a) Co-ordinate effectively, licensing of pharmaceutical premises and facilities in order to safeguard the integrity of medicines and allied substances;
- b) Supervise effectively, the enforcement of the law relating to medicines and allied substances in order to discover and prosecute persons who violate or contravene it;
- c) Supervises timely Local and International GMP inspections of premises for manufacture of medicines and allied substances in order to achieve compliance;
- d) Supervise effectively, the processing of applications for import and export authorisation in order to facilitate their issuance;
- e) Co-ordinate effectively, the authorisation and monitoring of import, export, manufacture, labeling, advertisements and promotion of medicines and allied substances in order to ensure the quality, safety and efficacy of medicines and allied substances;
- f) Supervise timely and effectively, product sampling screening in order to facilitate product testing and sample evaluation;
- g) Supervise licensing of pharmaceutical premises and facilities on the IRIMS platform in order to ensure effectiveness of service delivery and turnaround time;
- h) Supervise effectively, the implementation of the quality management system in the Department in order to maintain required standards of service delivery;
- i) Coordinates effectively, the planning and undertaking of pharmacovigilance activities in order to monitor the safety of medicines and allied substances on the market;
- j) Supervise effectively, the control of manufacture, import, export, storage, distribution, supply, dispensing, sale and disposal of psychotropic substances, narcotic drugs and precursor chemicals in order to ensure that the products are made available for licit use;
- k) Supervise effectively, the investigations relating to medicines and allied substances in order to facilitate decision making;

- l) Participates in the preparation of the overall ZAMRA Budget in a timely manner and with consideration to high quality standards, in order to ensure timely allocation of sufficient resources for the implementation of the ZAMRA strategy;
- m) Supervise development of departmental policies and procedures in order to provide guidelines for effective provision services; and
- n) Supervise effectively the implementation of performance management in order to facilitate improvement in performance and productivity.

## **ASSISTANT DIRECTOR - MARKETING AUTHORIZATION (1)**

### **Job Purpose**

To effectively supervise registration of human and veterinary medicines, pharmacovigilance, clinical trials, allied substances in order to achieve compliance to set standards of quality, safety and efficacy

### **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) Bachelor of Pharmacy Degree/ Bachelor of Veterinary Medicine /or any related Science;
- c) Membership to relevant professional bodies; and
- d) 8 years' experience of which 3 years at managerial level.

### **Required Skills and Attributes**

- a) Proficiency in computer skills;
- b) Good analytical skills;
- c) Good planning and organization skills;
- d) Ability to work under minimal supervision;
- e) Good interpersonal skills;
- f) Good communication skills;
- g) Must be conversant with Microsoft packages; and
- h) Good report writing skills.

## **Duties and Responsibilities**

- a) Supervise effectively, the evaluation of medicines and allied substances for human and animal use for grant of marketing authorisation;
- b) Supervise effectively, capacity building and development programmes for staff in order to impart requisite knowledge and skills;
- c) Supervise regularly, the development, review and dissemination of market authorisation and clinical trials guidelines in order to provide information to potential applicants and staff;
- d) Supervise effectively, the processing of applications for clinical trials and auditing of clinical trial sites involving medicines and allied substances in order to facilitate the issuance of certificates and compliance to Good Clinical Practices;
- e) Coordinates effectively, the planning and undertaking of pharmacovigilance activities in order to monitor the safety of medicines and allied substances on the market;
- f) effectively, the classification and storage of dossiers and samples in order to facilitate their retrieval, laboratory analysis and decision making;
- g) Supervise effectively, the maintenance of the medicines information management system in order to facilitate storage, processing, retrieval and dissemination of information;
- h) Supervise effectively the implementation of performance management systems in order to facilitate improvement in performance and productivity; and
- i) Supervise effectively, the utilization of human, material and financial resources in order to facilitate realization of departmental goals.

## **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) Bachelor of Pharmacy Degree/ Bachelor of Veterinary Medicine /or any related Science;
- c) Membership to relevant professional bodies; and
- d) 5 years experience of which 3 years at managerial level;

### **Required Skills and Attributes**

- a) Proficiency in computer skills;
- b) Good analytical skills;
- c) Good planning and organization skills;
- d) Ability to work under minimal supervision;
- e) Good interpersonal skills;
- f) Good communication skills;
- g) Must be conversant with Microsoft packages; and
- h) Good report writing skills.

## **INSPECTOR GDP & ACCESS (7)**

### **JOB PURPOSE**

To undertake registration of pharmacies and issuance of licences and permits for premises used for the storage, distribution and sale of medicines and allied substances in order to achieve compliance to set standards in accordance with the policy guidelines.

### **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) Bachelor of Pharmacy Degree/ Bachelor of Veterinary Medicine /or any related Science;
- c) Membership to relevant professional bodies; and
- d) 3 years post qualification experience.

### **Required Skills and Attributes**

- a) Proficiency in computer skills;
- b) Good analytical skills;
- c) Good planning and organization skills;
- d) Ability to work under minimal supervision;
- e) Good interpersonal skills;
- f) Good communication skills; and
- g) Good report writing skills.

## **Duties and Responsibilities**

- a) Undertake timely, inspections of premises for retail pharmacies, hospital pharmacies, importers/exporters, wholesale dealers, health shops and agro-veterinary shops of medicines and allied substances in order to ensure compliance with licensing terms;
- b) Undertake timely, processing of applications for pharmaceutical establishments and facilities in order to facilitate the issuance of licence, certificates and permits;
- c) Undertake effectively, the regulation of medicines and allied substances disposal in order to ensure their safe destruction;
- d) Undertakes effectively, the processing of applications for import and export authorisation in order to facilitate their issuance;
- e) Perform and maintain timely, the validation of data entered on to the database in order to ensure accurate reporting;
- f) Manage effectively the implementation of performance management systems in order to facilitate improvement in performance and productivity; and
- g) Supervise effectively, staff in order to ensure the attainment of the department's objectives.

## **SENIOR STRATEGY OFFICER (1)**

### **Job Purpose**

To assist in the achievement of the Authority strategic objectives, policies, standards and operational outputs.

### **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) Bachelors of Degree in either Business Studies or Social Sciences;
- c) Postgraduate in Strategic Management an added advantage;
- d) 5 years experience of which 3 years at managerial level; and
- e) Track record of building and successfully implementing strategy in complex Organisations with a wide variety of stakeholder interests.



## **Required Skills and Attributes**

- a) Proficiency in computer skills;
- b) Good analytical skills;
- c) Good planning and organization skills;
- d) Ability to work under minimal supervision;
- e) Good interpersonal skills;
- f) Good communication skills;
- g) Understanding of strategic planning tools;
- h) Must be conversant with Microsoft packages; and
- i) Good report writing skills.

## **Duties and Responsibilities**

- a) Analyze strategy and business plan and how it relates to work, by planning and delivering internal communications activity for the team and by supporting quarterly corporate performance reporting;
- b) Provide project management support for Authority corporate planning process, and provide ongoing advice and support to assist teams develop credible plans to effectively implement the strategy;
- c) Assist to bring together and analyse internal and external data, to provide Management with the information required to make strategic decisions;
- d) Ensure executive focus on measurable impact across the Authority's objectives;
- e) An ability to listen to and challenge diverse opinion, synthesise complex data and clearly communicate the Authority's strategy to internal and external stakeholders;
- f) Ensure that strategic actions are completed at various levels to achieve desired organizational goals and initiatives;
- g) Ensure that the organization maintains appropriate metrics to measure performance and progress towards strategic goals;
- h) Design and lead complex projects and activities to achieve operational and strategic outcomes;
- i) Investigate information from a variety of sources, undertake critical analysis and form logical and accurate advice and strategies and align operational activities accordingly;

- j) Contribute to the formulation, implementation and evaluation of departmental strategic and operational plans and performance;
- k) Develop and implement strategies, builds capability and establishes systems and processes to support Organisational objectives; and
- l) Inspire a sense of purpose and direction, with the ability to shape and influence activity in support of Organisation goals and values.

## **PRINCIPAL LEGAL OFFICER- ADVISORY AND LITIGATION (1)**

### **Job Purpose**

Under the Supervision of the Director Legal/Board Secretary assist with provision of legal services to the Authority in order to protect the Authority against unwarranted litigations, as well as ensuring that operations of the Authority are within the law.

### **Person specifications and Qualifications**

- a) Full Form V or Grade 12 School Certificate or equivalent qualification verified and approved by Zambia Qualifications Authority;
- b) Bachelor of Laws (LLB);
- c) Post graduate Diploma in Legislative Drafting;
- d) Master's Degree in Law (LLM) will be an added advantage;
- e) Advocate of the High Court of Zambia with a minimum of 5 years' post qualifying experience;
- f) Members of Law Association of Zambia (with current practicing certificate).

### **Required Skills and Attributes**

- a) Excellent Knowledge of High Court and Supreme Court Rules
- b) Strong litigation and advocacy skills;
- c) Legal drafting skills;
- d) Proficiency in computer skills;
- e) Good analytical skills;
- f) Good planning and Organisation skills;

- g) Ability to work under minimal supervision;
- h) Good interpersonal skills;
- i) Good communication skills;
- j) Good report writing skills; and
- k) Ability to handle confidential and sensitive information.

### **Duties and Responsibilities**

- a) Advise on the interpretation of relevant statutes to ensure operations of the Authority are within the provisions of the law;
- b) Prepare timely legal opinions on matters of interest to enable the Authority to make informed decisions concerning various litigation cases and other legal matters;
- c) Undertake timely review and drafting of contracts, agreements, memorandum of understanding, policies, guidelines and other legal documents as required;
- d) Represent the Authority in a relevant court, Commission, tribunal or other similar body in any matter where the Authority is a party or shall be affected by a decision of such a relevant court, Commission, tribunal or other similar body;
- e) Attend to all litigation matters including the drafting of appropriate court process, interlocutory applications and generally to safeguard the interests of the Authority and other stakeholders in all court cases to ensure that favorable judgments are recorded where the Authority has initiated the litigation or defends the matter;
- f) Prepare all case work for court litigation, mediation, arbitration or ex – curia settlement which ever may occur;
- g) Identify and arrange appropriate witnesses for pretrial briefs internally and with external counsel where applicable;
- h) Review judgements, pronouncements, determination of the judicial bodies and advise the Authority on the effects of such decisions on the operations of the Authority;
- i) Advise the Authority on changes and development in legislation, regulations, guidelines and practices affecting the operations of the Authority;

- j) Liaising with relevant authorities and facilitate the drafting of the relevant statutory instruments, possible amendments, guidelines and other legal documents;
- k) Supervises and undertakes effectively the prosecution of offences under the Medicines and Allied Substances Act No. 3 of 2013 to foster compliance with the law;
- l) Provide efficient and effective legal risk management support in form of monitoring and compliance with internal policies and relevant legislation;
- m) Provide regular status reports to appraise management on the status of legal cases and other legal matters; and
- n) Perform other incidental duties as may be assigned by the Director Legal/ Board Secretary

## **LEGAL OFFICER - PROSECUTIONS (1)**

### **Job Purpose**

To ensure adherence with the provision of the Medicines and Allied Substances Act No. 3 of 2013 and all other related legislation by prosecuting individuals and entities for breaches and offences under the said Act.

### **Person specifications and Qualifications**

- a) Full Form V or Grade 12 School Certificate or equivalent qualification verified and approved by Zambia Qualifications Authority;
- b) Bachelor of Laws (LLB);
- c) Advocate of the High Court of Zambia with a minimum of 2 years' post qualifying experience;
- d) Members of Law Association of Zambia (with current practicing certificate).

### **Required Skills and Attributes**

- a) Strong litigation and advocacy skills;
- b) Proficiency in computer skills;
- c) Good analytical skills;

- d) Good planning and organization skills;
- e) Ability to work under minimal supervision;
- f) Good interpersonal skills;
- g) Good communication skills;
- h) Good report writing skills; and
- i) Ability to handle confidential and sensitive information.

### **Duties and Responsibilities**

- a) Provide legal opinions and advise on the interpretation of relevant statutes to ensure operations of the Authority are within the provisions of the law;
- b) Undertake timely review and drafting of contracts, agreements, memorandum of understanding, policies, guidelines and other legal documents as required;
- c) Represent the Authority in a relevant court, Commission, tribunal or other similar body in any matter where the Authority is a party or shall be affected by a decision of such a relevant court, Commission, tribunal or other similar body;
- d) Undertake effectively the prosecution of offences under the Medicines and Allied Substances Act No. 3 of 2013 to enforce compliance with the law;
- e) Identify and arrange appropriate witnesses for pretrial briefs internally and with external counsel where applicable;
- f) Liaise with criminal justice system agencies/stakeholders during case preparation and prosecution;
- g) Review judgements, pronouncements, determination of the judicial bodies and advise the Authority on the effects of such decisions on the operations of the Authority;
- h) Preparing regular status reports on prosecuted cases; and
- i) Perform other incidental duties as may be assigned by the supervisor.

## **MAINTENANCE OFFICER (1)**

### **Job Purpose**

To effectively maintain the Authority office complex by ensuring the external vendors are effectively supervised in order to provide a conducive working environment.

### **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) Bachelor of Science Degree in Civil Engineering or any relevant Degree;
- c) Membership to Engineering Institution of Zambia (EIZ); and
- d) 5 years' experience.

### **Required Skills and Attributes**

- a) Proficiency in computer skills;
- b) Good analytical skills;
- c) Good planning and organization skills;
- d) Ability to work under minimal supervision;
- e) Good interpersonal skills;
- f) Good communication skills; and
- g) Good report writing skills.

### **Duties and Responsibilities**

- a) Prepare annual work maintenance plans and budgetary requirements;
- b) Carry out checks and inspections as necessary to ensure equipment is safe, reliable and well maintained;
- c) Conduct routine inspections of the premises and equipment;
- d) Ensure basic maintenance and repair works are performed;
- e) Carryout repairs and maintenance tasks on a range of equipment, furniture, buildings and facilities;
- f) Proactively identify maintenance and repair tasks needed and carryout the necessary maintenance or report for action by others;

- g) Ensure all electrical, plumbing, painting, general maintenance works are attended to timely and efficiently;
- h) Supervise maintenance works from contracted company in accordance with service contract terms and conditions; and
- i) Comply with relevant legislation policies and procedures, applicable to the role.

## **CALL CENTRE OFFICER (1)**

### **Job Purpose**

To professionally respond to telephone inquiries from callers and ensuring customer satisfaction by providing quality service and assisting them with issues/concerns related to service delivery.

### **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) Bachelor of Marketing/Public Relations/Mass Communication or any related Degree;
- c) Membership to relevant professional body; and
- d) 3 years' experience.

### **Required Skills and Attributes**

- a) Proficiency in computer skills;
- b) Good analytical skills;
- c) Good planning and organization skills;
- d) Ability to work under minimal supervision;
- e) Good interpersonal skills;
- f) Strong customer service skills;
- g) Good communication skills;
- h) Good report writing skills;
- i) Ability to handle confidential and sensitive information; and
- j) Must be able to handle multiple tasks, complexity, and diversity of customers.

## **Duties and Responsibilities**

- a) Answer telephone calls promptly and in a polite and professional manner;
- b) Provide customers with service information in line with service delivery Charter;
- c) Handle customer complaints or issues;
- d) Document all call information according to standard procedures;
- e) Identify and escalating issues relating to customer and service delivery to supervisors as needed;
- f) Follow up on customer inquiries not immediately resolved;
- g) Direct calls to other departments as necessary;
- h) Ensure that work assignments and information gathered from day to day work is not shared with anyone and protects all customer and Authority information; and
- i) Follow up with rescheduling missed appointments as assigned.

## **LABORATORY ANALYST-PHYSICO CHEMICAL (3)**

### **JOB PURPOSE**

To effectively undertake physical and chemical tests on all medicinal and allied substances in a consistent and accurate manner.

### **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) BSc Degree in Chemistry or other related professional qualification relevant for the position; and
- c) Three (3) years' experience in medicines control laboratory or similar environment.

### **Required Skills and Attributes**

- a) Proficiency in computer skills;
- b) Good analytical skills;
- c) Good planning and organization skills;
- d) Ability to work under minimal supervision;
- e) Good interpersonal skills;
- f) Good communication skills; and



- g) Good report writing skills.

### **Duties and Responsibilities**

- a) Conduct timely Physical-Chemical tests on samples as scheduled;
- b) Ensure that only approved methods are used in carrying out tests;
- c) Report any noted quality management system deviations to the Laboratory Management without delay;
- d) Record all observed results in the analysis in the Analytical workbooks and attach relevant instrument printouts;
- e) Prepare test reports and draft certificate of analysis in order to submit for review timeously;
- f) Ensure the effective conducting of analysis and other operational procedures as provided for in the approved quality management and ICT systems;
- g) Ensure equipment and accessories are used for the right purposes and in an economical way avoiding misuse and wastage of sectional resources;
- h) Ensure workspaces are kept clean and well-maintained to avoid preventable wear and tear;
- i) Ensure the Transfer of gained knowledge through in-house training to other staff members after attending a particular training; and
- j) Ensure the use of serviced, maintained and qualified equipment in the analysis.

## **LABORATORY ANALYST- MEDICAL DEVICES (1)**

### **Job Purpose**

To effectively undertake tests on all medical devices in a consistent and accurate manner.

### **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) BSc Degree in Chemistry/ Physics or other related professional qualification relevant for the position;
- c) Knowledge of ISO 17025 ; and

- d) Three (3) years' experience in medicines control laboratory or similar environment.

### **Required Skills and Attributes**

- a) Computer literate; Microsoft office Word, Excel and Power Point;
- b) Knowledge of basic statistics;
- c) Facilitation skills;
- d) Interpersonal skills;
- e) Innovative;
- f) Integrity;
- g) Confidentiality;
- h) Ability to carry out unsupervised research work on pharmaceutical or related products;  
and
- i) Ability to provide written update reports.

### **Duties and Responsibilities**

- a) Conduct timely tests on Medical Devices as scheduled;
- b) Ensure that only approved methods of medical devices tests are used in carrying out tests;
- c) Ensure that only approved medical devices tests are conducted;
- d) Report any noted quality management system deviations to the Laboratory Management without delay;
- e) Record all observed results in the analysis in the Analytical workbooks and attach relevant instrument printouts;
- f) Prepare test reports and draft certificate of medical devices analysis as required and submit for review timeously.
- g) Ensure equipment and accessories are used for right purposes and in an economical way avoiding misuse and wastage of resources.
- h) Ensure workspaces are kept in a clean and well-maintained manner to avoid preventable wear and tear.

- i) Transfer of gained knowledge through in-house training to other staff members after attending a particular training.
- j) Ensure the use of serviced, maintained and properly qualified equipment in the analysis.

## **METROLOGY OFFICER (1)**

### **Job Purpose**

To carry out maintenance and service of laboratory environment, instruments and equipment; and perform operational and performance qualifications where required in order to ensure their usability and serviceability; and traceability to international measuring standards.

### **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) BSc Degree in Electronics/ Electrical Engineering or other related professional qualification relevant to the job;
- c) Membership to relevant professional body;
- d) 5 years' experience in Laboratory related instruments and service and maintenance;
- e) Familiar with WHO GPPCL guidelines and ISO/IEC 17025;
- f) Ability to work with moderate supervision; and
- g) Certification in laboratory instruments and equipment service and maintenance is an added advantage.

### **Required Skills and Attributes**

- a) Computer literate; Microsoft office Word, Excel and Power Point;
- b) Knowledge of basic statistics;
- c) Facilitation skills;
- d) Interpersonal skills;

- e) Innovative;
- f) Integrity;
- g) Confidentiality; and
- h) Ability to plan research work on pharmaceutical laboratory equipment or related instruments.

### **Duties and Responsibilities**

- a) Ensure the effective, routine, preventative and corrective maintenance of test apparatus, measuring and peripheral Laboratory equipment in order to ensure usability and serviceability;
- b) Carry out accurate, in-house performance and operation qualification of laboratory apparatus and equipment in order to ensure their conformity to set standards;
- c) Undertake accurate, calibration of laboratory instruments where required in order to ensure their traceability to international measuring standards;
- d) Undertake accurately, troubleshooting and other investigations in order to detect and establish causes, errors and defects in the laboratory instruments and other equipment;
- e) Carry out basic service and maintenance; and replacement of serviceable parts of Laboratory instruments and equipment;
- f) Ensure effective maintenance of records for repair of equipment in order to facilitate processing, reporting and decision making;
- g) Manage instruments and equipment maintenance and service schedules;
- h) Ensure instruments and equipment usability for smooth running of laboratory operations;
- i) Monitor the laboratory temperature and humidity in order to meet the set standards;
- j) Identify statutory institutions or service providers in order to meet metrology requirements;
- k) Prepare and produce periodic reports on the operations of the unit for management's decision making;
- l) Participate in the development and review of instruments and equipment management quality procedures to ensure compliance and efficiency in operations;

- m) Provide inputs to the annual budget preparation and procurement planning for all repair/ replacement stock items to meet the focused annual operations of the laboratory; and
- n) Carry out any other related duties that may be allocated by the supervisor.

## **EXECUTIVE ASSISTANT (1)**

### **Job Purpose**

Responsible for providing comprehensive support to the Director-General's Office (CEO) through organizing and Co-ordinating Administrative duties and services that facilitate the smooth running of the office and serves as the first point of contact for internal and external clients of the Authority.

### **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) Bachelors Degree in Public Administration or any related Social Science;
- c) Secretarial Diploma, 120/65 wpm shorthand and typing;
- d) At least five (5) years relevant post qualification working experience; and
- e) Membership to relevant professional body.

### **Required Skills and Attributes**

- a) Proficiency in computer skills
- b) Good analytical skills
- c) Ability to work under minimal supervision
- d) Ability to multitask and prioritise effectively
- e) High level of discretion and confidentiality
- f) Exceptional organisational and time-management skills.
- g) Professional demeanour and strong interpersonal skills.
- h) Good communication skills
- i) Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- j) Good report writing skills.

## **Duties and Responsibilities**

- a) Attend to incoming calls, routing of callers, handling visitors, and answering questions and requests in order to ensure prompt responses
- b) Receive and record messages and diarizes appointments in order to ensure that meetings for the Director-General are adhered to;
- c) Handle and prioritise all outgoing or incoming correspondence (e-mail, letters, packages etc) in order to ensure feedback;
- d) Schedule appointments and meetings between the Director -General and internal/external stakeholders and prompts him/her prior to meetings /appointment;
- e) Provide a bridge for smooth communication between the Director-General, Management team, staff and external stakeholders demonstrating leadership to maintain credibility, trust, and support in all spheres of work;
- f) Coordinate travel arrangements for the Director-General including hotel bookings and confirmations for both local and international travel; and
- g) Replenish office requisites and supplies such as snacks and stationery in order to ensure adequate stocks for the office.

## **RISK OFFICER (1)**

Responsible for execution of the overall risk management program in order to guarantee efficient functioning of the Risk management Unit.

### **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) Bachelor's degree in Business Administration, Finance, Risk Management or equivalent. Master's degree will be an added advantage;
- c) At least five (5) of years working experience in risk management environment; and
- d) Membership to relevant professional body.

### **Required Skills and Attributes**

- a) Proficiency in computer skills
- b) Good analytical skills
- c) Good planning and organization skills
- d) Ability to work under minimal supervision
- e) Good interpersonal skills
- f) Good communication skills
- g) Understanding of strategic planning tools
- h) Must be conversant with Microsoft packages
- i) Good report writing skills.

### **Duties and Responsibilities**

- a) Design, complete and update a risk register based on the applicable policies;
- b) Review of procedures, maintain an inventory of internal controls and map them to key risk areas in order to mitigate them;
- c) Track the progress of remediation of control weaknesses identified by Internal Audit, self-testing, or controls assessment;
- d) Execute Authority's compliance and risk assessments by identifying the key risks and assessing mitigating controls to determine the risk profile for the individual projects, programs and the Authority as whole;
- e) Develop and monitor of Risk indicators that are mapped to various risks to determine and proactively implement risk mitigation measures;
- f) Identify emerging risks based on new regulations and assessments;
- g) Coordinate the collection of risk information from projects, programs, departments and units within the Authority and apply to various key risk areas and update the risk profile;
- h) Provide assistance in developing and updating policies and procedures by enforcing document standards;
- i) Undertake based on various analytics and mappings of risks versus mitigations, develop and establish an appropriate baseline level of Authority's risk.
- j) Establish an early warning or trigger system for breaches of the Agency's risk appetite or limits;
- k) Work with the Risk champions in the various units to prepare risk registers;

- l) Prepare periodic reports to the management on various analyses, new developments, register amendments and changes to risk profile of the Agency; and
- m) Perform any other relevant duties as may be assigned.

## **ADMINISTRATIVE OFFICER (1)**

To ensure the provision of efficient and cost-effective administrative support services to the Authority in order to facilitate smooth operation of the departments to enable the Authority to achieve its corporate goals and objectives.

### **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) Bachelor's Degree in Public Administration / Business Administration or any relevant Degree;
- c) At least five (5) years relevant post qualification working experience in a similar role; and
- d) Membership to relevant professional body.

### **Required Skills and Attributes**

- a) Proficiency in computer skills
- b) Good analytical skills
- c) Good planning and organization skills
- d) Ability to work under minimal supervision
- e) Good interpersonal skills
- f) Good communication skills
- g) Understanding of strategic planning tools
- h) Must be conversant with Microsoft packages
- i) Good report writing skills.

### **Duties and Responsibilities**

- a) Coordinate the repair/maintenance, and replacements of vehicles, buildings, equipment and furniture, to ensure minimal disruptions to Authority operations due to breakdowns;
- b) Assist in the development, review and implementation of Administration Manuals, policies, and procedures;



- c) Advise management on the running projects and expiry of service contracts including managing administrative service contracts;
- d) Supervise the delivery of service by the outsourced cleaning and general works services;
- e) Managing premises, assets and insurance policies in order to mitigate them from risks;
- f) Undertake development and updating of office equipment and furniture inventory;
- g) Administer official travel arrangements of staff members, including reservation and issuance of air travel, hotel accommodation and appropriate daily subsistence allowances;
- h) Ensure effective adequate security on the premises in order to safe guard lives and property; and
- i) Provision of office supplies in order enhance smooth operations of the Authority.

## **REGISTRY OFFICER (1)**

### **Job Purpose**

To supervise and undertake the provision and maintenance of staff registry services in order to enhance accessibility, security and flow information.

### **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) Bachelor of Records & Archives Management/Records Management;
- c) Membership to relevant professional body; and
- d) 3 years' experience.

### **Required Skills and Attributes**

- a) Proficiency in computer skills;
- b) Good analytical skills;
- c) Good planning and organization skills;
- d) Ability to work under minimal supervision;
- e) Good interpersonal skills;
- f) Strong customer service skills;
- g) Good communication skills;

- h) Good report writing skills; and
- i) Ability to handle confidential and sensitive information.

### **Duties and Responsibilities**

- a) Establish systems and provide monitoring Mechanisms for Management of Incoming and outgoing mail;
- b) Supervise and undertake effective receipt and distribution of correspondence in order facilitate timely access to information;
- c) Supervise and undertake effective indexing of files in order to facilitate efficient and effective storage;
- d) Supervise and undertake timely and accurate classification of correspondence in order to facilitate efficient storage and retrieval;
- e) Supervise timely development periodically identification of records to be transferred or destroyed in order to facilitate archiving and space creation;
- f) Undertake filing, closing, disposing and archiving files accordingly;
- g) Preserves records and information through a planned records management process aimed at protecting vital authority records; and
- h) Ensures consistence and uniform procedures are followed when filing, retrieving and distributing files.

## **ASSISTANT REGISTRY OFFICER (1)**

### **Job Purpose**

To provide support in records management by receiving, filing, distributing and retrieving of documents.

### **Person specifications and Qualifications**

- a) Full Form V/ Grade 12 School Certificate (including English and Mathematics);
- b) Bachelor of Records & Archives Management/Records Management; and
- c) Membership to relevant professional body.

## **Required Skills and Attributes**

- a) Proficiency in computer skills;
- b) Good analytical skills;
- c) Good planning and organization skills;
- d) Ability to work under minimal supervision;
- e) Good interpersonal skills;
- f) Strong customer service skills;
- g) Good communication skills;
- h) Good report writing skills; and
- i) Ability to handle confidential and sensitive information.

## **Duties and Responsibilities**

- a) Undertake effective filing of incoming and outgoing mails in order to facilitate efficient and effective storage and retrieval of information;
- b) Undertake effective distribution of Documents as well as track progress up to the point of delivery when required within the institution;
- c) Undertake Sorting and Retrieval of documents from various offices at regular intervals and keep records as required on periodical basis;
- d) Check to ensure files are complete with the relevant records and documents as well as process and scan/photocopy documents as needed;
- e) Ensure efficient and timely circulation of files;
- f) Ensure files are created and updating index whenever necessary;
- g) Responsible for registering all incoming/outgoing mail and allocating file numbers
- h) Facilitates the process of conducting file census;
- i) Undertake effective dispatch of incoming and outgoing mail;
- j) Undertake effective circulation of files in order to facilitate action by the appropriate officers;
- k) Undertake effective inventory of files in order to facilitate accountability;
- l) Undertake effective filing in order to facilitate storage and retrieval of information; and

- m) Maintain accurate and timely register of incoming and outgoing mail in order to prevent misdirection and loss.

Interested candidates should send applications with copies of detailed Curriculum Vitae, Grade 12 Certificate, Degree/ Transcript of results, Professional registration membership and valid practicing licence to: -

**The Director-General**

Zambia Medicines Regulatory Authority

Plot No. 2350/M, Off KKIA Road

P.O. Box31890

**LUSAKA**

**NOTE:** Candidates are required to have their qualifications verified by the Zambia Qualifications Authority (ZAQA) before submitting their application.

Envelopes should be appropriately marked with the position applied for.

The deadline for receipt of applications is **Monday 21<sup>st</sup> October 2024**. Only shortlisted candidates will be contacted for interviews. ZAMRA is an equal opportunity employer, and we encourage applications from qualified individuals of all backgrounds.