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EXCELLENT CAREER OPPORTUNITIES

NSSF SACCO is seeking to recruit highly talented professionals to contribute positively to its business growth. To qualify for these positions, the interested candidates must have a proven track record of performance; possess excellent interpersonal and communication skills, negotiation skills, computer literacy and the ability to deliver under pressure.

ICT MANAGER – ONE (1) POSITION (3 YEARS CONTRACT – RENEWABLE)

Position Scope

Reporting to the Chief Operations Officer, the successful candidate will be responsible for managing information technology, ICT systems and policies to achieve SACCO goals. The role involves management of all ICT infrastructure, systems security, development and implementation of ICT strategies, policies, data security and disaster recovery.

Key Roles & Responsibilities

Policy and Strategy

- Develop and implement ICT strategies in line with Sacco's ICT strategy plan and emerging trends.
- Formulation and Implementation and review of business continuity plans, ICT policies and procedures including backup policy, fail-over policies & system continuity policy among others.
- Development of departmental work plans and associated budgets.
- Ensure timely execution of all approved ICT projects within the approved budget.
- Advise the CEO on ICT innovations, strategies, and their impact on the Society objectives - Continuous
- Keep abreast of latest technologies that may be of benefit to the Sacco and make requisite recommendations, supported by documentation, costing etc.
- Conduct research and make recommendations on network products, services, protocols, and standards in support of network procurement and development efforts

Championing the ICT Agenda

- Manage the Society ICT assets to support effective implementation of the Society objectives - Continuous
- Implements, administrates, and maintains databases
- Ensures availability of a stable and reliable ERP, Mobile solutions and all other IT Systems
- Oversee purchase, installation, configuration and maintenance of user application software, operating system software and internet communication system within the computer network of the society
- Assist, co-ordinate all systems implementations including working with ready-made applications and external consultation as needed
- Maintain contact and professional relationships with all technology-based service providers - Continuous Assists staff in understanding and using technology; conducts staff technology presentations and trainings
- Design and implement short and long-term capacity plans to ensure systems, network and telecommunications infrastructure meets existing and future requirements
- Prepares, maintains, and tests a technology disaster recovery plan
- Lead the preparation of RFPs, bid proposal requests and other documentation related to acquisition of network, telecommunications, servers, and endpoint infrastructure as well as negotiations with vendors, outsourced service providers and contractors to secure IT infrastructure products and services

System Continuity

- Responsible for troubleshooting workstations, networks, software applications, phones, copiers, and other technologies
- Ensure ICT system continuity by ensuring daily data backups and continuous testing of the backups integrity.
- Maintain oversight and custody of the Sacco's in-house and remote data Centre and all network and related hardware assets
- Establish business continuity process and ensure an offsite recovery site is in place (data source replications) and set-up the system's data mirroring and perform quarterly integrity test.
- Plan and implement quarterly stress-testing of the core server and the network system and ensure traffic stress is maintained at quality levels.
- Plan and schedule quarterly preventive hardware and software maintenance as per business continuity policy.
- Maintain up to date contracts and service level agreements with ICT vendors and spearhead the implementation of the same.

System Efficiency

- Ensure uninterrupted operating system to maintain 100% uptime connection by continuously monitoring network system uptime and downtime.

- Updating and maintaining of the Sacco core System functionality and making sure all departments are utilizing well.
- Plan and schedule upgrades to increase performance and minimize downtime.
- Plan, monitor and maintain up to date interactive website, mobile apps and other digital platforms (ATM, mobile banking, web portal, online banking).
- Ensure annual web portal upgrade to ensure an uninterrupted online service delivery including access to member records, online loan and membership application.

System Security

- Designing and implementing safety measures and controls and monitoring network activity to identify vulnerabilities.
- Secure networks through firewalls, password protection and others systems.
- Manage system user rights and privileges.
- Facilitate annual system audit and penetration test to check on system breach potential and timely implement the recommendations.
- Ensure up to date and genuine ICT licenses.
- Train staff on cyber security and threats quarterly.
- Maintaining and monitoring the CCTV System and generating monthly reports.
- Responsible for routine preventive maintenance on hardware and software

Team Leadership

- Team management- supervising roles, assigning work, managing performance, coaching and guiding.
- Manage all operations of the ICT Department and ensure timely provision of ICT services to all functions of the Society

Academic Qualifications, Experience & Competencies

The ideal candidate must possess the following qualifications, experience and competencies:

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- A Bachelor's degree in Computer Science or ICT related fields.
- Professional certification in ICT fields (CISM, CISA or similar certification).
- A member of an ICT professional body.
- 5 years' experience in a similar position.
- Expert in Microsoft Systems
- Ethical hacking
- Systems trouble shooting
- Database administration- Microsoft SQL DB Management
- Networking and - Server Management
- IT security
- Project Management
- Decision Making & Problem Solving

- Teamwork and Leadership Skills

MARKETING OFFICER - ONE (1) POSITION (3 YEARS CONTRACT – RENEWABLE)

Position Scope

Reporting to the Chief Operations Officer, the successful candidate will be responsible for improving the Sacco's market position to achieve growth, implementing long-term organizational strategic, negotiation, close of business deals and maintain extensive knowledge of current market conditions.

Key Roles & Responsibilities

- Create and implement marketing plans to promote the SACCO's products and services to existing and potential members.
- Attract new members and retain existing ones by developing marketing campaigns and initiatives.
- Promote various savings, loan and investment products offered by the SACCO to meet members needs and increase uptake.
- Conduct market research to identify members' needs, preferences and use the insights to inform marketing strategies and product development on new products and services.
- Track and analyze marketing metrics, including member acquisition, retention rates, and ROI, to assess the effectiveness of marketing campaigns and initiatives
- Monitor member satisfaction and ensure that customer's needs are addressed.
- Utilize market research and analysis to identify trends, opportunities and threats.
- Manage and enhance the SACCO's brand identity and reputation through consistent branding and communication strategies.
- Develop implement marketing and communication strategies
- Manage and utilize digital marketing channels such as social media, website content, and email marketing campaigns to reach members and increase engagement.
- Conduct market research in order to develop insights for product development, brand positioning and brand equity growth;
- Carry out market intelligence and surveys for growth in membership and products uptake;
- Organize and co-ordinate promotional events, workshops and seminars to educate members and attract new prospects and ensuring availability of the Marketing promotional materials
- Ensure marketing activities comply with regulatory requirements and industry standards, including data protection and consumer rights.
- Provide delightful customer experience to both external and internal customers.
- Supervising the Marketing Executives team and giving performance report to the supervisor.
- Selling and cross-selling of Sacco products

- Performing any other duty that may be assigned from time to time

Academic Qualifications, Experience & Competencies

- Bachelor's Degree in Marketing or similar qualification from a recognized Institution.
- A member of a Marketing professional body is an added advantage
- Minimum 3 years working experience in Marketing and Sales management within a Financial Industry
- Market, Research & Competitor Intelligence
- Negotiation Skills
- Communication & Interpersonal skills
- Proficiency in digital marketing tools and platforms
- Creative thinking and problem-solving abilities
- Pitching & high-level presentation skills
- Customer service management
- Branding & Visibility
- Business development skills

INTERNAL AUDIT & RISK MANAGER - ONE (1) POSITION (3 YEARS CONTRACT – RENEWABLE)

Position Scope

Reporting to the Board functionally through the Audit and Risk Committee and Administratively to the Chief Executive Officer, the successful candidate will be responsible for provision of independent, objective assurances on Sacco Internal Control systems (ICS), Sacco Policies and compliance with statutory requirements in meeting the Internal Audit Strategic Plan objectives.

Key Roles & Responsibilities

- To assess internal control systems and provide independent and objective assurance on the effectiveness of the controls in accordance with Auditing standards and Sacco Audit Charter.
- Prepare and Implement the annual Audit plan and risk register as approved including any special tasks or ad-hoc requests by the Management and the Audit & Risk Committee.
- To ensure adherence to the Sacco policies and procedures to safeguard Sacco Assets.
- To facilitate annual system audits to check the reliability of ICT infrastructure to assess efficiency and effectiveness and follow up on implementation of any recommendations.
- Monitor and provide assurance of compliance to the regulatory and statutory requirements and advise the board appropriately.
- Follow up of implementation of AGM/board resolutions and provision of status report.
- Issue quarterly reports to the Audit & Risk Committee and the Board of Directors with appropriate findings and Recommendations.
- Follow up recommendations to make sure that are effective implemented.

- Investigate significant suspected fraudulent activities within the Society and notify management and the Board of the results.
- Any other duty that may be assigned from time to time.

Academic Qualifications, Experience & Competencies

- Bachelor's degree in Commerce, Accounting & Finance or any other equivalent
- Certified Public Accountant (CPA K).
- Professional member (ICPAK)
- CISA certification is an added advantage
- 5 years working experience in a similar role
- Experience in Forensic Auditing will be an added advantage

INSURANCE OFFICER - ONE (1) POSITION (PERMANENT & PENSIONABLE)

Position Scope

Reporting to the Marketing Officer, the successful candidate will be responsible for marketing and selling insurance products to SACCO members, ensuring compliance with regulatory requirements, conducting risk assessments, and providing excellent customer service to maximize insurance penetration within the Sacco membership base.

Key Roles & Responsibilities

- Representing the business and its products and services, and carrying out sales activities on behalf of the SACCO.
- Champion Insurance products training to sensitize customers on insurance products.
- Execution of day-to-day Insurance operations which entails timely quotations, new customer acquisition and timely registration as well as follow-up on renewals.
- Participate in insurance sales activation programs and member education
- Meet sales targets on a monthly basis
- Participate in the recruitment of new members to the SACCO
- Follow up with existing customers and making sure they are updated on new products
- Pass information to the customers on any new policy or products in the market;
- Daily follow up on customers from inception to the completion of the final payments
- Sending out renewal reminders to members in advance
- Maintaining a regular and accurate updated database of all prospective and closed business and submitting weekly and monthly report to supervisor
- Maintaining accurate records and reports on all Insurance transactions
- Attending to customer queries and complaints;
- Liaising with the various departments to ensure timely service delivery to the clients
- Providing timely and accurate quotations within the turnaround times
- Performing any other duty that may be assigned from time to time

Academic Qualifications, Experience & Competencies

- A Diploma in insurance or business related field
- Certificate of Proficiency
- Minimum of two (1) years' experience in a similar set up.
- High integrity and ethical practice
- Excellent communication and presentation skills
- Problem solving skills
- Excellent interpersonal skills
- Excellent customer care skills
- Good negotiation skills
- Proactive Initiator
- Must have knowledge in use of MS office packages
- Must demonstrate ability to execute work assigned with minimum supervision
- Must be a team player who is able to work cordially in teams
- Must demonstrate ability to multitask.

HR & ADMINISTRATIVE ASSISTANT - ONE (1) POSITION (PERMANENT & PENSIONABLE)

Position Scope

Reporting to the Human Resource & Administration Manager, the successful candidate will be responsible for managing accurate employee records, facilitating recruitment processes, handling general administrative tasks like office supplies, scheduling meetings, answering phone calls, maintaining employee databases, and ensuring smooth day-to-day operations within the Sacco office, all while adhering to established HR policies and procedures.

Key Roles & Responsibilities

- Maintain accurate human resources records to ensure accuracy and easy retrieval in the departments assigned;
- Assisting with recruitment processes, including posting job openings, screening applications, and coordinating interviews.
- Assist in onboarding new employees by providing necessary documentation, introductions, and training information.
- Handling employee queries related to HR policies and procedures
- Dispatching correspondences to concerned employees/parties
- Assisting in preparation of job descriptions and job adverts
- Assist in preparation of employees training calendar/matrix according to the identified training needs.
- Timely provision of required information and documents
- Facilitate effective industrial attachment process
- Managing CEO's office calendars and scheduling meetings.
- Preparing and distributing meeting agendas and minutes

- Maintaining office supplies and ordering replacements as needed.
- Coordinating the renewal of office licenses and relevant business license
- Facilitate effective industrial attachment/internship process
- Performing any other duty that may be assigned from time to time

Academic Qualifications, Experience & Competencies

- A Diploma in Human Resource or CHRP (K)
- Bachelor's degree in HR or Business related field is an added advantage
  Minimum of two (2) years' experience in a similar set up
- Excellent communication and presentation skills
- Strong understanding of HR principles and practices
- Problem solving skills
- Excellent interpersonal skills
- Excellent customer care skills
- Must have knowledge in use of MS office packages
- Ability to maintain confidentiality and handle sensitive information
- Must demonstrate ability to execute work assigned with minimum supervision
- Must be a team player who is able to work cordially in teams

How to apply

For a full role profile, please visit our website **www.nssfsacco.co.ke**
Click on careers link https://forms.office.com/r/MJgyjjh4BP and apply online not later than **18th March 2025.**

Only short-listed candidates will be contacted.

Any form of canvassing will lead to automatic disqualification