

**JOB DESCRIPTIONS AND PERSON SPECIFICATIONS MANNUAL  
FOR**



LOTTERIES AND GAMING  
REGULATORY BOARD  
Responsible Gaming

**THE NATIONAL LOTTERIES AND GAMING REGULATORY  
BOARD**

**JOB DESCRIPTIONS AND PERSON SPECIFICATIONS**

**MAY, 2024**

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## **OFFICE OF THE CHIEF EXECUTIVE**

**Job title: Senior Regional Officer**

**Salary Scale: NLGRB 4**

**Reports to: Chief Executive Officer**

**Responsible for: Compliance Officer - (At deployment)**

### **Job Purpose**

To provide strategic leadership and guidance in the management of gaming regulatory services at regional level.

### **Key duties and responsibilities**

- 1) Prepare regional work plans, budget and periodic reports.
- 2) Assemble data relating to the location of gaming activities in the region of jurisdiction.
- 3) Coordinate the monitoring and inspection of programs at the region to ensure compliance.
- 4) Liaise and work closely with relevant Local Governments, agencies and police in execution of regulatory activities in the region
- 5) Take action to curb all illegal activities in the region in liaison with Enforcement
- 6) Sensitize stakeholders on the Lotteries and Gaming Act, regulations and guidelines through workshops, seminars and radio talk-shows.
- 7) Coordinate all responsible gaming activities within the region.
- 8) Coordinate staff in the regional office by ensuring effective support, capacity building, performance management and motivation strategies are applied to enable delivery of effective services and results

### **Person Specifications**

#### **Qualifications**

- i. A bachelor's degree in either Finance and Accounting, Law, Taxation, Statistics or Economics from a recognized university
- ii. A master's degree in either Business Administration, Law, Public Administration, Economics or Management from a recognized university/institution

## **Work Experience**

At least three (3) years working experience at Officer level or an equivalent level from a reputable organization

## **Competencies**

### **Technical**

- Policy management
- Financial management
- Risk Management
- Human Resource Management
- Information Communication Technology
- Strategic thinking

### **Behavioural**

- Leadership
- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

**Job title: Senior Enforcement Officer**  
**Salary Scale: NLGRB 4**  
**Reports to: Chief Executive Officer**  
**Responsible for: Enforcement Officer**

### **Job Purpose**

To provide technical support and guidance on enforcement against illegal and non-compliant activities in the gaming sector.

### **Key duties and responsibilities**

- 1) Lead the enforcement team in carrying out surveillance into any malpractices in the sector and generate reports in line with existing legal framework.
- 2) Lead Enforcement team in Receiving/gathering and analysing information of illegal and non-compliant operators in the sector.
- 3) Lead the Enforcement team to carry out routine and adhoc -enforcement against illegal and non-compliant operators.
- 4) Identify post-enforcement issues that require follow up.
- 5) Issue of corrective orders for any gaps identified.
- 6) Liaise with police to confiscate illegal gaming equipment in line with existing legal framework, LGRB policies and procedures.
- 7) Prepare periodic enforcement reports indicating status of operator compliance as a result of enforcement actions.
- 8) Follow up to ensure enforcement recommendations are implemented.
- 9) Identify and report compliance risks.
- 10) Identify and report matters that require review of the regulatory framework/standards.
- 11) Conduct research on matters impacting the Boards mandate and make reports to the supervisor.

## **Person Specifications**

### **Qualifications**

- i. A bachelor's degree in either Law, Development Studies or Social Sciences from a recognized university
- ii. A post graduate qualification in either Business Administration, Law, Public Administration, Economics or Management from a recognized university/institution

### **Work Experience**

At least three (3) years working experience at enforcement officer level or an equivalent level from a reputable organization

### **Competencies**

#### **Technical**

- Policy management
- Financial management
- Risk Management
- Human Resource Management
- Information Communication Technology
- Research and analytical skills

#### **Behavioural**

- Team work
- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

**Job title: Executive Secretary**

**Salary Scale: NLGRB 5**

**Reports to: Chief Executive Officer**

**Responsible for: None**

### **Job Purpose**

To provide clerical and administrative services to the office of the Chief Executive Officer

### **Key duties and responsibilities**

- 1) Document and prepare presentations and correspondences to management and other Institutions in line with the Board's guidelines.
- 2) Develop and monitor systems for receipting and accountability of all correspondences.
- 3) Monitor progress on all incoming and outgoing mails and provide feedback.
- 4) Organize and Coordinate CEO's meetings plan and prepare all logistics of meetings and keep track of all appointments.
- 5) Maintain an updated dairy of the CEO and filing system for the office.
- 6) Plan and monitor the transport needs of the CEO's office.
- 7) Make and follow up on appointments.
- 8) Organize meetings, take minutes and convey decisions of meetings to relevant Officers/Offices.
- 9) Ensure that relevant documents for meetings and speeches are produced on time.
- 10) Draft letters of routine nature, timely responses to inquiries and correspondences to and from the office.
- 11) Manage records in accordance with established security and records management procedures
- 12) Requisition and manage office stationery and equipment.
- 13) Maintain cleanliness and tidiness of the office premises, safe custody, security and confidentiality of official information and documents.



## **Person Specifications**

### **Qualifications**

An Honor's Bachelor's Degree in either Secretarial studies, Office Management, or Business Administration, International Business, Social sciences, or Public Administration from a recognized university

### **Work Experience**

Nil

### **Competencies**

#### **Technical**

- Records and Information management
- Information Communication Technology
- Accountability
- Planning, coordination and organisation

#### **Behavioural**

- Communicating effectively
- Concern for quality and standards
- Innovativeness and creativity
- Ethics and integrity
- Team work

## LICENSING AND RESPONSIBLE GAMING DEPARTMENT

**Job title:** Senior Manager-Licensing and Responsible Gaming

**Salary Scale:** NLGRB 2

**Reports to:** Chief Executive Officer

**Responsible for:** Manager

### **Job purpose**

To provide strategic leadership and guidance on licensing and implementation of responsible gaming in accordance with the relevant legal and policy framework.

### **Key duties and responsibilities**

- 1) Provide technical guidance in the initiation and review of laws, policies, regulations and guidelines of the lotteries and gaming in the country
- 2) Coordinate the processing Principal licenses for Casinos, betting and Lotteries
- 3) Coordinate the processing Licenses for persons operating in casinos and gaming premises, Manufacturers, suppliers and maintenance providers of gaming equipment
- 4) Coordinate the processing certificates of suitability and designating premises for lotteries, gaming, betting and casinos
- 5) Gazetting Licensed companies and rejected applications
- 6) Coordinate the development of responsible gaming content and protocols in line with the responsible gaming programme.
- 7) Build strategic partnerships for treatment/assistance of problem gamblers.
- 8) Coordinate and monitor implementation by the different stakeholders.
- 9) Improving responsible gaming culture and stakeholder compliance through educating/sensitising.
- 10) Coordinate the sensitization, creating awareness on responsible gaming and rehabilitating persons affected by gaming
- 11) Coordinate with relevant authorities to curb fraud and criminal behaviour in gaming

## **Person specifications**

### **Qualifications**

- i. A bachelor's degree in either Finance and Accounting, Law, Taxation, Business Studies, Finance and Accounting or Economics from a recognized university
- ii. A master's degree in either Business Administration, Law, Public Administration, Economics or Management from a recognized university/institution

### **Work Experience**

At least nine (9) years working experience three of which should have been served at Manager level or an equivalent level from a reputable organization

### **Competencies**

#### **Technical**

- Policy management
- Financial management
- Risk Management
- Human Resource Management
- Information Communication Technology
- Strategic thinking

#### **Behavioural**

- Leadership
- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

**Job title:** Senior Responsible Gaming Officer  
**Salary Scale:** NLGRB 4  
**Reports to:** Manager  
**Responsible for:** Responsible Gaming Officer

### **Job Purpose**

To provide technical support in the implementation of responsible gaming programmes in line with the gaming and lotteries regulations

### **Key duties and responsibilities**

- 1) Develop responsible gaming content and protocols in line with the responsible gaming programme.
- 2) Disseminate the content and protocols in line with the responsible gaming programme.
- 3) Coordinate and monitor implementation by the different stakeholders.
- 4) Identify responsible gaming issues that require follow up, investigations and or enforcement actions and bring to the attention of the supervisor.
- 5) Recommend necessary corrective measures for any gaps identified.
- 6) Conduct trainings, education and awareness programmes on responsible gaming
- 7) Coordinate the rehabilitation and referrals of problem gamblers to the Treatment Network.
- 8) Establish collaborative linkages with development partners in responsible gaming
- 9) Identify and report responsible gaming risks and matters that require review of the regulatory framework/standards.
- 10) Conduct research on responsible gaming and its effects for improvement and rehabilitation

## **Person Specifications**

### **Qualifications**

- i. A bachelor's degree in either Social Sciences, psychology (community and social options), Social Work and Social Administration or Development Studies from a recognized university
- ii. A post graduate qualification in either Social Sciences, psychology (community and social options) or Development Studies from a recognized university

### **Work Experience**

At least three (3) years working experience at Responsible Gaming officer level or an equivalent level from a reputable organization

### **Competencies**

#### **Technical**

- Policy management
- Risk Management
- Human Resource Management
- Information Communication Technology
- Research and analytical skills

#### **Behavioural**

- Team work
- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

**Job title:** Responsible Gaming Officer  
**Salary Scale:** NLGRB 5  
**Reports to:** Senior Responsible Gaming Officer  
**Responsible for:** Call Centre Attendant

### **Job Purpose**

To implement responsible gaming policies and initiatives

### **Key duties and responsibilities**

- 1) Carrying out operator reviews on responsible gaming and recommend necessary corrective measures for any gaps identified.
- 2) Identify responsible gaming issues that require follow up, investigations and or enforcement actions and bring to the attention of the supervisor.
- 3) Conduct education and awareness programs on responsible gaming.
- 4) Supervising the call centre and counselling programmes
- 5) Follow up of rehabilitation of problem gamblers
- 6) Coordinate with relevant authorities to curb criminal behaviour in gaming
- 7) Identify and report matters that require review of the regulatory framework/standards.
- 8) Collection of key statistics and information relating to gambling and gamblers to facilitate responsible gaming programs and formulation of good policy

### **Person Specifications**

#### **Qualifications**

- i. A bachelor's degree in either Social Sciences, psychology (community and social options), Social Work and Social Administration or Development Studies from a recognized university

#### **Work Experience**

Nil

## **Competencies**

### **Technical**

- Policy management
- Risk Management
- Human Resource Management
- Information Communication Technology
- Research and analytical skills

### **Behavioural**

- Team work
- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

**Job title:** Licensing Officer  
**Salary Scale:** NLGRB 5  
**Reports to:** Senior Licensing Officer  
**Responsible for:** None

### **Job Purpose**

To implement the Board's licensing function

### **Key duties and responsibilities**

- 1) Evaluate applications for Licenses of persons operating in casinos and gaming premises, Manufacturers, suppliers and maintenance providers of gaming equipment
- 2) Evaluate applications for certificates of suitability and designating premises for lotteries, gaming, betting and casinos
- 3) Provide technical advice and information to applicants, licensees, other agencies and the public relating to Licensing activities.
- 4) Draft notices of license application
- 5) Review and maintain an updated Licensing register and applications database

### **Person Specifications**

#### **Qualifications**

- i. A bachelor's degree in either Business Administration, Law, Statistics, Economics, business studies or Finance and Accounting from a recognized university

#### **Work Experience**

Nil



## **Competencies**

### **Technical**

- Policy management
- Financial management
- Risk Management
- Information Communication Technology
- Research and analytical skills

### **Behavioural**

- Team work
- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

**Job title:** Call Centre Attendant  
**Salary Scale:** NLGRB 6  
**Reports to:** Responsible Gaming Officer  
**Responsible for:** None

### **Job Purpose**

To receive and forward calls and mails to responsible authorities on lotteries and gaming services

### **Key duties and responsibilities**

- 1) Handling inbound and outbound calls and providing customer service.
- 2) Resolving client complaints and forwarding calls to responsible officers.
- 3) Following up and providing feedback to clients.
- 4) Providing feedback to management on areas of improvement and making suggestions for process improvements.
- 5) Provide accurate, valid and complete information in accordance with the Board's Communication requirements.
- 6) Generate data and submit reports
- 7) Manage the Toll free counselling line

### **Person Specifications**

#### **Qualifications**

- i. A diploma in either IT, Mass communication, Customer care, Public relations, secretarial studies, Marketing or Journalism from a recognized university

#### **Work Experience**

Nil

## **Competencies**

### **Technical**

- Policy management
- Risk Management
- Information Communication Technology
- Records and information management

### **Behavioural**

- Team work
- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Stress management and resilience
- Ethics and integrity

## **LEGAL AND BOARD AFFAIRS DEPARTMENT**

**Job title:** Legal Officer

**Salary Scale:** NLGRB 5

**Reports to:** Senior Legal Officer

**Responsible for:** None

### **Job Purpose**

To provide legal services to National Lotteries and Gaming Regulatory Board

### **Key duties and responsibilities**

- 1) Draft legal and contractual instruments for National Lotteries and Gaming Regulatory Board.
- 2) Interpret laws that have a bearing on lotteries and gaming.
- 3) Update the court cases data base
- 4) Conduct legal research to facilitate arbitration and prosecution
- 5) Follow up matters in court or other legal proceedings to a logical conclusion.
- 6) Follow up prosecution of lotteries and gaming offenders in liaison with the office of DPP.
- 7) Coordinate witness appearance for all legal proceedings;
- 8) Record proceedings and Draft resolutions from arbitration and mediation

### **Person specifications**

#### **Qualifications**

- i. A bachelor's degree in Law from a recognized university;
- ii. Diploma in legal practice

## **Work Experience**

Nil

## **Competencies**

### **Technical**

- Policy management
- Knowledge management
- Risk Management
- Information Communication Technology
- Research and Analytical skills
- Records and Information management

### **Behavioural**

- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Team work
- Ethics and integrity

## **REGULATORY COMPLIANCE DEPARTMENT**

**Job title:**           **Manager - Lotteries**

**Salary Scale:**       **NLGRB 3**

**Reports to:**         **Senior Manager**

**Responsible for:** **Senior Auditor – Compliance (Lotteries)**

### **Job purpose**

To provide technical leadership and guidance in the regulation of lotteries

### **Key duties and responsibilities**

- 1) Coordinate the analysis of information from the Independent Verification System (IVS) and reconcile with information from lottery system.
- 2) Weekly reporting and reconciliation of the revenue from the National Lottery
- 3) Regulate the draw processes and advise on complaints arising from players of the lotteries
- 4) Coordinate the sensitization and awareness stakeholder engagements with lottery operators to improve compliance
- 5) Protect the National lottery from illegal and un authorised lotteries
- 6) Process all approvals required by the Lottery operators within the timelines stipulated in the legal framework and the specific agreements
- 7) Coordinate audits to verify accuracy of revenue paid by licensees.
- 8) Review the National Lottery marketing and investment plans and recommend the appropriate action.
- 9) Evaluate projects to be funded from the good causes fund
- 10) Monitor and report on the operations of the good causes fund
- 11) Supervise and appraise staff of the department

### **Person specifications**

#### **Qualifications**

- i. A Bachelor's degree in either Law, Business Administration, Commerce, Economics, Statistics, Information Technology, Finance and Accounting or Business Studies from a recognised university; and
- ii. Master's degree in either Law, Business Administration, Commerce, Economics, Statistics, Information Technology, Finance and Accounting or Business Studies from a recognised university; and

- iii. Professional qualification in either Accounting, Tax audit, IT Security, IT Audit, risk management or compliance

### **Work Experience**

At least six (6) years' experience of which 3 must have been at Senior Officer level or an equivalent level from a reputable organization.

### **Competencies**

#### **Technical**

- Policy management
- Financial management
- Knowledge management
- Risk Management
- Human Resource Management
- Information Communication Technology
- Strategic thinking

#### **Behavioural**

- Leadership
- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

**Job title: Manager – Gaming and Betting Compliance**

**Salary Scale: NLGRB 3**

**Reports to: Senior Manager**

**Responsible for: Senior Auditor**

**Senior IT Officer**

**Senior Inspection Officer**

### **Job purpose**

**To provide technical leadership and guidance** in the regulation of gaming and betting

### **Key duties and responsibilities**

- 1) Provide technical guidance in the development and review of policies that enhance compliance in the gaming industry
- 2) Prepare a risk-based compliance plan to ensure operator compliance to regulatory framework.
- 3) Coordinate the inspection and monitoring of gaming and betting operators for compliance.
- 4) Provide technical guidance to the board on corrective measures for any compliance gaps identified.
- 5) Coordinate the sensitization and awareness stakeholder engagements with gaming operators to improve compliance
- 6) Coordinate the testing, certification and gaming machine registration
- 7) Coordinate analysis of periodic operator returns and minimum capital adequacy for presentation to management
- 8) Coordinate revenue reviews and audits to verify the accuracy of revenue paid by licensees.
- 9) Recommend games that may be made available for casinos, lotteries and betting for approval
- 10) Supervise and appraise staff in the department



## **Person specifications**

### **Qualifications**

- i. A Bachelor's degree in either Law, Business Administration, Commerce, Economics, Statistics, Information Technology, Finance and Accounting or Business Studies from a recognised university; and
- ii. Master's degree in either Law, Business Administration, Commerce, Economics, Statistics, Information Technology, Finance and Accounting or Business Studies from a recognised university; and
- iii. Professional qualification in either Accounting, Tax audit, IT Security, IT Audit, risk management or compliance

### **Work Experience**

At least six (6) years' experience of which 3 must have been at Senior Officer level or an equivalent level from a reputable organization.

### **Competencies**

#### **Technical**

- Policy management
- Financial management
- Knowledge management
- Research and analytical skills
- Risk Management
- Human Resource Management
- Information Communication Technology
- Strategic thinking

#### **Behavioural**

- Leadership
- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

**Job title: Senior Auditor- Compliance**  
**Salary Scale: NLGRB 4**  
**Reports to: Manager**  
**Responsible for: Auditor**

**Job purpose**

To provide technical support in auditing of licensees for compliance

**Key duties and responsibilities**

- 1) Conduct risk-based audit reviews of licensees to Identify compliance issues that require follow up, investigations and or enforcement actions
- 2) Prepare consolidated audit reports for consideration by management.
- 3) Analyse financial returns and reports from National Central Electronic Monitoring System (NCEMS), IVS and reconcile with reports from URA to ensure that licensees are paying the correct revenue.
- 4) Review Tax and Non-tax revenue periodic reports for completeness, integrity and accuracy.
- 5) Review the analysis of periodic financial statements of the licensees to consolidate capital adequacy and other compliance emerging issues.
- 6) Monitor, Evaluate and report on the projects to be funded and operations of the good causes fund
- 7) Conduct sensitization and awareness stakeholder engagements with gaming operators to improve compliance
- 8) Protect the National lottery from illegal and unauthorized lotteries.
- 9) Process approvals required by the Lottery and gaming operators within the timelines stipulated in the legal framework and the specific agreements

## **Person specifications**

### **Qualifications**

- i. A Bachelor's degree in either Business Administration, Commerce, Business Computing, Finance and Accounting, Statistics or Business Studies from a recognised university; and
- ii. Professional qualification in either Accounting, Auditing (Tax, IT), IT Security or risk management or compliance management

### **Work Experience**

At least three (3) years' experience Auditor level or an equivalent level from a reputable organization.

### **Competencies**

#### **Technical**

- Policy management
- Financial management
- Research and analytical skills
- Risk Management
- Human Resource Management
- Information Communication Technology

#### **Behavioural**

- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

**Job title: Senior IT Officer-Compliance**

**Salary Scale: NLGRB 4**

**Reports to: Manager Gaming and Betting**

**Responsible for: IT Officer-Compliance**

### **Job purpose**

To provide technical support in the auditing of gaming machines and operator systems for compliance with IT and software standards

### **Key duties and responsibilities**

- 1) Develop and review standards for supply, installation or adaptation of gaming and betting software.
- 2) Develop protocols for analysing, testing and recommend gaming devices, equipment and software for approval
- 3) Testing and certification of gaming equipment and software
- 4) Conduct meter readings and reporting
- 5) Conduct sensitization and stakeholder awareness engagements with gaming operators to improve compliance
- 6) Maintain a register of gaming machines and equipment
- 7) Identify security risks and develop remediation recommendations
- 8) Evaluate and enhance information security controls and perform IT audits
- 9) Monitor and report on online gaming

### **Person specifications**

#### **Qualifications**

- i. A bachelor's degree in either IT, Software Engineering, Mathematics, Statistics, Computer Science, Information Systems Management, Electrical Engineering or Business Computing from a recognised university; and
- ii. Professional qualifications in either CISA, CISM, CRISC from a recognized institution

#### **Work Experience**

At least three (3) years' experience IT Officer level or an equivalent level from a reputable organization.

#### **Competencies**

#### **Technical**

- Policy management
- Financial management
- Research and analytical skills
- Risk Management
- Human Resource Management
- Information Communication Technology

### **Behavioural**

- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

**Job title:** IT Officer-Compliance  
**Salary Scale:** NLGRB 5  
**Reports to:** Senior IT Officer-Compliance  
**Responsible for:** None

### **Job purpose**

To audit gaming machines and operator systems for compliance with IT and software standards

### **Key duties and responsibilities**

- 1) Testing of gaming equipment and software for certification
- 2) Conduct meter readings and reporting for gaming machines
- 3) Conduct sensitization and awareness stakeholder engagements with gaming operators to improve compliance
- 4) Update a register of gaming machines and equipment
- 5) Identify security risks and develop remediation recommendations
- 6) Evaluate and enhance information security controls and perform IT audits
- 7) Monitor online gaming and betting operations for IT compliance
- 8) Evaluate online games that may be made available for casinos, lotteries and betting for approval

### **Person specifications**

#### **Qualifications**

A bachelor's degree in either IT, Software Engineering, Mathematics, Statistics, Computer Science, Information Systems Management, Business Computing or Electrical Engineering from a recognised university; and

#### **Work Experience**

Nil.

## **Competencies**

### **Technical**

- Policy management
- Research and analytical skills
- Risk Management
- Information Communication Technology
- Records and information management

### **Behavioural**

- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

**Job title:**           **Inspection Officer**  
**Salary Scale:**       **NLGRB 5**  
**Reports to:**         **Senior Inspection Officer**  
**Responsible for:** **None**

### **Job purpose**

To conduct compliance inspections and reviews of lotteries and gaming operators

### **Key duties and responsibilities**

- 1) Conduct risk-based compliance reviews and assessment
- 2) Identify compliance issues that require follow up, investigations and or enforcement actions.
- 3) Recommend necessary corrective measures for any compliance gaps identified.
- 4) Prepare periodic compliance reports indicating status of operator compliance and progress on implementation of prior compliance review recommendations.
- 5) Follow up to ensure recommendations are implemented
- 6) Inspect premises for suitability
- 7) Inspect casinos and other gaming licensees for compliance with the Anti-money laundering legislation
- 8) Evaluate games that may be made available for casinos, lotteries and betting for approval

### **Person specifications**

#### **Qualifications**

A bachelor's degree in either Law, social sciences, social work social administration, Development Studies, Management Sciences, Human Resource Management or Information Technology from a recognized university

#### **Work Experience**

Nil.



## **Competencies**

### **Technical**

- Policy management
- Records and information management
- Research and analytical skills
- Risk Management
- Information Communication Technology

### **Behavioural**

- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

**Job title:** Auditor- Compliance  
**Salary Scale:** NLGRB 5  
**Reports to:** Senior Auditor- Compliance  
**Responsible for:** None

**Job purpose**

To audit lotteries and gaming licensees for compliance

**Key duties and responsibilities**

- 1) Conducting risk-based audit reviews of licensees i.e. inspection and examination of books of accounts, records, returns and any document or premises of a licensed person.
- 2) Prepare reports recommending necessary corrective measures for any compliance gaps identified.
- 3) Identifying compliance issues that require follow up, investigations and or enforcement actions.
- 4) Support on-going investigations and inquiries relating to gaming and betting.
- 5) Analyse financial returns from licensees and reports from NCEMS and reconcile with URA reports to ensure that licensees are paying the correct revenue.
- 6) Record Tax and Non-tax revenue and prepare periodic reports.
- 7) Analyse quarterly and annual financial statements of the licensees to ensure that licensees comply with International financial reporting standards and minimum capital requirements.
- 8) Conduct regular stakeholder engagements with gaming operators to improve compliance.
- 9) Analyse information from the NCEMS for suspicious transactions and escalate.
- 10)** Enforce compliance of the Casino licensees to the Anti money laundering Act and Regulations.

## **Person specifications**

### **Qualifications**

A Bachelor's degree in either Business Administration, Commerce, Business Computing, Finance and Accounting, Statistics or Business Studies from a recognised university;

### **Work Experience**

Nil.

### **Competencies**

#### **Technical**

- Financial management
- Research and analytical skills
- Risk Management
- Information Communication Technology

#### **Behavioural**

- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

## **FINANCE AND ADMINISTRATION DEPARTMENT**

**Job title:**           **Manager Finance**

**Salary Scale:**     **NLGRB 3**

**Repos to:**         **Senior Manager Finance and Administration**

**Responsible for:** **Senior Finance Officer**

**Senior Accountant**

### **Job Purpose**

To provide technical support and guidance in the implementation and appraisal of financial management systems, practices and policies for effective budgeting, disbursement, accountability and utilization of resources

### **Key duties and responsibilities**

1. Review and forward payments to the Accounting Officer.
2. Maintain proper books of accounts and safe custody of accounting documents.
3. Prepare and submit financial statements and other reports to Accountant General and Auditor General.
4. Follow up on audit queries and implementation of audit recommendations.
5. Monitor commitments, expenditures, appropriations, accounts receivables, and revenues.
6. Ensure compliance with financial manuals, policies, Financial Management Information Systems operational manuals, Instructions, and Circulars.
7. Provide safe custody of cash and other assets.
8. Management and supervision of the finance staff.
9. Provide guidance on the organization and training of staff with financial responsibilities within their functions.
- 10.** Support and coordinate the internal and external audit.

## **Person specifications**

### **Qualifications**

- i. A Bachelor's degree in either Commerce (Accounting option) or Business Administration (Accounting option) or Business Studies (Accounting option) or Finance and Accounting (Accounting option) from a recognized University.
- ii. A master's degree in Business Administration, or Financial Management, or Project Management from a recognized awarding institution
- iii. A professional accounting qualifications (such as CPA and ACCA),

### **Working experience**

At least six (6) years working experience three (3) of which should have been served at Senior Finance Officer or Senior Accountant level or an equivalent level from a reputable organization.

### **Competencies**

#### **i) Technical**

- Policy Management
- Financial management
- Information Communication Technology
- Risk management
- Human Resource Management

#### **ii) Behavioral**

- Decision-making and problem –solving skills.
- High level or an equivalent level from a reputable organization  
Integrity & professionalism;
- Good interpersonal and communication skills
- Excellent coordination and organization skills
- Team work

**Job Title:** Senior Accountant  
**Salary Scale:** NLGRB 4  
**Reports to:** Manager Finance  
**Responsible for:** Accountant

### **Job purpose**

To provide technical support in budget formulation, execution and accountability to ensure sound management of financial resources.

### **Key duties and responsibilities**

- 1) Coordinate preparation of Work plans, budget process, consolidation
- 2) and facilitate budget execution.
- 3) Supervise timely preparation of routine and periodic financial statements and reports, review and approve correctness of the statements.
- 4) Verify and approve micro procurement requisitions and advice Accounting Officer on transactions of higher thresholds.
- 5) Review responses and advice on oversight issues, including audit queries relating to financial management and accountability.
- 6) Supervise accounts operations, monitor and evaluate staff performance.
- 7) To ensure up-to-date books of accounts, financial records and, assets register are properly maintained.
- 8) Provide technical advice and guidance on financial management matters to ensure compliance.
- 9) Develop sound internal financial management controls system and mechanism for monitoring to ensure compliance with regulations and, efficient and effective management of financial resources.
- 10) To ensure value for money compliance, verify and approve payment prior to authorisation.

### **Person specifications**

#### **Qualifications**

- i. A Bachelor's degree in either Commerce (Accounting option) or Business Administration (Accounting option) or Business Studies (Accounting option) or Finance and Accounting (Accounting option) from a recognized University.
- ii. A professional accounting qualifications (such as CPA and ACCA),

#### **Working experience**

At least three (3) years working Accountant level or an equivalent level from a reputable organization.

**Competencies**

**i) Technical**

- Policy Management
- Financial management
- Information Communication Technology
- Risk management
- Human Resource Management

**ii) Behavioral**

- Decision-making and problem –solving skills.
- High level or an equivalent level from a reputable organization  
Integrity & professionalism;
- Good interpersonal and communication skills
- Excellent coordination and organization skills
- Team work

**Job Title:** Senior Economist  
**Salary Scale:** NLGRB 4  
**Reports to:** Senior Manager Finance and Administration  
**Responsible for:** Statistician

### **Job purpose**

To provide technical support and guidance in policy formulation, implementation, and appraisal of Economic functions and review of the policy, subsidiary regulations and guide lines..

### **Key duties and responsibilities**

- 1) Coordinating the formulation and execution of public expenditure policies and priorities.
- 2) Preparing the Board's Investment, strategic Plans, Budget Framework Paper and periodic reports.
- 3) Conduct Mid-term reviews
- 4) To initiate and participate in Economic research activities for economic development.
- 5) Preparing guidance to the Board on strategic allocation of resources.
- 6) To coordinate and review Economic policy plans and programs based on risk profile of the Board.
- 7) Set up and maintain a functional M&E system



## **Person specifications**

### **Qualifications**

- i. An Honors Bachelor's degree in either Economics or Commerce or Business Administration or Statistics from a recognized university of institution.
- ii. A post graduate qualification in either Economics or Economic Policy and Planning or Public Policy or Financial Management from a recognized university of institution.

### **Working experience**

A three (3) years working experience at Officer Level or an equivalent level from a reputable organization.

### **Competencies**

#### **i) Technical**

- Experience in strategic planning
- Research and analytical skills
- Information Communication Technology
- Risk management
- Coaching and mentoring.

#### **ii) Behavioral**

- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

**Job Title:** Senior Procurement Officer  
**Salary Scale:** NLGRB 4  
**Reports to:** Senior Manager Finance and Administration  
**Responsible for:** Procurement Officer

**Job purpose**

To provide technical support in the Procurement and Disposal of Assets function of the Board in accordance with the PPDA act.

**Key duties and responsibilities**

- 1) To coordinate, monitor and assess implementation of procurement and disposal of assets policies and guidelines and make appropriate recommendations.
- 2) To develop appropriate internal procurement and disposal of assets controls and procedure consistent with the legal and regulatory framework.
- 3) To prepare bids for high value and specialized procurements and disposals and, participate in evaluation process.
- 4) To prepare, administer and issue approved contracts.
- 5) To liaise with suppliers and other stakeholders to ensure timely delivery of goods and services.
- 6) To follow up with User Departments to provide information required for the procurement plans.
- 7) To prepare Statement of Requirements (Bill of Quantities)
- 8) To supervise, mentor, coach and evaluate performance of subordinate staff.
- 9) To inspect and establish progress on contract implementation.
- 10)** To prepare contract performance status reports.

## **Person specifications**

### **Qualifications**

- i. An Honors Bachelor's degree in either Procurement and logistics management, Supply Chain management or BCOM/BBA with specialization in Procurement from a recognized university or institution.
- ii. Full professional qualification in procurement from recognized institutions

### **Working experience**

A three (3) years working experience at Procurement Officer Level or an equivalent level from a reputable organization.

### **Competencies**

#### **i) Technical**

- Contracts Management
- Research and analytical skills
- Information Communication Technology
- Risk management
- Coaching and mentoring.

#### **ii) Behavioral**

- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

**Job Title:** Senior IT Officer  
**Salary Scale:** NLGRB 4  
**Reports to:** Manager IT  
**Responsible for:** IT Officer Systems Security  
IT Officer Database Management  
IT Officer Programming

### **Job purpose**

To provide technical support in the management, and maintenance of systems, networks and databases of the organization

### **Key duties and responsibilities**

- 1) Monitor Internet usage and maintain the Board's network infrastructure including switches, routers and firewalls, and report to ISPs in case of a downtime
- 2) Coordinate the Setup, configure, maintain and monitor servers, routers, switches, Printers and ensure all domain services are optimally running all the time.
- 3) Follow up warranty and non-warranty repairs and preventive maintenance (PM) of all IT Hardware and monitor service delivery in accordance with set best practices and agreed standards.
- 4) Administer user accounts, permissions and access rights to ensure data confidentiality and integrity.
- 5) Provide technical support with respect to required hardware and network infrastructure solutions and advise Management and Staff.
- 6) Implementation of the Help Desk for the ICT users to sustain a high quality customer care service in line with the departmental objectives and Business Plan.
- 7) Implement staff ICT literacy programs to ensure that systems usage conforms to set quality service standards in line with the LGRB objectives
- 8) Monitor network performance, identify potential security threats and implement necessary measures to protect the organisation's data and systems.
- 9) Develop and implement security plans, measures and parameters for access and data base integrity
- 10)** Develop IT disaster recovery measures for all the Board's applications and software services.

### **Person specifications**

## **Qualifications**

- i.* An honor's Bachelor's degree in either Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Telecommunication Engineering, Electrical Engineering or Science (with focus on Computer Science, Mathematics)
- ii.* Either A post graduate qualification in either: Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Telecom Engineering, Electrical Engineering or Science (with focus on Computer Science, math) Or
- iii.* A professional qualification in any IT related field

## **Working experience**

A three (3) years working experience at IT Officer Level or an equivalent level from a reputable organization.

## **Competencies**

### **i) Technical**

- Research and analytical skills
- Knowledge management
- Information Communication Technology
- Risk management
- Coaching and mentoring.

### **ii) Behavioral**

- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity

**Job Title:** IT Officer Database Management  
**Salary Scale:** NLGRB 5  
**Reports to:** Senior IT Officer  
**Responsible for:** None

### **Job purpose**

To design, develop and maintain database management systems

### **Key duties and responsibilities**

- 1) Plan, design, develop and install enterprise databases in order to make them fit for purpose.
- 2) Maintain database integrity by ensuring database parameters, objects and access are standardized and managed.
- 3) Maintain database security by ensuring security plans and measures are laid out and followed.
- 4) Monitor database performance by calculating optimum values for database parameters.
- 5) Perform system database integrations to introduce new innovative business channels by ensuring an end-to-end integration with third party systems. Introduce new technology tools and applications that enable accommodation of changing business requirements.
- 6) Plan, size, install, configuration and upgrade of enterprise database management systems on new server installations during primary disaster recovery and staging environment setups.
- 7) Writing database documentation, including data standards, procedures and definitions for the data dictionary and capacity planning.
- 8) Maintain business continuity preparedness for enterprise databases by implementing disaster recovery procedures.
- 9) Manage, administer, backup and perform disaster recovery of the Board's databases.

## **Person specifications**

### **Qualifications**

- i.* An honor's Bachelor's degree in either Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Telecommunication Engineering, Electrical Engineering or Science (with focus on Computer Science and/or Mathematics)

### **Working experience**

Nil.

### **Competencies**

#### **i) Technical**

- Research and analytical skills
- Knowledge management
- Information Communication Technology
- Risk management

#### **ii) Behavioral**

- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Innovativeness and creativity
- Ethics and integrity
- Time management

**Job Title:** IT Officer Programmer  
**Salary Scale:** NLGRB 4  
**Reports to:** Senior IT Officer  
**Responsible for:** None

**Job purpose**

To design and develop programs and applications

**Key duties and responsibilities**

- 1) Analyze business and user requirements to develop usable software and applications
- 2) To provide expertise for the development of process flow designs to streamline and automate business processes
- 3) Design and implement effective measures for application Lifecycle management
- 4) Design creative applications prototypes based on business requirements
- 5) To provide technical support, user acceptance unit and integration testing for applications
- 6) To provide second level or an equivalent level from a reputable organization support to troubleshoot and debug software related issues and tickets
- 7) Coordinate software training and support activities
- 8) Maintain and update the institution's website and web-based systems
- 9) Maintain technical documentation and manuals
- 10) To provide technical support for data backup and restoration
- 11) To prepare and submit periodic software related status reports



## **Person specifications**

### **Qualifications**

- i.* An honor's Bachelor's degree in either Computer Science, Information Technology, Information Systems, Software Engineering and Computer Engineering, Information Security, Business Computing, Telecommunication Engineering, Electrical Engineering or Science (with focus on Computer Science and/or Mathematics)

### **Working experience**

Nil.

### **Competencies**

#### **iii) Technical**

- Research and analytical skills
- Knowledge management
- Information Communication Technology
- Risk management
- Coaching and mentoring.

#### **iv) Behavioral**

- Decision Making and Problem Solving
- Concern for quality and standards
- Communicating effectively
- Innovativeness and creativity
- Ethics and integrity

**Job Title:** Statistician  
**Salary Scale:** NLGRB 5  
**Reports to:** Senior Economist  
**Responsible for:** None

**Job Purpose:**

To collect, process/assemble, manage, interpret and present data and information for economic development and planning of the Board.

**Key duties and responsibilities**

- 1) Collect data to facilitate planning, and budgeting,
- 2) Update and maintain the board's monitoring and evaluation System;
- 3) Collect and analyze data to guide management in decision making;
- 4) Implement measures for maintaining data security;
- 5) Provide technical support in conducting research activities and programs of the board;
- 6) Coach and mentor staff on information, data management and use of statistical packages to interpret data;
- 7) Interpret big data professionally and ensure that the right decisions are made based on the results
- 8) Compile and submit reports on information Management; and
- 9) Develop out-put impact assessment templates and carry out M&E activities

**Person Specifications**

**Qualifications**

An honor's Bachelor's Degree in either Statistics, Mathematics, Economics, Population Studies or Data Analytics from a recognized university/institution of higher learning.

**Work Experience-**

NIL

## **Competencies**

### **i) Technical**

- Research and analytical skills
- Information Communication Technology
- Planning, Organizing and coordinating
- Risk management
- Coaching and mentoring.

### **ii) Behavioral**

- Concern for quality and standards
- Communicating effectively
- Decision Making and Problem Solving
- Negotiations and mediation skills
- Ethics and integrity

**Job Title:** Procurement Officer  
**Salary Scale:** NLGRB 5  
**Reports to:** Senior Procurement Officer  
**Responsible for:** None

### **Job purpose**

To carry out routine procurement and disposal of assets activities and, implement assignments in accordance with existing procedures and the law

### **Key duties and responsibilities**

- 1) To liaise with end users and prepare draft procurement plan for an entity.
- 2) To guide the suppliers on procurement procedures.
- 3) To verify procurement and disposal requisitions.
- 4) To prepare draft bid documents and, participate in evaluation of bids as and
- 5) when assigned.
- 6) To compile documentations and maintain safe custody of procurement and
- 7) disposal records.
- 8) To enter sanctioned transactions on the systems for further processing and
- 9) produce required reports.

### **Person specifications**

#### **Qualifications**

An Honors Bachelor's degree in either Procurement and logistics management, Supply Chain management or BCOM/BBA with specialization in Procurement from a recognized university or institution. **OR**

Full professional qualification/membership from recognized institutions

#### **Working experience**

Nil

## **Competencies**

### **i) Technical**

- Contracts Management
- Research and analytical skills
- Information Communication Technology
- Risk management

### **ii) Behavioral**

- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity
- Team Work
- Time management

**Job Title: Inventory Management Officer**  
**Salary Scale: NLGRB 5**

**Reports to: Senior Manager Finance and Administration**

**Responsible for: None**

**Job Purpose**

To supervise and manage the Board's inventory/stores function in accordance with existing policies.

**Key duties and responsibilities**

- 1) Plan, organize, direct, manage and evaluate the inventory management activities and budget of the Institute.
- 2) Develop, review and communicate inventory management policies and procedures.
- 3) Supervise the implementation of corporate governance and regulatory compliance procedures related to inventory management operations.
- 4) Monitor inventory level or an equivalent level from a reputable organizations and inventory movement using manual or computerized inventory systems.
- 5) Review compiled inventory reports relating to quantity, type and value of materials, and equipment and stock on hand.
- 6) Liaise with other departments to coordinate inventory management activities.
- 7) Develop key performance indicators to measure the effectiveness of the inventory management operations.
- 8) Conduct investigation into inventory management incidents in order to verify and resolve complaints.

## **Person Specifications**

### **Qualifications**

- i. Should have a degree in in Procurement, Supplies or Logistics Management from a reputable institution.

### **OR**

- ii. Should have professional procurement, purchasing or logistics management qualification from a recognized Institutions such as the Institute of Supplies Management (USA), Certified Institute of Procurement and Supplies (CIPS), and Chartered Institute of Logistics and Transport (UK).

### **Work Experience**

**Nil**

### **Competencies**

#### **i) Technical**

- Records and information management
- Information Communication Technology
- Planning, Organizing and coordinating
- Accountability

#### **ii) Behavioral**

- Concern for quality and standards
- Communicating effectively
- Negotiations and mediation skills
- Ethics and integrity
- Team Work
- Time management

**Job Title** : **Assistant Records Officer**  
**Salary Scale** : **NLGRB 6**  
**Reports to** : **Records Officer**  
**Responsible for** : **None**

### **Job Purpose**

To manage records according to established standards and procedures.

### **Key duties and responsibilities**

- 1) Organize, sort, describe and retrieve records;
- 2) Receive, deliver and dispatch mails
- 3) Implement records retention and disposal schedules;
- 4) Provide electronic records management services;
- 5) Maintain registries and records centres according to established standards;
- 6) Facilitate access to records; and
- 7) Transfer semi-current records to the Records Centre.

### **Person Specification**

#### **Qualifications**

A diploma in either Records Management or Library and Information Science from a recognized Institute or Institution.

#### **Competencies**

##### **i) Technical**

- Records and information management
- Information Communication Technology
- Planning, Organizing and coordinating
- Accountability

##### **ii) Behavioral**

- Concern for quality and standards
- Communicating effectively
- Ethics and integrity
- Team Work
- Time management





**Job Title:** Administrative Assistant  
**Salary Scale:** NLGRB 7  
**Reports to:** Administrative Officer  
**Responsible for:** None

### **Job purpose**

To provide administrative support services

### **Key duties and responsibilities**

- 1) Dispatch, deliver, pick, and register, mail and documents to and from organizational stakeholders in accordance with the organizational policy.
- 2) Supervise the cleaning service provider to ensure that office premises are always maintained clean.
- 3) Ensure that meeting rooms are kept clean and sanitized before and after meetings.
- 4) Ensure the pantry is always organized and tidy.
- 5) Prepare and serve tea to staff as per administrative arrangements.
- 6) Maintain an accurate register for staff lunch.
- 7) Ensure that kitchen appliances are maintained in good working condition.
- 8) Maintain an inventory of utensils and kitchen appliances.

### **Person specifications**

#### **Qualifications**

A Uganda Advanced Certificate of Education or its equivalent

## **Competencies**

### **i) Technical**

- Records and information management
- Information Communication Technology
- Planning, Organizing and coordinating
- Accountability

### **ii) Behavioral**

- Concern for quality and standards
- Communicating effectively
- Ethics and integrity
- Customer care
- Team Work
- Time management

## **INTERNAL AUDIT**

**Job Title : Senior Internal Auditor**

**Salary Scale: NLGRB 4**

**Reports to: Manager Internal Audit**

**Responsible for: Internal Auditor**

### **Job Purpose**

To provide technical guidance relating to financial performance, quality assurance, forensic and IT audits to the Institute.

### **Key duties and responsibilities**

- 1) Review audit plans and programs based on the risk profile of the Board and advises accordingly.
- 2) Manage compliance to rules and regulations in all audit engagements.
- 3) Guide and supervise teams executing audits.
- 4) Review and submit internal audit reports.
- 5) Conduct internal audit activities with Audit Committees and other relevant stakeholders.
- 6) Assess and report on implementation of audit recommendations.
- 7) Supervise and appraise internal audit staff.

### **Person Specifications**

#### **Qualifications**

- i. A Bachelor's degree in either Commerce (Accounting option) or Business Administration (Accounting option) or Business Studies (Accounting option) or Finance and Accounting (Accounting option) from a recognized University.
- ii. Should have a full professional accounting qualification such as CPA, ACCA, or CIA or CIMA.

## **Work Experience**

At least three (3) years working experience at Internal Auditor level or an equivalent level from a reputable organization.

## **Competencies**

### **i) Technical**

- Policy Management
- Financial management
- Information Communication Technology
- Risk management
- Coaching and mentoring

### **ii) Behavioral**

- Concern for quality and standards
- Decision-making and problem –solving skills.
- Accountability
- Ethics and integrity;
- Communicating effectively
- Team work

**Job Title : Internal Auditor**

**Salary Scale: NLGRB 5**

**Reports to: Senior Internal Auditor**

**Responsible for: None**

**Job Purpose**

To provide technical support and undertake internal audit engagements.

**Key duties and responsibilities**

1. Evaluate internal controls to assess level or an equivalent level from a reputable organization of audit risks and the appropriateness of risk management policies and procedures.
2. Execute audit programs including routine financial audit; performance audit, IT audit and other special audits.
3. Review requisitions and other documentation with financial implications.
4. Follow up Board approved recommendations from previous audits.
5. Draft and compile audit findings and conclusions for the attention of the Senior Internal Auditor.

**Person Specifications**

**Qualifications**

A Bachelor's degree in either Commerce (Accounting option) or Business Administration (Accounting option) or Business Studies (Accounting option) or Finance and Accounting (Accounting option) from a recognized University.

**Work Experience**

Nil.

## **Competencies**

### **iii) Technical**

- Financial management
- Information Communication Technology
- Risk management
- Records and information management

### **iv) Behavioral**

- Concern for quality and standards
- Decision-making and problem –solving skills.
- Accountability
- Ethics and integrity;
- Communicating effectively
- Team work