



ZAMBIA MEDICINES REGULATORY AUTHORITY

Plot No. 2350/M, Off Kenneth Kaunda International Airport Road | P.O. Box 31890 | Lusaka

EMPLOYMENT OPPORTUNITIES

The Zambia Medicines Regulatory Authority (ZAMRA) is a statutory body established under the Medicines and Allied Substances Act, Chapter 299 of the Laws of Zambia, responsible for the regulation of medicines 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 the following positions:

1. MANAGER – PUBLIC RELATIONS (1)

Duty Station: ZAMRA Head Office, Lusaka

Job Purpose

To provide strategic and operational leadership of the Authority's public relations and communications function, ensuring effective external and internal communication of the Authority's regulatory mandate, public health messages, media relations, brand management, stakeholder engagement and public education.

Person Specifications and Qualifications

- Full Form V/Grade 12 School Certificate with five (5) 'O' Level credits or better, including English and Mathematics;
- Bachelor's Degree in Mass Communication, Journalism, Public Relations, Marketing or a related discipline;
- A Master's Degree in Communications, Public Relations, Marketing, or a Master of Business Administration, is highly desirable;
- A minimum of Five (5) years' relevant work experience in public relations, corporate communications, journalism or marketing, at least three (3) of which should be at management or team leadership level;
- Experience in health sector, regulatory or government communications will be a distinct advantage; and
- Full member of the Zambia Public Relations Association (ZAPRA), Zambia Institute of Marketing (ZIM), the Public Relations Institute of Southern Africa (PRISA) or an equivalent professional body.

Required Skills and Attributes

- Strategic communications and media relations skills;
- Crisis communication and regulatory risk communication skills;
- Digital communications skills, including website and social media management;
- Content creation and publications management skills;
- Brand and corporate identity management skills;
- Stakeholder engagement and public education campaign skills;
- Event, budget and vendor management skills;
- Good analytical, planning and organisation skills;

- Ability to work under pressure and meet deadlines; and
- High level of integrity and ability to handle confidential and sensitive information.

Duties and Responsibilities

- Develop and implement the Authority's Communications Strategy and annual communications plan;
- Direct media relations, including press releases, press conferences, media enquiries, interviews and media monitoring, and serve as the Authority's principal media spokesperson or coordinate spokesperson briefings;
- Lead regulatory risk communication by coordinating with technical directorates on public safety alerts, product recalls, Dear Healthcare Professional Communications and warnings on substandard and falsified products;
- Manage the Authority's digital communications, including website content, social media platforms, electronic newsletters and digital analytics;
- Direct public education and awareness campaigns on medicine safety, rational medicine use, antimicrobial resistance, adverse drug reaction reporting and the dangers of substandard and falsified products;
- Manage the Authority's brand and corporate identity, including visual identity standards, publication design and corporate event branding;
- Oversee the production of the Authority's publications, including the Annual Report, safety newsletters, fact sheets, infographics and educational materials;
- Manage internal communications, including staff newsletters, intranet content and internal events;
- Coordinate stakeholder engagement events, including industry forums, healthcare professional sensitisation and consumer outreach activities;
- Develop crisis communication protocols and coordinate rapid response messaging during product safety emergencies and reputational events;
- Manage the unit budget, vendor relationships and the procurement of communications services;
- Supervise, mentor and develop unit staff, and build communications capacity across the Authority through media training for technical staff; and
- Perform any other duties as may be assigned by the supervisor.

2. INTERNAL AUDITOR (1)

Duty Station: ZAMRA Head Office, Lusaka

Job Purpose

To assist in providing independent and objective assurance and advisory services by conducting internal audits across all functions of the Authority and evaluating the adequacy and effectiveness of internal controls, risk management and governance processes, in order to add value and improve the operations of the Authority.

Person Specifications and Qualifications

- Full Form V/Grade 12 School Certificate with five (5) 'O' Level credits or better, including English and Mathematics;
- Bachelor's Degree in Accounting or Finance, ACCA, CA Zambia, CIMA or any equivalent qualification;
- A minimum of two (2) years' relevant work experience in an audit or risk management environment; and
- Fully registered and paid-up member of the Institute of Internal Auditors (IIA Zambia).

Required Skills and Attributes

- Strong analytical and investigative skills;
- Attention to detail and accuracy;
- Proficiency in computer skills, including spreadsheets and audit or data analytics software;
- Good interpersonal and communication skills;
- Good report writing skills;
- Ability to work independently and manage multiple assignments;
- Sound judgement and professional scepticism; and
- Ability to handle confidential and sensitive information.

Duties and Responsibilities

- Assist in evaluating the adequacy and effectiveness of internal controls and in identifying risks within all functions of the Authority;
- Conduct internal audit assignments across all functions of the Authority in accordance with the approved annual audit plan and audit programmes;
- Gather, analyse and document audit evidence and maintain working papers in line with the Global Internal Audit Standards;
- Prepare clear, concise and well-supported draft audit findings and reports with practical and actionable recommendations;
- Monitor and follow up on the implementation of agreed management action plans to ensure timely resolution of identified issues;
- Contribute to the development of audit programmes and other relevant audit methodologies in accordance with the Global Internal Audit Standards;
- Contribute to continuous improvement initiatives within the Internal Audit function; and
- Perform any other duties as may be assigned by the supervisor.

3. LEGAL OFFICER – REGULATORY COMPLIANCE (1)

Duty Station: ZAMRA Head Office, Lusaka

Job Purpose

To provide legal support to the Authority in compliance with the provisions of the law and in accordance with the Authority's policies, in order to protect the interests of the Authority.

Person Specifications and Qualifications

- Full Form V/Grade 12 School Certificate with five (5) 'O' Level credits or better, including English and Mathematics;
- Bachelor's Degree in Law (LLB);
- Advocate of the High Court for Zambia with a minimum of two (2) years' post-qualifying experience; and
- Member of the Law Association of Zambia (LAZ) with a valid Practising Certificate.

Required Skills and Attributes

- Strong litigation and advocacy skills;
- Legal drafting skills;
- Proficiency in computer skills;
- Good analytical skills;
- Good planning and organisation skills;
- Ability to work under minimal supervision;
- Good communication and interpersonal skills;

- Good report writing skills;
- Ability to handle confidential and sensitive information; and
- Self-motivated and proactive.

Duties and Responsibilities

- Provide legal advice to the Authority to ensure compliance with the law;
 - Represent the Authority in litigation and alternative dispute resolution mechanisms in order to safeguard the interests of the Authority;
 - Review judgments, pronouncements and determinations of judicial bodies and advise the Authority on the effects of such decisions on its operations;
 - Prepare court documents on behalf of the Authority;
 - Undertake legal research in order to facilitate decision making by the Authority;
 - Prepare legal opinions and guidance on changes and developments in legislation, regulations, guidelines and practices affecting the operations of the Authority;
 - Foster compliance by reviewing and drafting contracts, agreements, policies and other legal documents as required;
 - Ensure that best practices are adopted, guidelines are complied with, and all activities of the Authority comply with applicable laws, rules and regulations;
 - Provide efficient and effective legal risk management support through monitoring of compliance with internal policies and relevant legislation;
 - Prepare and escalate reports to the supervisor; and
 - Perform any other duties as may be assigned by the supervisor.
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4. PRINCIPAL HUMAN RESOURCE OFFICER – OPERATIONS & ADMINISTRATION (1)

Duty Station: ZAMRA Head Office, Lusaka

Job Purpose

To plan, coordinate and manage the human resource operations and administrative services of the Authority, including staff records, leave, contracts, conditions of service, pensions and statutory obligations, and to interpret and communicate human resource policies to management and staff, in order to ensure efficient service delivery and compliance with applicable laws and policies.

Person Specifications and Qualifications

- Full Form V/Grade 12 School Certificate with five (5) 'O' Level credits or better, including English and Mathematics;
- Bachelor's Degree in Human Resource Management, Public Administration, Business Administration or any related field;
- A Master's Degree in a relevant field will be an added advantage;
- A minimum of five (5) years' relevant work experience, at least two (2) of which should be at supervisory level; and
- Full member of the Zambia Institute of Human Resource Management (ZIHRM) with a valid Practising Certificate.

Required Skills and Attributes

- Sound knowledge of the Employment Code Act No. 3 of 2019 and other labour and social security legislation;
- Good planning and organisation skills;
- Good communication skills, both oral and written;
- Good interpersonal, negotiation and conflict resolution skills;
- Good analytical, problem-solving and report writing skills;

- Proficiency in computer skills, including Human Resource Management Information Systems;
- High level of integrity, diplomacy and sound judgement;
- Ability to work under pressure and meet deadlines; and
- Ability to handle confidential and sensitive information.

Duties and Responsibilities

- Plan, coordinate and supervise human resource operations, including appointments, contracts, confirmations, transfers, separations and leave administration;
- Implement, interpret and communicate human resource policies, Conditions of Service and the Administration Manual, and advise management and staff accordingly;
- Supervise the operations of the Human Resource Registry to ensure that personal files and records are complete, up to date and securely maintained;
- Ensure that the leave plan and leave history of each employee are accurately maintained and kept up to date;
- Coordinate matters relating to pensions, NAPSA, NHIMA, the Workers' Compensation Fund and other statutory obligations, and ensure that the related staff records are accurate and current;
- Liaise with commercial banks, financial institutions and other organisations with which the Authority has Memoranda of Understanding;
- Coordinate general administrative services, including office accommodation, utilities and staff welfare, in line with approved policies;
- Contribute to the preparation and monitoring of the departmental budget and operational plans;
- Review and develop human resource operational processes, standard operating procedures and forms in order to enhance efficiency and effectiveness;
- Supervise, coach and appraise staff in the section;
- Prepare periodic reports on human resource operations and administration; and
- Perform any other duties as may be assigned by the supervisor.

5. LABORATORY ANALYST – PHYSICO-CHEMICAL (1)

Duty Station: ZAMRA Head Office, Lusaka

Job Purpose

To carry out physico-chemical analysis of medicines and allied substances in accordance with pharmacopoeial and validated methods, within the laboratory's quality management system, in order to ensure that only products of acceptable quality are available on the Zambian market.

Person Specifications and Qualifications

- Full Form V/Grade 12 School Certificate with five (5) 'O' Level credits or better, including English, Mathematics and Chemistry;
- Bachelor of Pharmacy Degree, Bachelor of Science in Chemistry, Analytical Chemistry or any related science;
- A minimum of two (2) years' relevant work experience in a pharmaceutical or analytical quality control laboratory; and
- Membership to relevant professional body.

Required Skills and Attributes

- Practical experience in the use of analytical instruments such as HPLC, GC, UV-Visible and FTIR spectrophotometers, dissolution testers and Karl Fischer titrators;
- Knowledge of ISO/IEC 17025 and Good Laboratory Practice will be an added advantage;
- Good analytical skills and attention to detail;

- Proficiency in computer skills, including laboratory data management systems;
- Good planning and organisation skills;
- Ability to work under minimal supervision and as part of a team;
- Good report writing and communication skills; and
- Ability to handle confidential and sensitive information.

Duties and Responsibilities

- Conduct physico-chemical analysis of samples of medicines and allied substances submitted for registration, post-marketing surveillance and investigation, using compendial (BP, USP, Ph. Int.) and validated methods;
- Undertake verification and validation of analytical methods in order to ensure the reliability of test results;
- Accurately record, review and report analytical results and prepare Certificates of Analysis;
- Operate, calibrate and carry out routine maintenance of laboratory equipment in order to ensure accuracy and continuity of testing;
- Receive, register, store and dispose of samples in accordance with laboratory procedures, maintaining the chain of custody;
- Manage reference standards, reagents and laboratory consumables;
- Investigate out-of-specification results and implement appropriate corrective and preventive actions;
- Participate in proficiency testing and inter-laboratory comparison schemes;
- Implement and maintain the laboratory quality management system in line with ISO/IEC 17025 and WHO requirements;
- Contribute to the development and review of standard operating procedures and work instructions;
- Observe laboratory health, safety and environmental requirements; and
- Perform any other duties as may be assigned by the supervisor.

6. SENIOR INSPECTOR – GDP & ACCESS (1)

Duty Station: Nakonde Port of Entry

Job Purpose

To lead and coordinate Good Distribution Practice (GDP) inspections and access control activities at the assigned port of entry and distribution points, ensuring that regulated products entering and circulating in the country meet the prescribed standards.

Person Specifications and Qualifications

- Full Form V/Grade 12 School Certificate with five (5) 'O' Level credits or better, including English and Mathematics;
- Bachelor's Degree in Pharmacy, Pharmaceutical Sciences, or a related field;
- A minimum of four (4) years' post-qualifying experience, with exposure to Good Distribution Practice or border control; and
- Registration with the Health Professions Council of Zambia (HPCZ) or a relevant professional body, where applicable.

Required Skills and Attributes

- Knowledge of Good Distribution Practice and supply chain management;
- Inspection and auditing skills;
- Supervisory and leadership skills;
- Report writing and communication skills;

- Stakeholder coordination skills;
- Attention to detail and accuracy;
- Willingness to work at a border post and to travel frequently; and
- Integrity and professionalism.

Duties and Responsibilities

- Coordinate and conduct Good Distribution Practice inspections at ports of entry and distribution points;
- Supervise the clearance and verification of imported and exported regulated products;
- Ensure compliance with Good Distribution Practice standards by distributors and importers;
- Prepare Good Distribution Practice inspection reports and recommendations for regulatory action;
- Monitor and control the movement of regulated products through assigned entry points;
- Liaise with customs, immigration and other border agencies;
- Supervise and mentor Inspectors and Assistant Inspectors at the port of entry;
- Compile periodic reports on port of entry activities;
- Manage the seizure and detention of non-compliant products;
- Support enforcement actions against illegal importation of regulated products; and
- Perform any other duties as may be assigned by the supervisor.

7. INSPECTOR – GDP & ACCESS (3)

Duty Station: Chirundu Port of Entry (1), Nakonde Port of Entry (1) and Kazungula Port of Entry (1)

Job Purpose

To conduct Good Distribution Practice inspections and regulatory verification of regulated products at ports of entry, distribution points and health facilities, and to monitor the availability of and access to regulated products at the assigned station.

Person Specifications and Qualifications

- Full Form V/Grade 12 School Certificate with five (5) 'O' Level credits or better, including English and Mathematics;
- Bachelor's Degree in Pharmacy, Pharmaceutical Sciences, or a related field;
- A minimum of two (2) years' post-qualifying experience; and
- Registration with the Health Professions Council of Zambia (HPCZ) or a relevant professional body, where applicable.

Required Skills and Attributes

- Knowledge of Good Distribution Practice standards and supply chain regulation;
- Inspection and documentation skills;
- Good communication and interpersonal skills;
- Attention to detail and accuracy;
- Proficiency in computer skills;
- Ability to work at border posts and to travel frequently; and
- Integrity and professionalism.

Duties and Responsibilities

- Conduct Good Distribution Practice inspections at the assigned port of entry and distribution premises;
- Verify documentation for imported and exported regulated products;

- Inspect storage conditions and transportation practices for compliance with Good Distribution Practice standards;
- Sample and detain non-compliant or suspect products for further analysis;
- Prepare inspection reports and maintain accurate records of activities;
- Liaise with customs and other border agencies on product clearance matters;
- Support enforcement actions against illegal importation or distribution;
- Participate in surveillance and product sampling activities;
- Monitor the availability of and access to regulated products at the assigned station, and report on shortages, stock-outs and market gaps in order to inform regulatory decisions;
- Compile periodic activity reports for the supervisor; and
- Perform any other duties as may be assigned by the supervisor.

8. INSPECTOR – INVESTIGATIONS (2)

Duty Station: Copperbelt Region, Ndola (1) and Lusaka Region, Lusaka (1)

Job Purpose

To carry out investigation and enforcement activities related to the detection and prosecution of offences under the Medicines and Allied Substances Act No. 3 of 2013.

Person Specifications and Qualifications

- Full Form V/Grade 12 School Certificate with five (5) 'O' Level credits or better, including English and Mathematics;
- Bachelor's Degree in Pharmacy, Pharmaceutical Sciences, or a related field;
- A minimum of two (2) years' post-qualifying experience will be an added advantage;
- Training in investigation techniques will be an added advantage; and
- Registration with the Health Professions Council of Zambia (HPCZ) or a relevant professional body, where applicable.

Required Skills and Attributes

- Basic knowledge of pharmaceutical legislation and enforcement;
- Investigation and evidence handling skills;
- Good communication and interpersonal skills;
- Report writing and documentation skills;
- Physical fitness and willingness to travel;
- Ability to work under pressure and in a team; and
- Integrity, confidentiality and professionalism.

Duties and Responsibilities

- Conduct field investigations into reported cases of illegal trade in regulated products;
- Collect evidence, samples and documentation during investigations;
- Prepare preliminary investigation reports and witness statements;
- Assist in the execution of seizure and destruction operations;
- Conduct surveillance on suspected illegal premises and trade routes;
- Maintain records and files of investigation activities and cases;
- Assist in compiling intelligence on the illicit medicines trade;
- Support court attendance and the presentation of evidence as required;
- Respond to public complaints and tip-offs regarding counterfeit or unregistered products; and
- Perform any other duties as may be assigned by the supervisor.

9. REGULATORY OFFICER (1)

Duty Station: Kasama Sub-Office

Job Purpose

To conduct regulatory inspections, surveillance and enforcement activities within the assigned region in order to ensure compliance with the Medicines and Allied Substances Act No. 3 of 2013.

Person Specifications and Qualifications

- Full Form V/Grade 12 School Certificate with five (5) 'O' Level credits or better, including English and Mathematics;
- Bachelor's Degree in Pharmacy, Pharmaceutical Sciences, or a related field;
- A minimum of two (2) years' post-qualifying experience will be an added advantage; and
- Registration with the Health Professions Council of Zambia (HPCZ) or a relevant professional body, where applicable.

Required Skills and Attributes

- Basic knowledge of pharmaceutical regulation;
- Inspection and documentation skills;
- Good communication and interpersonal skills;
- Attention to detail and accuracy;
- Proficiency in computer skills;
- Ability to work in a team and to travel; and
- Integrity and professionalism.

Duties and Responsibilities

- Conduct routine inspections of pharmacies, drug stores and health facilities;
- Collect product samples for quality testing and surveillance purposes;
- Verify compliance of licensed premises with regulatory conditions;
- Assist in investigation and enforcement activities in the region;
- Maintain accurate records of inspection and surveillance activities;
- Prepare inspection reports and correspondence;
- Respond to public complaints regarding regulated products;
- Participate in public awareness and sensitisation activities;
- Support data collection and reporting for regional performance monitoring; and
- Perform any other duties as may be assigned by the supervisor.

10. EXECUTIVE ASSISTANT TO THE DIRECTOR-GENERAL (1)

Duty Station: ZAMRA Head Office, Lusaka

Job Purpose

To provide high-level executive, secretarial and administrative support to the Office of the Director-General, including the management of the Director-General's schedule, correspondence, records and stakeholder engagements, in order to facilitate the efficient, professional and confidential operation of the Office.

Person Specifications and Qualifications

- Full Form V/Grade 12 School Certificate with five (5) 'O' Level credits or better, including English and Mathematics;

- Bachelor's Degree in Business Administration, Public Administration, Office Management, Secretarial Studies or any related field;
- A professional secretarial or executive office management qualification will be an added advantage;
- A minimum of five (5) years' relevant work experience, at least two (2) of which should be in providing executive support at senior management or board level; and
- Membership of a relevant professional body will be an added advantage.

Required Skills and Attributes

- Advanced proficiency in computer skills, including word processing, spreadsheets, presentations and electronic diary management;
- Excellent command of written and spoken English;
- Good minute-taking and report writing skills;
- Strong planning, organisation and time management skills;
- Good interpersonal and communication skills;
- Ability to work under pressure, meet deadlines and manage competing priorities;
- Professional presentation and a courteous, client-oriented manner;
- Ability to work with minimal supervision; and
- High level of discretion and integrity, and the ability to handle confidential and sensitive information.

Duties and Responsibilities

- Manage the Director-General's diary and appointments, and ensure that official commitments are properly scheduled and honoured;
- Receive, screen and route correspondence, telephone calls and visitors to the Office of the Director-General;
- Draft, type, format and proofread correspondence, reports, presentations and other documents for the Director-General;
- Maintain an efficient and secure filing and records management system for the Office of the Director-General, including confidential records;
- Coordinate and service management, Board and other meetings chaired by the Director-General, including the preparation of agendas, circulation of papers and taking of minutes;
- Follow up on decisions, action points and deadlines arising from meetings and correspondence, and report progress to the Director-General;
- Coordinate logistical arrangements for the Director-General's local and international travel, including itineraries, visas, accommodation and travel claims;
- Receive and host visitors, delegations and stakeholders on behalf of the Office of the Director-General;
- Liaise with Directors, Heads of Department and external stakeholders on behalf of the Director-General;
- Manage the imprest, office supplies and other administrative requirements of the Office of the Director-General; and
- Perform any other duties as may be assigned by the supervisor.

11. MAINTENANCE OFFICER (1)

Duty Station: ZAMRA Head Office, Lusaka

Job Purpose

To undertake the preventive and corrective maintenance of the Authority's buildings, electrical systems, plumbing, heating, ventilation and air conditioning (HVAC), office furniture, fittings and general infrastructure, and to coordinate external contractors for specialist maintenance, in order to provide a safe, functional and well-maintained working environment.

Person Specifications and Qualifications

- Full Form V/Grade 12 School Certificate with five (5) 'O' Level credits or better, including English and Mathematics;
- Bachelor's Degree in Facilities Management, Engineering or a related field;
- A Diploma in Building Maintenance, Civil Engineering, Electrical Engineering or a related trade will be an added advantage;
- A minimum of three (3) years' relevant work experience in building maintenance or facilities management in an institutional or commercial environment; and
- Membership of the Engineering Institution of Zambia (EIZ) or a relevant trade body, where applicable.

Required Skills and Attributes

- Knowledge of building maintenance, including electrical, plumbing and HVAC systems;
- Preventive maintenance planning and scheduling skills;
- Building inspection skills and knowledge of building safety codes and fire regulations;
- Contractor coordination, budget management and cost estimation skills;
- Good record-keeping, report writing, communication and interpersonal skills;
- Proficiency in computer skills;
- Ability to work under pressure and respond promptly to maintenance emergencies; and
- Integrity and professionalism.

Duties and Responsibilities

- Develop and implement the preventive maintenance schedule for all the Authority's premises, covering electrical, plumbing, HVAC, roofing, painting and general building maintenance;
- Perform minor electrical and plumbing repairs, including lighting, power sockets, circuit breakers, electrical fittings, taps, cisterns, drainage and water supply;
- Coordinate HVAC maintenance, including air conditioning servicing, filter replacement and temperature management;
- Manage relationships with external contractors for specialist maintenance, including lifts, generators, fire systems and structural works;
- Respond to maintenance emergencies, including power failures, water leaks and structural damage;
- Conduct regular building inspections and document maintenance needs;
- Manage the maintenance budget by preparing cost estimates, processing requisitions and monitoring expenditure;
- Maintain the maintenance log, including work orders, completion records and contractor performance;
- Ensure compliance with building safety codes and fire regulations;
- Coordinate with the Laboratory Compliance Officer on laboratory-specific maintenance, including fume hoods, gas systems and water purification; and
- Perform any other duties as may be assigned by the supervisor.

HOW TO APPLY

Interested applicants should send applications with a detailed Curriculum Vitae that includes e-mail address, telephone/cell phone numbers and certified copies of original certificates, with three (3) traceable references, to:

The Director-General

Zambia Medicines Regulatory Authority

Plot No. 2350/M, Off Kenneth Kaunda International Airport Road

P.O. Box 31890

LUSAKA

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

Envelopes should be appropriately marked in respect of the position applied for.

The deadline for receipt of applications is **Friday, 2nd October, 2026**. Only shortlisted candidates will be invited for interviews. ZAMRA is an equal opportunity employer, and we encourage applications from qualified individuals of all backgrounds.