REPUBLIC OF SOUTH SUDAN

NATIONAL REVENUE AUTHORITY (NRA)

SCHEME OF SERVICE 2021

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ABBREVIATIONS AND ACRONYMS

ACCA	Association Certified Chartered Accountants
ADIT	Advanced Diploma in International Taxation
CCISO	Certified Chief Information Security Officer
CEO	Certified Ethics Officer
CFA	Certified Financial Analysis
CFE	Certified Fraud Examiner
CIA	Certified Information Auditor
CIMA	Charted Institute of Management Accountant
CISA	Certificated Information Systems Auditor
CPA	Certified Public Accountant
ICT	Information and Communications Technology
LTU	Large Taxpayers Unit
MBA	Masters' in Business Administration
MoU	Memorandum of Understanding
NRA	National Revenue Authority
NTR	Non-Tax Revenue
PIT	Personal Income Tax
RRU	Rapid Response Unit
SMTU	Small Taxpayers Unit
TIN	Tax Identification Number

INTERPRETATIONS

In this document, unless the context otherwise requires:

Appointing Authority: means the President for the positions of the Commissioner General and Deputy Commissioner General; the Board for the positions of Commissioners and Deputy Commissioners, and the Commissioner General for all other positions

Board: means the Board of Directors for National Revenue Authority

Career progression: means moving along the career ladder from a lower position to a higher position leading to an increase of salary scale.

1. INTRODUCTION

1.1 Establishment

The National Revenue Authority (NRA) is an autonomous government agency that falls under the general supervision of the Minister of Finance and Economic Planning. The laws of South Sudan National Revenue Authority Act, 2016, established the NRA. It was established to take over the responsibilities and assets of the directorates of customs and taxation and non-tax collecting agencies. Thus, the Authority is responsible for administration of non-oil revenue on behalf of the Government.

1.2 NRA Vision

To be a top-notch revenue administration distinguished for providing unparalleled taxpayer service with professionalism, efficiency and integrity.

1.3 NRA Mission

To mobilize non-oil revenue in a transparent, accountable, impartial, effective and efficient manner by providing unique quality taxpayer services that combine performance with values. These will be achieved through:

- Professionalism and client services oriented;
- Promotion of voluntary compliance;
- Adopt modern technology in revenue administration;
- Effective border protection; and
- A well trained, disciplined and highly motivated staff.

1.4 Core values

- Integrity and impartiality in our service delivery
- Teamwork, innovation and professionalism are our trademark

1.5 Mandate of the NRA

The NRA is charged with the responsibility of assessing, collecting and accounting for all non-oil revenue as specified by law, as well as administering and enforcing laws relating to these revenues. The Functions of the Authority include:

i. Assessing, collecting, remitting and accounting for revenues due to the national government
ii. Administering and enforcing the laws or the specified provisions of laws
iii. Promoting voluntary tax compliance by taxpayers as required by laws or regulations
iv. Taking such measures as may be required to counteract tax and customs fraud and any other forms of tax evasion
v. Establishing and maintaining electronic information management systems to increase efficiency, transparency and productivity of the revenue administration
vi. To counsel on matters relating to the administration of, and collection of revenue under the written laws or specified provisions of the written laws of South Sudan
vii. Implementing agreements and MOUs related to revenue administration programs between the GRSS, regional and International organizations, and memoranda on matters relating to imports or exports, exemptions, trade facilitation and other related issues.

1.6 Objective of the Job Descriptions and Schemes of Service

The NRA Job Descriptions and Schemes of service have been designed to serve as Human Resources Management guides and tools for managing the recruitment process, placement, seniority as well as career development, among others. The specific objectives are:

i. To provide a well-defined career structure and development which will attract, motivate and facilitate retention of suitably qualified and competent staff for the NRA;
ii. To establish standards for recruitment, training and advancement within the career structure based on qualifications, knowledge, merit and ability as reflected in work performance and results;
iii. To facilitate appropriate career planning and succession management;
iv. To enable the Authority clearly define lines of responsibilities;
v. To facilitate organization analysis, human resources planning, recruitment, compensation reviews and other human resource needs of the organization;
vi. To enable staff to understand their roles in the organization levels within the grading structure, career progression and the path to be followed within respective line of service as well as provide working guidelines for the appointing authorities in the recruitment of staff and in human resources development planning;
vii. To ensure uniform standards, procedures and quality of work for the delivery of services in the Authority;
viii. To define grade levels and corresponding salary ranges; and
ix. To act as the management tool for enforcement of discipline.

1.7 Qualifications and Experience

Appointment to a position and grade may be made by direct recruitment from outside NRA or by promotion of officers within the Authority. This will depend on entirely on the candidate meeting the required qualifications for the vacant post as stipulated in the Job Descriptions and Schemes of Service and confirmation by the appointing authority.

Therefore, a mere acquisition of the qualification will not automatically be a deciding factor for staff to be promoted or appointed unless the following conditions are fulfilled:

i. The existence of vacancy;
ii. Availability of approved budget;
iii. Candidate meets relevant qualifications for the post; and
iv. A decision by the Appointing Authority that a candidate is in every way suitable for appointment or promotion;

1.8 Re-Categorization

There might be few cases, where some employees may successfully pursue some courses and obtain relevant qualifications, which would make them qualify to join a related profession. Such staff may apply for re-categorization and the Appointing Authority will decide accordingly.

1.9 Duties and Responsibilities

The duties and responsibilities described in these Schemes of Service are not exhaustive. For the interest of the Authority, The Commissioner General reserves the right to assign more duties or alter the job description as shall be appropriate and the same shall be reflected in the contracts of respective employees.

1.10 Recognized Qualifications

The following are the recognized qualifications for the purpose of this Scheme of Service:

i. Degree from a nationally or internationally recognized institution;
ii. Professional qualifications such as ACCA, ADIT, CCISO, CFA, CFE, CEO, CFE, CIA, CIMA, CPA, and CISA from a recognized professional body;
iii. Diploma from a nationally or internationally recognized institution;
iv. Vocational from recognized tertiary institution;
v. Certificate of Secondary Education;
vi. Advanced Secondary Education;
vii. South Sudan Primary Education Leaving Certificate; and
viii. Informal training.

1.11 Administration and Training Scope

Responsibility for Administration

The Commissioner General for National Revenue Authority will administer the Scheme of Service. In administering the Scheme, the Commissioner General will ensure that its provisions are strictly observed for fair and equitable treatment of staff.

Training Scope

In administering the Scheme, the Commissioner General will ensure that officers are provided with training opportunities and facilities necessary to acquire qualification prescribed in the scheme for efficient and effective performance of their duties. Besides, the Commissioner General will ensure that all new entrants into the Scheme undergo appropriate induction, coaching and mentoring. Officers should also be encouraged to undertake training privately for their career development.

1.12 Grading Structure

The scheme of service establishes seventeen (17) grades for National Revenue Authority staff who will be designated and graded as follows:-

Table 1: NRA Grading Structure

SN	Job Title	Job Grade Level
1	Commissioner General	1A
2	Deputy Commissioner General	1B
3	Commissioner	2
4	Deputy Commissioner	3
5	Assistant Commissioner	4
6	Chief Officer	5
7	Principal Officer	6
8	Senior Officer	7

9	Officer	8
10	Assistant Officer	9
11	Promotional Grade for Diploma Holders	10
12	Promotional Grade for Diploma Holders	11
13	Entry Grade for Diploma Holders	12
14	Entry Grade for Certificate Holders	13
15	Promotional Grade for Artisans	14
16	Entry Grade for Artisans – Trade Test Holders	15
17	Entry Grade for Auxiliary Staff – Form Four Plain	16

1.13 Scope, Coverage and Application

This Scheme of Service shall apply to all employees of NRA save where individual contracts provide otherwise. The Scheme of Service is to be read together with the Code of Ethics, Financial Regulations, HR Policy and Regulations, Instructions and Circulars as may be issued from time to time by the Management or the Board. These Schemes of Service are futuristic and designed to cover all current and possible future positions across the lines of services in NRA. The qualifications set out in each scheme of service at all levels are the minimum qualifications required for a person to perform his duties.

1.14 Basis for Salary Entry Point

The determining factors for an employee's salary are educational and professional qualifications, experience, demand of the jobs and performance. The salary entry point for a candidate with minimum requirements will be the lowest amount of the salary in the scale.

1.15 Control and Discipline

All staff will be administered equitably in accordance with the provisions of these Schemes of Service as well as Authority's Staff Regulations and other directives issued from time to time by the Commissioner General, NRA Board and approved by relevant authorities.

1.16 Gender and Number

In these schemes of service document unless otherwise provided, the word imposing singular include plural and vice versa, and the word imposing the masculine gender shall include feminine and vice versa. Words imposing natural person shall not include body corporate.

1.17 Career Progression within the Scheme of Service

The Schemes of Service sets out the minimum qualifications and/or experience required for advancement from one grade to another. It is emphasized, however, that these are the minimum requirements which entail an officer to be considered for appointment or promotion to the next grade. In addition, advancement from one grade to another will depend on: -

(i) the existence of a vacancy in the NRA authorized establishment;
(ii) merit and ability as reflected in work performance and results; and
(iii) Approval of the NRA Board.

1.18 Effective Date of the Scheme of Service

The NRA Schemes of Service shall be operational after endorsement by the National Revenue Authority Board and approval from other relevant authorities of the Government of South Sudan.

2. SCHEME OF SERVICE FOR MANAGERIAL POSITIONS

2.1 Summary Scheme of Service for Managerial Positions

This section presents the scheme of service for each of the positions in NRA top level and middle level positions as summarized in ***Table 2***. The details of the scheme of service for each managerial job position are presented in subsequent subsections.

Table 2: Summary Scheme of Service for NRA Managerial Positions

SN	Job Position	Grade Level
1	Commissioner General	1A
2	Deputy Commissioner General	1B
3	Commissioner for Corporate Services	2
4	Commissioner for Customs Services	2
5	Commissioner for Domestic Tax Revenue	2
6	Commissioner for Internal Audit	2
7	Commissioner for Internal Affairs	2
8	Deputy Commissioner for Finance and Administration	3
9	Deputy Commissioner for Customs Enforcement	3
10	Deputy Commissioner for Customs Operations	3
11	Deputy Commissioner for Head Office Operations	3
12	Deputy Commissioner for Legal and Board Affairs	3
13	Deputy Commissioner for Procurement and Logistics	3
14	Deputy Commissioner for Research and Planning	3
15	Deputy Commissioner for State Operations	3
16	Deputy Commissioner for Taxpayer Services and Education	3
17	Deputy Commissioner for Trade Facilitation	3
18	Assist. Commissioner for Administration	4
19	Assist. Commissioner for Anti-Smuggling Team	4
20	Assist. Commissioner for Board Affairs	4
21	Assist. Commissioner for Border Station	4
22	Assist. Commissioner for Central Data Processing	4
23	Assist. Commissioner for Corporate Planning	4
24	Assist. Commissioner for Data Processing	4
25	Assist. Commissioner for Ethics	4
26	Assist. Commissioner for Finance	4
27	Assist. Commissioner for Finance and Administration	4
28	Assist. Commissioner for Human Resources	4
29	Assist. Commissioner for Investigations	4
30	Assist. Commissioner for Internal Audit Operations	4
31	Assist. Commissioner for Information and Communication Technology	4
32	Assist. Commissioner for Information Systems Audit	4

SN	Job Position	Grade Level
33	Assist. Commissioner for Juba International Airport	4
34	Assist. Commissioner for Large Taxpayers Unit	4
35	Assist. Commissioner for Legal Services	4
36	Assist. Commissioner for Non-Tax Revenue	4
37	Assist. Commissioner for Post Clearance Audit	4
38	Assist. Commissioner for Policy Research and Analysis	4
39	Assist. Commissioner for Small and Medium Taxpayers Unit	4
40	Assist. Commissioner for State Operations	4
41	Assist. Commissioner for Technical Services	4
42	Assist. Commissioner for Taxpayer Services and Education	4
43	Assist. Commissioner for Public Relations	4

2.2 Commissioner General

a) Reporting relationship

Appointed by: The President of the Republic of South Sudan
Reports to: Board of Directors and Ministry of Finance and Planning
Supervises: Deputy Commissioner General, Commissioners, and Deputy Commissioners

b) Grade Level: 1A

c) Job Purpose

To oversee day-to-day operations of NRA, the management of its funds and property and for providing leadership to NRA Staff.

d) Duties and Responsibilities

i. To assess, collect and account for all revenue to which those laws apply;
ii. To monitor, oversee, coordinate activities and ensure the fair, efficient and effective administration of revenue laws by revenue departments in the jurisdiction of the South Sudan;
iii. To monitor and ensure the collection of fees, levies, charges or any other tax collected by any Ministry, Department or Division of the Government as revenue for the Government;
iv. To advise the Minister and other relevant organs on all matters pertaining to fiscal policy, the implementation of the policy and the constant improvement of policy regarding revenue laws and administration;
v. To promote voluntary tax compliance to the highest degree possible;
vi. To take such measures as may be necessary to improve the standard of service given to taxpayers, with a view to improving the effectiveness of the revenue departments and maximizing revenue collection;
vii. To determine the steps to be taken to counteract fraud and other forms of tax and other fiscal evasions;
viii. To produce trade statistics and publications on a quarterly basis.
ix. To implement decisions and recommendations made by the Board or the Ministry.

e) Qualifications and Experience

For appointment to this grade, an officer must have: -

i. Holders of Master Degree in one of the following fields; Economics, Accountancy Taxation, Finance, Customs, Business Administration, Law or equivalent qualifications from a recognized Institution/University.
ii. Candidate must have at least ten (10) years working experience in tax and /or customs administrations with a minimum of eight (8) years must be at managerial level.

f) Mode of Entry

Appointed by the President of the Republic of South Sudan

2.3 Deputy Commissioner General

a) Reporting relationship

Appointed by:	The President of the Republic of South Sudan
Reports to:	Commissioner General
Supervises:	Commissioners and Deputy Commissioners

b) Grade Level: 1B

c) Job Purpose

To assist the Commissioner General in overseeing day-to-day operation of NRA, the management of its funds and property, and provide leadership to NRA Staff.

d) Duties and Responsibilities

i. To perform the function and exercise the power of Commissioner General where the Commissioner is absent;
ii. To advice the Commissioner General on, and participate in the formulation of tariff;
iii. To review the authority's operational objectives and performance targets;
iv. To initiate and coordinate the preparation of strategies, plans and budgets for authority;
v. To initiate and coordinate regular reviews of tax laws and regulations;
vi. To coordinate the formulation, evaluation and monitoring of implementation of policies and plans with respect to the activities of tax management and customs; and
vii. To perform duties as may be imposed upon him from time to time by the Commissioner General.

e) Qualifications and Experience

For appointment to this grade, an officer must have: -

i. Holders of Master Degree in one of the following fields; Taxation, Customs, Accountancy, Finance, Economics, Business Administration, Law or equivalent qualifications from a recognized Institution/University.
ii. Candidate must have at least ten (10) years working experience in tax and /or customs administrations with a minimum of eight (8) years must be at managerial level.

f) Mode of Entry

Appointed by the President of the Republic of South Sudan

g) Career progression

Not promotional**.**

2.4 Commissioner for Customs Revenue

a) Reporting relationship

Appointed by:	The Board
Reports to:	Commissioner General
Supervises:	Deputy Commissioners Customs Enforcement, Deputy Commissioner for Trade Facilitation, Deputy Commissioner for Customs Operations, Assistant Commissioner for Finance and Administration and Assistant Commissioner for Taxpayer Service and Education

b) Grade Level: 2

c) Job Purpose

To facilitate international trade, assess, collect duties and taxes and deter smuggling.

d) Duties and Responsibilities

i. Oversee development, review and implementation of policies, plans, strategies and procedures governing customs revenue administration
ii. Oversee the Customs Division, day-to-day operational matters and administrative functions;
iii. Oversee functions of trade facilitation and customs procedures;
iv. Ensure prompt assessment and collection of customs duties payable to the National Revenue Authority on behalf of the Government of South Sudan;
v. Ensure Customs laws and regulations are interpreted and applied consistently in accordance with the laws of South Sudan and the policies of the National Revenue Authority;
vi. Provide advice to the Commissioner General on Customs Technical matters to ensure proper revenue control, while facilitating the movement of goods into, through and out of South Sudan;
vii. Delineate and control the Customs Surveillance;
viii. Control and approve Customs ports, places of entry into South Sudan and the provision of adequate Customs presence;
ix. Control the movement of goods within and between Customs areas, including goods in transit through South Sudan, and approve the premises to be used as transit goods sheds or bonded warehouses;
x. Supervise the determination and review of departmental policies regarding the prosecution of offenders and the compounding of offences;
xi. Responsible for the Division's expenditures within the delegated limits approved by the Board and providing due warning if it appears it is likely to exceed these limits;
xii. Contribute the Division's perspective to management team meetings and participate in Board meetings as required;

xiii. Oversee Divisional Staff management, including assessment of manpower requirements, implementation of disciplinary, appraisal and promotion procedures;
xiv. Liaise with the commissioner corporate services to ensure that staff training needs are met and effectively attended;
xv. Manage the Automation Systems within the Customs division and ensure the successful introduction and consultation with the technical advisors and the assistant commissioner for Information Technology under corporate services; and
xvi. Perform other duties assigned by the Commissioner General and Deputy commissioner general.

e) Qualifications and Experience

For appointment to this grade, an officer must have: -

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Economics, Business Administration, Law or equivalent qualifications from a recognized Institution/University.
ii. Working experience of at least ten (10) years in customs administration of which five (5) years must be at managerial level.

f) Mode of Entry

i. In-service

A Deputy Commissioner who has served a minimum of 5 years with a good work performance is eligible for promotion to the grade of Commissioner upon satisfactory recommendation of the supervisor, or pass of a promotion interview

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated in (e) above, and must pass a selection interview

g) Career progression

Not promotional

2.5 Commissioner for Domestic Tax Revenue

a) Reporting relationship

Appointed by: The Board
Reports to: Commissioner General
Supervises: Deputy Commissioners responsible for Head Office Operations, Deputy Commissioner for State Operations, Assistant Commissioner for Finance and Administration and Assistant Commissioner for Taxpayer Service and Education, Assistant Commissioner for Data Processing and Assistant Commissioner for Technical Services

b) Grade Level: 2

c) Job Purpose

To administer tax laws and provide coordinated control over the affairs of the division.

d) Duties and Responsibilities

i. Coordinate development of divisional business plan, strategies and budgets and oversee its implementation.
ii. Ensure development, review, and implementation of divisional business, and strategies;
iii. Oversee the division's day-to-day operational and administrative matters including staff performance, strategic training and identification of manpower requirements.
iv. Administer revenue collections strategies within the division and provide strategic direction to ensure optimal revenue collections;
v. Coordinate resources; monitor and oversee the divisional expenditure and other resources to ensure optimal utilization.
vi. Review weekly, monthly, quarterly and annual reports on revenue collections and implementation of key divisional processes and action plans, and provide guidance for continual improvement;
vii. Oversee enforcement of tax laws and provide advice on fiscal policy to the Government including recommendations on the scope and structure of various taxes.
viii. Monitor and oversee implementation of projects to support tax operations including ICT systems;
ix. Coordinate preparation and issuance of practice notes, rulings, and circulars to ensure consistent and uniform interpretation and application of tax laws and other operational procedures;
x. Administer tax exemptions and refunds to ensure they are granted to eligible beneficiaries according to applicable laws;
xi. Manage staff integrity by ensuring adherence to NRA Code of conduct and ethics.
xii. Oversee adherence to laws, regulations and quality systems procedures to ensure efficient operations and prevent recurrence of Audit Queries; and
xiii. Perform any other duties assigned by the Commissioner General and Deputy Commissioner General.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Economics, Business Administration, Law or equivalent qualifications from a recognized Institution/University.
ii. Working experience of at least ten (10) years in tax administration of which five (5) years must be at managerial level

f) Mode of Entry

i. In-service

Not promotional.

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated in (e) above, and must pass a selection interview.

g) Career Progression
Not promotional.

2.6 Commissioner for Corporate Services

a) Reporting relationship

Appointed by:	The Board
Reports to:	Commissioner General
Supervises:	Deputy Commissioner for Research and Planning, and Deputy Commissioner Finance and Administration

b) Grade Level: 2

c) Job Purpose

To Oversee all NRA matters related to finance, human resource and administration, ICT, research and corporate planning.

d) Duties and Responsibilities

i. Ensure development, review, and implementation of divisional business, and strategies;
ii. Oversee the division's day-to-day operational and administrative matters including staff performance, strategic training and identification of manpower requirements;
iii. Oversee review, development and implementation of HR, Finance
iv. Oversee interpretation and adherence to public service regulations, standing orders and labour laws in relation to NRA;
v. Ensure availability and maintenance of properties and other physical assets;
vi. Ensure preparation and implementation of corporate plans and budget;
vii. Oversee formulation and implementation of financial and accounting policy, procedures, and systems in accordance to applicable accounting standards;
viii. Oversee preparations on NRA management reports, financial and revenue statements;
ix. Oversee development, review and implementation of internal control systems
x. Oversee implementation of expenditure budget performance;
xi. Oversee accounting for taxes and government revenue collected by NRA;
xii. Oversee development, review and implementation of research policy, guidelines, standards and procedures;
xiii. Oversee development, review and implementation of NRA risk management policy and risk management framework;
xiv. Oversee development, review and implementation of ICT policies, business plans, strategies, guidelines, standards and procedures;
xv. Oversee development, review and implementation of policy and procedures on diversity issues;
xvi. Ensure that support services respond effectively to the needs of user departments by formulating and regularly reviewing divisional strategies and policies;
xvii. Oversee development, implementation and review of financial manuals, regulations, systems and policy;
xviii. Oversee the provision of efficient supply chain management services;

xix. Oversee accounting for all taxes and Government revenues collected by NRA;
xx. Ensure the development and implementation of strategies that provide a secure and safe work environment and the protection of NRA property
xxi. Oversee the efficient delivery of technology related services;
xxii. Oversee development, review and implementation of the schemes of service and organization structure
xxiii. Foster a culture that rewards performance and encourages teamwork, commitment and self-motivation; and
xxiv. Perform any other duties assigned by the Commissioner General and Deputy Commissioner General.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Public Administration, Business Administration, Economics, Taxation, Customs, Accountancy, Finance, Law or equivalent qualifications from a recognized Institution/University.
ii. Working experience of at least ten (10) years in tax administration of which five (5) years must be at managerial level

f) Mode of Entry

i. In-service

A Deputy Commissioner who has served a minimum of 5 years with a good work performance is eligible for promotion to the grade of Commissioner upon satisfactory recommendation of the supervisor, Or pass of a promotion interview

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated in (e) above, and must pass a selection interview.

g) Career Progression

Not promotional

2.7 Commissioner for Internal Audit

a) Reporting relationship

Appointed by:	The Board
Reports to:	Audit Committee of the Board, Commissioner General
Supervises:	Assist. Commissioner for Internal Audit Operations and Assistant Commissioner for Information Systems Audit

b) Grade Level: 2

c) Job Purpose

To review NRA's operations in order to provide independent assurance on NRA's internal controls, risk management and governance

d) Duties and Responsibilities

i. Ensure development of divisional policies, business plans, strategies and budget and oversee their implementation;
ii. Oversee the division's day to day functions;
iii. Oversee the development, review and implementation of internal Audit Plans and oversight the quality of works outputs:
iv. Institute measures for evaluation of operational effectiveness of NRA Internal Controls;
v. Assist the Commissioner General to review and evaluate the current system, procedures, management practices, and performance standards of NRA including providing recommendations for improvement;
vi. Report administratively to the Commissioner General and functionally to the Audit Committee of the Board on all audits including recommendations for continuous improvement and assist them as and when it is required;
vii. Oversee assessment of the effectiveness of Risk Management policy and the risk Management Framework;
viii. Direct and manage periodical audits to ensure compliance with financial regulations, staff rules, and work performance;
ix. Ensure that internal audit activities are in general conformity with the International Professional Practice of Internal Auditing;
x. Provide advice and recommendations on improvement of the various functions of NRA;
xi. Plan Division activities; determine priorities and oversight the quality of work outputs;
xii. Manage effectively all Division resources, including financial, physical and human resources;
xiii. Provide guidance and direction to staff in area of responsibility on professional matters;
xiv. Foster teamwork and collaboration within the Division and across NRA; and
xv. Perform special or any ad-hoc audit as tasked by the Commissioner General.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Auditing, Accountancy, Finance, Business Administration majoring in Accountancy or Finance or equivalent qualifications from a recognized Institution/University
ii. Professional qualification such as CPA, ACCA, CISA or CIA with knowledge in Computer Assisted Audit Techniques (CAATS)
iii. Working experience of at least ten (10) years in audit of which five (5) years must be at managerial level.

f) Mode of Entry

i. In-service

Assistant Commissioner who has served a minimum of 5 years with a good work performance is eligible for promotion to the grade of Commissioner upon satisfactory recommendation of the supervisor, Or pass of a promotion interview

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

2.8 Commissioner for Internal Affairs

a) Reporting relationship

Appointed by:	The Board
Reports to:	Commissioner General
Supervises:	Assistant Commissioner responsible for Ethics and Assistant Commissioner for Investigations.

b) Grade Level: 2

c) Job Purpose

To develop and implement strategies for enhancing ethics and integrity among NRA staff.

d) Duties and Responsibilities

i. Ensure development and implementation of NRA Integrity management system;
ii. Develop measures to be taken to counteract internal fraud and other office malpractices;
iii. Ensure development, review and implementation of the Annual Action Plans and Budget for the division and monitor its performance;
iv. Liaising with other law enforcing agencies in effecting fraud prevention, detection and investigations;
v. Liaising with other Anti-Corruption agencies in matters relating to Anti-Corruption strategies;
vi. Liaising with the Heads of Divisions in matters relating to staff integrity;
vii. Submit investigation reports to the Commissioner General and advise him accordingly;
viii. Serve as the Secretary to the management Ethics Committee;
ix. Oversee preparation and submission Quarterly Reports, ethics and integrity report to the Standing Committee of the Board;
x. Ensure pre-employment and continuous vetting of staff
xi. Manage effectively all Division resources, including financial, physical and human resources;
xii. Provide guidance and direction to staff in area of ethics and integrity on professional matters;
xiii. Foster teamwork and collaboration within the Division and across NRA; and
xiv. Perform other duties as assigned by the Commissioner General and Deputy Commissioner General.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Human Resources Management, Public Administration, Business Administration, Law or its equivalent from a recognized institution;
ii. Working experience of at least ten (10) years in related field of which five (5) years must be at managerial level.

f) Mode of Entry

i. In-service

Assistant Commissioner who has served a minimum of 5 years with a good work performance is eligible for promotion to the grade of Commissioner upon satisfactory recommendation of the supervisor, Or pass of a promotion interview.

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

2.9 Deputy Commissioner for Compliance and Enforcement

a) Reporting relationship

Appointed by:	The Board
Reports to:	Commissioner for Customs Revenue
Supervises:	Assistant commissioners responsible for Post Clearance Audit and Compliance and Enforcement

b) Grade Level: 3

c) Job Purpose

To facilitate international trade and deter smuggling.

d) Duties and Responsibilities

i. Coordinate development, review and implementation of policies, plans, strategies and procedures governing customs revenue administration;
ii. Provide inputs for formulation, review and implementation of international trade policy:
iii. Ensure consistent interpretation and application of customs laws in relation to trade policy, regional and international agreements, tariff classification, valuations and rules of origin;
iv. Management of post clearance audit policies and administration, including post transactions, audit, end-use audits and transit monitoring operations;
v. Management performance of anti-smuggling team and post-clearance audit units;
vi. Coordinate management's compliance with and enforcement of customs policies and procedures;
vii. Provide guidance on all technical matters relating to Customs compliance and enforcement;
viii. Delineate and control customs surveillance;
ix. Control the movement of goods within and between customs borders including transit goods through South Sudan;
x. Oversee enforcement controls policy including enforcement of border operations, prohibitions, restrictions, offences, seizures and penalties;
xi. Manage effectively all departmental resources, including financial, physical and human resources;
xii. Provide guidance and direction to staff in area of responsibility on professional matters;
xiii. Foster teamwork and collaboration within the division and across NRA;
xiv. Collaborate with internal and external stakeholders in matters related to international trade
xv. Coordinate preparation of periodic compliance and enforcement reports and

xvi. Perform other duties assigned by the superiors.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Economics, Business Administration, Law or equivalent qualifications from a recognized Institution;
ii. Working experience of at least eight (8) years in customs administration of which five (5) years must be at managerial level.

f) Mode of Entry

i. In-service

Assistant Commissioner who has served a minimum of 5 years with a good work performance is eligible for promotion to the grade of Deputy Commissioner upon satisfactory recommendation of the supervisor, or pass of a promotion interview

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.10 Deputy Commissioner of Trade Facilitation

a) Reporting relationship

Appointed by:	The Board
Reports to:	Commissioner for Customs Revenue
Supervises:	Assistant Commissioner for Technical Services and Assistant Commissioner for Central Data Processing

b) Grade Level: 3

c) Job Purpose

To facilitate trade and oversee implementation of trade facilitation programs such as border management, single window, customs modernization programs etc.

d) Duties and Responsibilities

i. Coordinate development, review and implementation of policies, plans, strategies and procedures governing customs revenue administration;
ii. Coordinate and manage the activities of trade facilitation and customs procedures;

iii. Contribute to the determination and review of divisional policies and procedures regarding trade policy and administration, regional and international agreements, tariffs, valuations, and preferential policies;
iv. Coordinate customs related activities aimed at reducing the time and cost of goods crossing borders;
v. Oversee activities for simplifying and modernizing customs processes and procedures;
vi. Set operational targets and key performance indicators to ensure monitoring of the divisional performance
vii. Initiate the review and determination of divisional policies regarding ruling and dispute procedures;
viii. Study and assess the strengths and weakness of the Customs Automation Systems in their implementation and come up with the suggestions for its reinforcement;
ix. Contribute to the determination and review of the departmental policies and procedures, management of information and risk management and intelligence;
x. Contribute to the determination and review of agents' accreditation and other licensing arrangements;
xi. Initiate, attend and where appropriate lead meetings and seminars with entities and stakeholders that have an involvement with, or interest in Customs services and processes, to facilitate improved Customs services and trade;
xii. Manage the trade statistics database;
xiii. Coordinate and supervise timely production and dissemination of the Trade Statistic report:
xiv. Coordinate WCO and EAC international missions, and other matters related to the regional integration; and
xv. Perform other duties assigned by the Commissioner.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; International Trade, International Business, Taxation, Customs, Accountancy, Finance, Economics, Business Administration, Law or equivalent qualifications from a recognized Institution.
ii. Working experience of at least eight (8) years in customs administration of which five (5) years must be at managerial level.

f) Mode of Entry

i. In-service

Assistant Commissioner who has served a minimum of 5 years with a good work performance is eligible for promotion to the grade of Deputy Commissioner upon satisfactory recommendation of the supervisor, Or pass of a promotion interview

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

a) Career Progression

Not promotional.

2.11 Deputy Commissioner for Customs Operations

a) Reporting relationship

Appointed by:	The Board
Reports to:	Commissioner for Customs Revenue
Supervises:	Assistant Commissioners for Juba International Airport and Border Stations

b) Grade Level: 3

c) Job Purpose

To facilitate international trade, assess, collect duties and taxes

d) Duties and Responsibilities

i. Coordinate development, review and implementation of policies, plans, strategies and procedures governing customs revenue administration;
ii. Provide inputs in formulation and review of international trade policy:
iii. Coordinate customs operations at Juba International Airport and Border Stations
iv. Set operational targets and ensure prompt monthly progress reports from line assistant commissioners for the consolidation into departmental reports submitted to the Commissioner General;
v. Contribute to the determination and review of divisional policies and procedures regarding imports, exports, warehousing and transit management;
vi. Contribute to the determination of departmental policies on intervention management including scanning, examination, intervention release and re-assessment;
vii. Contribute to the determination of departmental policies on policy, administration, management of offences, seizures and penalties;
viii. Provide advice to the Commissioner on all issues related to Customs modernization and the adaptation of risk management techniques;
ix. Manage and establish the valuation database as a risk management tool in the application of Agreed Customs Valuation (ACV) and for reference from all states and Customs border posts;
x. Communicate with other stakeholders and interested parties on issues related to customs modernization and risk management;
xi. Contribute to the determination and review of departmental policies and procedures regarding the management of exemptions, drawbacks, refunds and rebate systems;
xii. Propose training required for subordinates working on customs operations; and
xiii. Perform other duties assigned by the Superiors.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; International Trade, Taxation, Customs, Accountancy, Finance, Economics, Business Administration, Law or equivalent qualifications from a recognized Institution;

ii. Working experience of at least eight (8) years in customs administrations of which five (5) years must be at managerial level.

f) Mode of Entry

i. In-service

Assistant Commissioner who has served a minimum of 5 years with a good work performance is eligible for promotion to the grade of Deputy Commissioner upon satisfactory recommendation of the supervisor, Or pass of a promotion interview.

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.12 Deputy Commissioner for Head Office Operations

a) Reporting relationship

Appointed by: The Board
Reports to: Commissioner for Domestic Tax Revenue
Supervises: Assistant Commissioners for LTU and SMTU

b) Grade Level: 3

c) Job Purpose

To assess and collect tax revenues due from taxpayers.

d) Duties and Responsibilities

i. Coordinate development, review and implementation of the Division Business Plans, Strategies and Action Plans and oversee its implementation;
ii. Oversee maintenance of taxpayers database;
iii. Supervise implementation of Departmental revenue collection strategies, review revenue collection performance against set targets and update the Commissioner for guidance and decisions;
iv. Monitor Revenue collections performance and provide strategic direction to ensure optimal revenue collections;
v. Coordinate audit and examination functions, compliance monitoring and other enforcement measures to enhance compliance;
vi. Coordinate audit and examination of returns,
vii. Monitor compliance and collection enforcement measures;
viii. Facilitate enforcement of tax laws;
ix. Manage effectively all Division resources, including financial, physical and human resources;

x. Provide guidance and direction to staff in area of responsibility on professional matters;
xi. Foster teamwork and collaboration within the Division and across NRA;
xii. Provide input for review of tax laws; and
xiii. Perform any duties as assigned by supervisor

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Economics, Business Administration, Law or equivalent qualifications from a recognized Institution;
ii. Working experience of at least eight (8) years in tax administration of which five (5) years must be at managerial level.

f) Mode of Entry

i. In-service

An Assistant Commissioner who has served a minimum of 5 years with a good work performance is eligible for promotion to the grade of Deputy Commissioner upon satisfactory recommendation of the supervisor, or pass of a promotion interview

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.13 Deputy Commissioner for State Operations

a) Reporting relationship

Appointed by:	The Board
Reports to:	Commissioner for Domestic Tax Revenue
Supervises:	Assistant Commissioners for NTR and States Operations

b) Grade Level: 3

c) Job Purpose

To assess and collect tax revenues due from taxpayers.

d) Duties and Responsibilities

i. Oversee preparation, review and implementation of state business policies, plans, guidelines and procedures;
ii. Monitor performance of small and medium taxpayers, non-taxes revenue;
iii. Ensure consistent and uniform interpretation and application of tax laws;

iv. Manage enforcement activities in State;
v. Oversee execution of tax audit activities in the State;
vi. Develop and implement strategies to ensure revenue collection targets are attained;
vii. Oversee operations conducted in the State;
viii. Provide inputs in the reviewing of tax laws;
ix. Manage effectively all State's resources, including financial, physical and human resources;
x. Provide guidance and direction to staff in area of responsibility on professional matters;
xi. Foster teamwork and collaboration within the State and across NRA;
xii. Facilitate provision of taxpayer services and education to enhance voluntary tax compliance;
xiii. Collaborate with NRA stakeholders within the States in revenue matters;
xiv. Recommend cases to be referred to tax investigations;
xv. Prepare periodic revenue performance reports for the states; and
xvi. Provide inputs for the audit risk profiling of the state.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Economics, Business Administration, Law or equivalent qualifications from a recognized Institution;
ii. Working experience of at least eight (8) years in tax administration of which five (5) years must be at managerial level.

f) Mode of Entry

i. In-service

An Assistant Commissioner who has served a minimum of 5 years with a good work performance is eligible for promotion to the grade of Deputy Commissioner upon satisfactory recommendation of the supervisor, Or pass of a promotion interview.

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.14 Deputy Commissioner for Finance and Administration

a) Reporting relationship

Appointed by:	The Board
Reports to:	Commissioner for Corporate Services
Supervises:	Assistant commissioners responsible for ICT, Human Resource, Finance and Administration

b) Grade Level: 2

c) Job Purpose

To plan, manage and develop NRA's human capital, organise physical resources and coordinate the provision of administrative services, ICT services, to support NRA operations, and also account for NRA income and expenditure and perform budgetary control.

d) Duties and Responsibilities

i. Coordinate formulation and implementation of financial and accounting policy, procedures, and systems in accordance to applicable accounting standards;
ii. Coordinate preparations on NRA management reports, financial and revenue statements;
iii. Oversee development, review and implementation of internal control systems;
iv. Oversee accounting for taxes and government revenue collected by NRA;
v. Ensure timely production of monthly, quarterly, yearly and project specific financial report in compliance with Generally Accepted Accounting Principle and other accounting standards;
vi. Ensure financial accountability and maintain internal controls;
vii. Coordinate development, implementation and review of financial manuals, regulations, systems and policy;
viii. Oversee audit activities and ensure compliance with government and donor regulations
ix. Oversee implementation of Expenditure budget performance;
x. Coordinate development, review and implementation of ICT policies, business plans, strategies, guidelines, standards and procedures;
xi. Coordinate development, review and implementation of policy and procedures on diversity issues;
xii. Oversee accounting for all taxes and Government revenues collected by NRA;
xiii. Coordinate development and maintenance of ICT systems;
xiv. Ensure effective maintenance of ICT infrastructure;
xv. Oversee provision of technical advice to internal and external stakeholders;
xvi. Oversee human resource function in conjunction with the Commissioner for corporate services
xvii. Ensure availability and allocation of human and physical resources within NRA;
xviii. Oversee development, review and implementation of the schemes of service and organization structure
xix. Oversee fleet and general administrative services;
xx. Facilitate maintenance of records management services;
xxi. Coordinate the renovation and maintenance of vehicles, office machines, equipment and furniture;
xxii. Perform other duties assigned by the Supervisor.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Economics, Business Administration majoring in Accountancy or Finance, Public Administration or equivalent qualifications from a recognized Institution

ii. Working experience of at least eight (8) years in tax administration of which five (5) years must be at managerial level.

f) Mode of Entry

i. In-service

An Assistant Commissioner who has served a minimum of 5 years with a good work performance is eligible for promotion to the grade of Deputy Commissioner upon satisfactory recommendation of the supervisor, or pass of a promotion interview.

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.15 Deputy Commissioner for Research and Planning

a) Reporting relationship

Appointed by:	The Board
Reports to:	Commissioner for Corporate Services
Supervises:	Assist. Commissioner for Policy Research and Analysis and Assist. Commissioner for Corporate Planning

b) Grade Level: 3

c) Job Purpose

To develop, monitor and evaluate implementation of corporate and operational plans, programs and carry out research to inform operational and fiscal policy decisions.

d) Duties and Responsibilities

i. Oversee development, review and implementation of research policy, guidelines, standards and procedures;
ii. Oversee corporate and operational planning and budgeting;
iii. Oversee planning and execution of research functions;
iv. Oversee implementation of NRA's Innovation Management Framework;
v. Provide annual forecasts of revenue collection, negotiate and agree with the Government on collection targets;
vi. Oversee research projects consistent with the research priorities as approved by Management with a view to improving the tax and customs administration;
vii. Oversee the purpose and status of the projects in a NRA program to ensure the program goals are met by providing a decision-making capacity that cannot be achieved at project level;
viii. Serves as the Authority's link with external stakeholders in the Government, the Bank of South Sudan, Multilateral Financial Institutions (MFIs), Development Partners and other public and private sector institutions;
ix. Oversee preparation and implementation of fiscal advice to the Government;

x. Provide inputs to the Ministry for Finance and Planning and Parliamentary matters;
xi. Ensure monitoring and evaluation of implementation of NRA's corporate and operational plans;
xii. Oversee the development and submission of proposal of tax reforms;
xiii. Ensure proper custody, maintenance, and update of the NRA's statistics, including international trade commodity database;
xiv. Participate in relevant policy dialogue to ensure that the Authority makes appropriate input into the national debate on matters particularly related to tax policy;
xv. Participates in regional economic grouping negotiations as part of South Sudan's negotiating teams to ensure the fiscal policy implications of the agreements are given due consideration;
xvi. Works closely with Revenue Divisions and other Departments to ensure fulfilment of NRA's public policy obligations related to tax administration;
xvii. Coordinate the transition to new values, new culture, new approaches and new systems in line with the vision of NRA;
xviii. Oversee institutionalization of Monitoring and Evaluation Systems;
xix. Serve as Chief Compliance officer for NRA:
xx. Oversee NRA's compliance with laws (NRA Act, Tax Laws, Environmental Laws, Occupational Safety Laws), regulations, circulars, quality standards, procedures and adopted non-binding rule such as taxpayer's charter and
xxi. Performs any other functions assigned by the Supervisor

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Economics, Public Finance, Business Administration, Taxation, Statistics, Operational Research or equivalent qualifications from a recognized Institution/University;
ii. Working experience of at least eight (8) years in related field of which five (5) years must be at managerial level.

f) Mode of Entry

i. In-service

An Assistant Commissioner who has served a minimum of 5 years with a good work performance is eligible for promotion to the grade of Deputy Commissioner upon satisfactory recommendation of the supervisor, or pass of a promotion interview.

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.16 Deputy Commissioner for Legal Services and Board Affairs

a) Reporting relationship

Appointed by:	The Board
Reports to:	Commissioner General
Supervises:	Assistant Commissioner for Legal Affairs and Assistant Commissioner for Board Affairs

b) Grade Level: 3

c) Job Purpose

To provide legal services in support of NRA operations.

d) Duties and Responsibilities

i. Oversee the proper conduct of business of the Board and provide the Board with legal advice and opinion on matters as may be required;
ii. Arrange all meetings of the Board and its Committees in consultation of the Chairperson;
iii. Coordinate and recommend policies and strategies necessary for NRA to undertake its legal mandate in tax administration and ensure efficient and effective enforcement of legislations administered by NRA;
iv. Coordinate the delivery of legal advice, opinions, resolution of tax objections, and issuance of rulings;
v. Ensure consistent review of statutes administered by NRA for the purpose of effective and efficient tax administration and corporate governance;
vi. Advise the Management on proper interpretation and application of laws and on all agreements and matters in relation to functions of NRA;
vii. Coordinate drafting of legal instruments, tax treaties, contracts, conveyance deeds, and ensure proper custody of the Authority's legal documents and seals of the Authority;
viii. Co-operate with relevant Government and quasi-governmental organizations on all legal matters related to tax administration and legislations administered by NRA;
ix. Coordinate activities on court cases related to NRA and initiate work policies, guidelines and directives on pro-active approach to potential legal disputes and implement alternative methods to resolve court disputes;
x. Ensure planning and implementation of the Board's performance evaluation process;
xi. Prepare and submit to management monthly, quarterly and annual performance reports of the department; and
xii. Perform other relevant duties assigned by the supervisor.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in Law or equivalent qualifications from a recognized Institution/University. Must be an Advocate of the High Court of South Sudan;
ii. Registered by relevant professional body;
iii. Working experience of at least eight (8) years in related field of which five (5) years must be at managerial level.

f) Mode of Entry

i. In-service

An Assistant Commissioner who has served a minimum of 5 years with a good work performance is eligible for promotion to the grade of Deputy Commissioner upon satisfactory recommendation of the supervisor; or pass a promotion interview.

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

2.17 Deputy Commissioner for Procurement and Logistics

a) Reporting relationship

Appointed by:	The Board
Reports to:	Commissioner General
Supervises:	Officers responsible for procurement and logistics

b) Grade Level: 3

c) Job Purpose

To provide technical expertise and services in procurement, storage and supply of goods and services.

d) Duties and Responsibilities

i. Provide advice and services that enables the NRA achieve its strategic objective and value for money;
ii. Manage formulation and implementation of procurement and logistics policies to ensure that they support delivery of the NRA's strategic Plan;
iii. Devise the procurement and logistics strategies, policies and practice s which are aligned to business strategies requirements;
iv. Oversee the effective management of the procurement of goods, works and services to ensure timely availability and standards desired;
v. Ensure that procurement and logistics expenditure adhere to the NRA Financial Regulations and is keeping with approved activities and budget;
vi. Coordinate the functions of procurement and logistics for effective delivery of procurement and logistics Departments' service;
vii. Ensure timely preparation of annual procurement plans for works, goods and services required by the NRA and monitor effective implementation;
viii. Monitor operational results and reporting on the status of Performance targets for the department;
ix. Liaise with User Division and Cost Centres to establish the required goods, works and services to ensure the NRA's operations run smoothly;
x. Ensure the timely submission of monthly, quarterly and annual reports for the department; and
xi. Perform other duties assigned by the Commissioner General.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Procurement and Supplies Management, Materials Management, Logistics Management, Business Administration biased in Procurement or Logistics Management or equivalent qualifications from a recognized Institution/University ;
ii. Certified by a relevant Procurement and Supplies Professional body;
iii. Working experience of at least eight (8) years in related field of which five (5) years must be at managerial level.

f) Mode of Entry

i. In-service

A Chief Procurement Officer who has served a minimum of 5 years with a good work performance is eligible for promotion to the grade of Deputy Commissioner upon satisfactory recommendation of the supervisor, or pass of a promotion interview.

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression
Not promotional.

2.18 Deputy Commissioner for Taxpayer Services and Education

a) Reporting relationship

Appointed by:	The Board
Reports to:	Commissioner General
Supervises:	Assistant Commissioner for Taxpayer Service and Education, Assistant Commissioner for Public Relations.

b) Grade Level: 3

c) Job Purpose

To develop and implement programs for taxpayer services and education and engage in public dialogue to promote voluntary tax compliance and provide Public Relations and Communication roles for NRA.

d) Duties and Responsibilities

i. Oversee development, review and implementation of policies, plans, strategies and procedures governing Taxpayer Service and Education
ii. Oversee Division's Day to day operational and administrative functions;

iii. Oversee design and implementation of departmental taxpayer service and education programs;
iv. Coordinate front office operations;
v. Oversee applications and registration of taxpayers
vi. Oversee the annual work plans and the budget of the Department;
vii. Perform the role of organizational spokesperson on behalf of the Commissioner General and make the public informed on the day-to-day operational activities of NRA;
viii. Oversee the management of taxpayer and public complaints and enquiries;
ix. Manage outreach programs, NRA website and social media
x. Ensure public relations and protocols are observed in all functions to portray NRA image;
xi. Spearhead modern changes introduced for operational efficiency;
xii. Ensure timely response to internal, external; and
xiii. Perform other duties assigned by the Supervisor.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Marketing, Mass Communication, Public Relations, Taxation, Customs, Business Administration majoring in Market, or equivalent qualifications from a recognized Institution.

ii. Working experience of at least eight (8) years in related field of which five (5) years must be in a senior position.

f) Mode of Entry

i. In-service

An Assistant Commissioner who has served a minimum of 5 years with a good work performance is eligible for promotion to the grade of Deputy Commissioner upon satisfactory recommendation of the supervisor, or pass of a promotion interview.

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

2.19 Assistant Commissioner for Anti-Smuggling Team

a) Reporting relationship

Appointed by:	Commissioner General
Reports to:	Deputy Commissioner Compliance and Enforcement
Supervises:	Officers and non-officers responsible for anti-smuggling.

b) Grade Level: 4

c) Job Purpose

To facilitate international trade and deter smuggling

d) Duties and Responsibilities

i. Participate in development, review and implementation of policies, plans, strategies and procedures governing customs and excise administration:
ii. Enforce laws related to prohibitions and restrictions in Republic of South Sudan;
iii. Implement border control procedures;
iv. Manage the activities of the anti-drugs and anti-smuggling teams to ensure that smuggling, dumping and drug trafficking are reduced or eliminated;
v. Administer offences, seizures and penalties according to the relevant Acts;
vi. Coordinate revenue collection and receive operational reports from the states;
vii. Manage and monitor patrol/surveillances to ensure that they are carried out efficiently and effectively;
viii. Oversee the intervention management through close monitoring of the scanning, examination, operation, intervention, release and re-assessments;
ix. Supervise staff to ensure that operations are managed as desired;
x. Collaborate with other government agencies in enforcing customs laws
xi. Coordinate the establishment performance criteria and targets for the unit;
xii. Manage effectively all departmental resources, including financial, physical and human resources;
xiii. Provide guidance and direction to staff in area of responsibility on professional matters;
xiv. Foster teamwork and collaboration within the State and across NRA;
xv. Handle stakeholders' complaints; and
xvi. Perform any other duties assigned by the supervisor.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Economics, Business Administration, Law or equivalent qualifications from a recognized Institution;
ii. Working experience of at least eight (8) years in related field of which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.20 Assistant Commissioner for Border Station

a) Reporting relationship

Appointed by:	Commissioner General
Reports to:	Deputy Commissioner for Customs Operations
Supervises:	Officers in the border station

b) Grade Level: 4

c) Job Purpose

To implement policy decisions assigned by the NRA Management

d) Duties and Responsibilities

i. Coordinate and manage Customs revenue policies and procedures on revenue collection, trade facilitation, assessment and profiling tools to support the effectiveness and efficient clearance of goods and protection of society;
ii. Establishment of performance criteria and revenue collection targets for Customs revenue in consultation with the respective Assistant State Commissioner;
iii. Implementation of Customs revenue staff strategies, standard, work practices and establishing State workload, programs and manning levels;
iv. Implement new processes for comprehensive post clearance audit;
v. Ensure Customs laws and requirements are interpreted consistently;
vi. Implement laws related to prohibitions and restrictions in Republic of South Sudan;
vii. Enforce border control procedures;
viii. Conduct customs enforcement, anti-drug and anti-smuggling operations
ix. Supervise Anti-smuggling Team operations;
x. Administer offences, seizures and penalties according to customs laws;
xi. Undertake customs patrols and surveillances;
xii. Undertake risk profiling;
xiii. Collaborate with internal and external stakeholders in matters related to customs control and enforcement and
xiv. Perform any other duties as directed by superiors.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Economics, Business Administration, Law or equivalent qualifications from a recognized Institution and
ii. Working experience of at least eight (8) years in related field of which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.21 Assistant Commissioner for Central Data Processing Unit

a) Reporting relationship

Appointed by:	Commissioner General
Reports to:	Deputy Commissioner for Trade Facilitation
Supervises:	Officers responsible for Central data processing.

b) Grade Level: 4

c) Job Purpose

To facilitate international trade, assess, collect duties and taxes.

d) Duties and Responsibilities

i. Develop, review and implement business plans;
ii. Interpret and apply customs laws consistently in relation to trade policy, regional and international agreements, tariff classification, valuations, and rules of origin;
iii. Manage cargo manifest process;
iv. Undertake customs valuations and tariff classification of imports and exports;
v. Review and determine requests for provisional clearance, temporary importation and transit;
vi. Manage customs refund process;
vii. Perform risk profiling of cargo to facilitate trade;
viii. Collect duties and taxes;
ix. Manage customers' disputes;
x. Collaborate with stakeholders involved in the clearance of imports and exports; and
xi. Prepare periodic customs service performance reports; and
xii. Perform any other duties assigned by the supervisor.

e) Qualifications and Experience

Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, International Trade, International Business, Economics, Law, Accountancy, Finance, Business Administration or equivalent qualifications with working experience of at least eight (8) years in the related field which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.22 Assistant Commissioner for Juba International Airport

a) Reporting relationship

Appointed by:	Commissioner General
Reports to:	Deputy Commissioner Trade Facilitation
Supervises:	Officers responsible for customs and preventive functions.

b) Grade Level: 4

c) Job Purpose

To facilitate international trade, assess, and collect duties and taxes.

d) Duties and Responsibilities

i. Develop, review and implement business plans;
ii. Manage cargo manifest process;
iii. Interpret and apply customs laws consistently in relation to trade policy, regional and international agreements, tariffs, valuations, and rules of origin;
iv. Clear passengers and their accompanied baggage;
v. Manage scanner operations and procedures at the airport;
vi. Undertake customs valuations and tariff classification of imports and exports;
vii. Review and determine requests for provisional clearance, temporary importation and transits;
viii. Manage customs refund process;
ix. Perform risk profiling of cargo movements;
x. Collect duties and taxes;
xi. Manage customers' disputes;
xii. Collaborate with stakeholders involved in the clearance of imports and exports;
xiii. Prepare periodic JIA performance reports
xiv. Monitor performance and ensure that revenue targets are met; and
xv. Perform other duties assigned by the supervisor.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; International Trade, International Business, Taxation, Customs, Economics, Law, Accountancy, Finance, Business Administration or equivalent qualifications.
ii. Working experience of at least eight (8) years in the related field of which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.23 Assistant Commissioner for Post Clearance Audit

a) Reporting relationship

Appointed by:	The Commissioner General
Reports to:	Deputy Commissioner Trade Facilitation
Supervises:	Officers responsible for Post Clearance Audit

b) Grade Level: 4

c) Job purpose

To provide assurance to customs operations and enhance voluntary tax compliance among taxpayers

d) Duties and Responsibilities

i. Prepare and implement post clearance audit plans;
ii. Develop, review and implement audit manuals, strategies, standards, work and practices governing post clearance audit;
iii. Carryout risk assessment for selection of cases for post clearance audit;
iv. Verify accuracy and authenticity of Customs Declarations;
v. Undertake post clearance audit;
vi. Gather and analyse intelligence information for post clearance audits;
vii. Recommend cases for tax refund;
viii. Provide inputs for formulation of trade policies and customs laws;
ix. Prepare periodic post-clearance performance reports; and
x. Perform other duties assigned by the supervisor.

e) Qualifications and Experience

Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Economics, Law, Accountancy, Finance, Business Administration majoring in Accountancy or Finance or equivalent qualifications with working experience of at least eight (8) years in the related field which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.24 Assistant Commissioner for Technical Services – Customs Revenue

a) Reporting relationship

Appointed by:	The Commissioner General
Reports to:	Commissioner for Customs Revenue
Supervises:	Officers responsible for Technical Services

b) Grade Level: 4

c) Job Purpose

To provide consistent and uniform interpretation and application of customs laws

d) Duties and Responsibilities

i. Develop and oversee policies and procedures governing administration of tax exemptions, relief, refunds, objections and clearance of Audit Queries;
ii. Recommend legislative changes for the effective administration of customs laws including recommendations on the scope and structure of various laws;
iii. Coordinate the preparation of practice notes, rulings, and circulars to ensure consistent and uniform interpretation and application of customs laws and other operational procedures;
iv. Review collections statistics and advise the Commissioner, on customs projections;
v. Review and recommend eligible tax refund claims to the Commissioner for approval;
vi. Oversee the quality assurance processes and procedures in the Division;
vii. Coordinate preparation and review of responses on various technical matters;
viii. Coordinate settlement of dispute emanating various workstations;
ix. Coordinate and ensure timely clearance of audit queries; and
x. Perform other duties assigned by the supervisor.

e) Qualifications and Experience

Holders of Master Degree or Postgraduate Diploma in one of the following fields; Customs, International Trade, International Business, Taxation, Accountancy, Finance, Economics, Business Administration, Law or equivalent qualifications from a recognized Institution/University with working experience of at least eight (8) years in customs administration of which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (d) and must pass a selection interview

g) Career Progression

Not promotional.

2.25 Assistant Commissioner for Data Processing

a) Reporting relationship

Appointed by:	Commissioner General
Reports to:	Commissioner for Domestic Tax Revenue
Supervises:	Officers responsible for Registration, Returns, Data Processing and reconciliation.

b) Grade Level: 4

c) Job Purpose

To capture taxpayers' information and maintain updated database to support NRA operations.

d) Duties and Responsibilities

i. Develop and review operational manuals, strategies, policies, procedures, standards, and programs governing the activities;
ii. Closely monitor taxpayers' registration trends and data clean-up activities to ensure reliable database;
iii. Maintain and update taxpayers' database;
iv. Guide and support State on the business plans and execution of taxpayers' registration, data capturing and returns processing activities to ensure the activities are performed in accordance with set criteria and standards;
v. Monitor the taxpayer returns filing trends to enhance taxpayer compliance in returns filing;
vi. Supervise and monitor returns processing activities to ensure efficiency in data capturing activities and timely updating of taxpayer records and accounts;
vii. Evaluate weekly, monthly, quarterly and annual staff workloads and appraise their performance and
viii. Perform other duties assigned by the supervisor.

e) Qualifications and Experience

Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Economics, Law, Accountancy, Finance, Business Administration or equivalent

qualifications with working experience of at least eight (8) years in the related field which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.26 Assistant Commissioner for Large Taxpayers Unit

a) Reporting relationship

Appointed by:	The Commissioner General
Reports to:	Deputy Commissioner for Head Office Operations
Supervises:	Officers responsible for LTU operations

b) Grade Level: 4

c) Job Purpose

To administer tax laws and provide coordinated control over the affairs of large taxpayers including multinational corporations, telecommunications companies, financial institutions, and oil and gas companies.

d) Duties and Responsibilities

i. Supervise implementation of Departmental revenue collection strategies, review revenue collection performance against set targets
ii. Monitor Revenue collections performance and provide strategic direction to ensure optimal revenue collections;
iii. Coordinate audit and examination functions, compliance monitoring and enforcement measures to enhance voluntary compliance;
iv. Oversee development and implementation of annual business plans in relation to tax audit;
v. Ensure compliance, debt management and enforcement strategies are in place;
vi. Ensure implementation of enforcement, compliance and debt management strategies;
vii. Ensure a uniform and consistent application and interpretation of tax laws;
viii. Oversee function of tax exemptions and refunds;
ix. Provide input for review of tax laws;
x. Oversee implementation of Transfer Pricing Rules;
xi. Verification and recommendations of tax liabilities for write-off;
xii. Collaborate with internal and external stakeholders in matters relate to international taxation and exchange of information;

xiii. Cooperate with Small and Medium Taxpayers Unit to ensure uniformity and consistency in interpretation and application of tax laws
xiv. Mobilize resources; monitor and oversee the LTU expenditure and other resources to ensure optimal utilization;
xv. Participate in the preparation of Departmental circulars, press releases and public notices on matters relating to the application of tax laws and/or operations of the department;
xvi. Produce periodic Large Taxpayers revenue performance; and
xvii. Perform other duties assigned by the Superiors

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Economics, Business Administration, Law or equivalent qualifications from a recognized Institution and registered by relevant professional Board where applicable
ii. Working experience of at least eight (8) years in related field of which five (3) years must be a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.27 Assistant Commissioner for Small and Medium Taxpayers Unit

a) Reporting relationship

Appointed by: The Commissioner General
Reports to: Deputy Commissioner for Head Office Operations
Supervises: Officers responsible for SMTU

b) Grade Level: 4

c) Job Purpose

To administer tax laws and provide coordinated control over the affairs of small and medium taxpayers.

d) Duties and Responsibilities

i. Supervise implementation of Departmental revenue collection strategies, review revenue collection performance against set targets
ii. Monitor Revenue collections performance and provide strategic direction to ensure optimal revenue collections;
iii. Coordinate audit and examination functions, compliance monitoring and enforcement measures to enhance voluntary compliance;
iv. Oversee development and implementation of annual business plans in relation to tax audit;
v. Ensure compliance, debt management and enforcement strategies are in place;
vi. Oversee implementation of enforcement, compliance and debt management strategies;
vii. Ensure a uniform and consistent application and interpretation of tax laws;
viii. Oversee function of tax exemptions and refunds;
ix. Provide input for review of tax laws;
x. Verification and recommendations of tax liabilities for write-off;
xi. Collaborate with internal and external stakeholders in matters relate to taxation and exchange of information;
xii. Cooperate with Large Taxpayers Unit to ensure uniformity and consistency in interpretation and application of tax laws
xiii. Mobilize resources; monitor and oversee the SMTU expenditure and other resources to ensure optimal utilization;
xiv. Participate in the preparation of Departmental circulars, press releases and public notices on matters relating to the application of tax laws and/or operations of the department;
xv. Produce periodic SMTU's revenue performance; and
xvi. Perform other duties assigned by the Superiors

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Economics, Business Administration Law or equivalent qualifications from a recognized Institution;
ii. Working experience of at least eight (8) years in tax administration of which five (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.28 Assistant Commissioner for State Operations

a) Reporting relationship

Appointed by:	Commissioner General
Reports to:	Deputy Commissioner State Operations
Supervises:	Officers and non-Officers in the State

b) Grade Level: 4

c) Job Purpose

To coordinate state domestic revenue operations

d) Duties and Responsibilities

i. Prepare and implement state business plans;
ii. Monitor performance of small and medium taxpayers, non-taxes revenue and customs;
iii. Ensure consistent and uniform interpretation and application of tax laws;
iv. Manage enforcement activities in the State;
v. Oversee execution of tax audit activities in the State;
vi. Develop and implement strategies to ensure revenue collection targets are attained;
vii. Oversee operations conducted in the State, Border Stations and Transit Check Points;
viii. Provide inputs in the reviewing of tax laws;
ix. Provide guidance and direction to staff in area of responsibility on professional matters;
x. Foster teamwork and collaboration within the State and across NRA;
xi. Facilitate provision of taxpayer services and education to enhance voluntary tax compliance;
xii. Collaborate with NRA stakeholders within the States in revenue matters;
xiii. Ensure proper and consistency interpretation and application of tax laws within the State;
xiv. Recommend legislative changes on matters affecting the operations of tax laws;
xv. Prepare periodic revenue performance reports for the states; and
xvi. Perform other duties assigned by the supervisor.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Economics, Law, Accountancy, Finance, Business Administration majoring in Accountancy or Finance or equivalent qualifications.
ii. Working experience of at least eight (8) years in the tax administration of which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.29 Assistant Commissioner for Non-Tax Revenue

a) Reporting relationship

Appointed by:	The Commissioner General
Reports to:	Deputy Commissioner for State Operations
Supervises:	Officers responsible for NTR

b) Grade Level: 4

c) Job Purpose

To coordinate collection of non-tax revenue from all government agencies and ministries on behalf of the Government of South Sudan.

d) Duties and Responsibilities

i. Oversee the development and implementation of strategic plan and budget for the department;
ii. Supervise revenue collections strategies within the department;
iii. Oversee availability and resource allocation within the department for optimal utilization;
iv. Ensure staff are deployed in each government agency or ministry that charges fees in delivery of its services to the public;
v. Monitor the department expenditure budget;
vi. Ensure a uniform and consistent application and interpretation of laws and Regulations administered by Non-Tax Revenue Department;
vii. Oversee preparation of updated reports for revenue collection;
viii. Foster collaboration between NRA and other government agencies
ix. Provide advice on Fiscal Policy to the Government;
x. Recommend review of the scope and structure of various non-taxes revenues;
xi. Issue practice notes and private rulings in order to ensure consistent and uniform application of non-tax laws; and
xii. Perform other duties assigned by the Superior.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Economics, Business Administration, Law or equivalent qualifications from a recognized Institution;
ii. Working experience of at least eight (8) years in tax administration of which three (3) years must be in senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.30 Assistant Commissioner for Technical Services – Domestic Tax Revenue

a) Reporting relationship

Appointed by:	The Commissioner General
Reports to:	Commissioner for Domestic Tax Revenue
Supervises:	Officers responsible for Technical Services

b) Grade Level: 4

c) Job Purpose

To ensure consistent and uniform interpretation and application of tax laws

d) Duties and Responsibilities

i. Develop and oversee policies and procedures governing administration of tax exemptions, relief, refunds, objections and clearance of Audit Queries;
ii. Recommend legislative changes for the effective administration of tax laws including recommendations on the scope and structure of various taxes;
iii. Coordinate the preparation of practice notes, rulings, and circulars to ensure consistent and uniform interpretation and application of tax laws and other operational procedures;
iv. Review collections statistics and advise the Commissioner on Tax Revenue Projections;
v. Coordinate verification and review recommendation of taxes for write-off;
vi. Review and recommend eligible tax refund claims to the Commissioner for approval;
vii. Oversee the quality assurance processes and procedures in the Division;
viii. Coordinate preparation and review of responses on various technical matters;
ix. Coordinate settlement of objections emanating from LTU and SMTU;
x. Coordinate and ensure timely clearance of audit queries; and
xi. Perform other duties assigned by the supervisor.

e) Qualifications and Experience

Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Economics, Business Administration, Law or equivalent qualifications from a recognized Institution/University with working experience of at least eight (8) years in tax administration of which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.31 Assistant Commissioner for Taxpayer Services and Education – Headquarter

a) Reporting relationship

Appointed by:	The Commissioner General
Reports to:	Deputy Commissioner for Taxpayer Services and Education
Supervises:	Officers responsible for Taxpayer service and education at headquarter

b) Grade Level: 4

c) Job Purpose

To develop and implement programs for taxpayer services and education and engage in public dialogue to promote voluntary tax compliance.

d) Duties and Responsibilities

i. Design and implement departmental taxpayer service and education programs;
ii. Coordinate front office operations;
iii. Oversee the annual work plans and the budget of the Department;
iv. Develop and manage mechanism of handling taxpayers' complaints and enquiries;
v. Oversee the implementation of the recommendations of the annual taxpayer perception surveys;
vi. Coordinate the development of customer care initiatives that enhance taxpayers' satisfaction and compliance;
vii. Manage outreach programs, and NRA website and social media platforms;
viii. Coordinate development and review Client/Taxpayer Service Charter;
ix. To spearhead modern changes introduced for operational efficiency;
x. To ensure timely response to internal, external; and
xi. Perform other duties assigned by the Supervisor.

e) Requirements for appointment

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Public Relations, Mass Communication, Taxation, Customs, Accountancy, Finance, Economics, Business Administration majoring in Accountancy or Finance, or equivalent qualifications from a recognized Institution;
ii. Working experience of at least eight (8) years in related field of which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.32 Assistant Commissioner for Taxpayer Services and Education – Domestic Tax Revenue

a) Reporting relationship

Appointed by:	The Commissioner General
Reports to:	Deputy Commissioner for Taxpayer Services and Education
Supervises:	Officers responsible for Taxpayer service and education in Domestic Tax Revenue Division.

b) Grade Level: 4

c) Job Purpose

To develop and implement programs for taxpayer services and education and engage in public dialogue to promote voluntary tax compliance.

d) Duties and Responsibilities

i. Design and implement departmental taxpayer service and education programs;
ii. Coordinate front office operations;
iii. Ensure applications and registration of taxpayers' activities performed timely
iv. Oversee the annual work plans and the budget of the Department;
v. Develop and manage mechanism of handling taxpayers' complaints and enquiries;
vi. Coordinate the development of customer care initiatives that enhance taxpayers' satisfaction and compliance;
vii. Oversee the implementation of the recommendations of the annual taxpayer perception surveys;
viii. Ensure public relations and protocols are observed in all functions to portray NRA image;
ix. Conduct outreach programs;
x. Oversee implementation of Client/Taxpayer Service Charter;
xi. Spearhead modern changes introduced for operational efficiency;
xii. Ensure timely response to internal, external stakeholders; and
xiii. Perform other duties assigned by the Supervisor.

e) Requirements for appointment

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Public Relations, Mass Communication, Taxation, Customs, Accountancy, Finance, Economics, Business Administration majoring in Accountancy or Finance, or equivalent qualifications from a recognized Institution;
ii. Working experience of at least eight (8) years in related field of which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.33 Assistant Commissioner for Taxpayer Services and Education – Customs Revenue

a) Reporting relationship

Appointed by:	The Commissioner General
Reports to:	Deputy Commissioner for Taxpayer Services and Education
Supervises:	Officers responsible for Taxpayer service and education in Customs Revenue Division.

b) Grade Level: 4

c) Job Purpose

To develop and implement programs for taxpayer services and education and engage in public dialogue to promote voluntary tax compliance.

d) Duties and Responsibilities

i. Design and implement departmental taxpayer service and education programs;
ii. Coordinate front office operations;
iii. Oversee the annual work plans and the budget of the Department;
iv. Develop and manage mechanism of handling taxpayers' complaints and enquiries;
v. Coordinate the development of customer care initiatives that enhance taxpayers' satisfaction and compliance;
vi. Oversee the implementation of the recommendations of the annual taxpayer perception surveys;
vii. Conduct outreach programs;
viii. Oversee implementation of Client/Taxpayer Service Charter;
ix. Ensure public relations and protocols are observed in all functions to portray NRA image;
x. To spearhead modern changes introduced for operational efficiency;
xi. Ensure timely response to internal, external stakeholders; and
xii. Perform other duties assigned by the Supervisor.

e) Requirements for appointment

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Public Relations, Mass Communication, Taxation, Customs, Accountancy, Finance, Economics, Business Administration majoring in Accountancy or Finance, or equivalent qualifications from a recognized Institution;
ii. Working experience of at least eight (8) years in related field of which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.34 Assistant Commissioner for Public Relations

a) Reporting relationship

Appointed by:	The Commissioner General
Reports to:	Deputy Commissioner for Taxpayer Services and Education
Supervises:	Officers responsible for public relations.

b) Grade Level: 4

c) Job Purpose

To coordinate all corporate initiatives geared towards tax awareness; enhance NRA corporate brand and effective corporate communication to bolster NRA's image and visibility

d) Duties and Responsibilities

i. Develop, manage and implement NRA's communication policy and strategy;
ii. Manage and coordinate corporate events to enhance NRA's visibility and corporate image;
iii. Plan budget and coordinate the Public and Corporate Affairs functions in NRA;
iv. Coordinate the development of customer care initiatives that enhance clients satisfaction and compliance;
v. Manage corporate communication to ensure that information disseminated to both internal and external stakeholders is consistent and appropriate;
vi. Coordinate links with local and international organization;
vii. Manage social media platform and website;
viii. Coordinate the NRA's press release, statements, conferences and speeches;
ix. Coordinate strategies that promote the NRA brand and monitor its usage to enhance the corporate image and visibility;

x. Design promotional materials including logo, diaries, calendars etc. in accordance with NRA's corporate brand; and
xi. Perform other duties assigned by the supervisor.

e) Requirements for appointment

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Economics, Business Administration majoring in Accountancy or Finance, Journalism, Public Relations, Mass Communication or equivalent qualifications from a recognized Institution;
ii. Working experience of at least ten (10) years in related field of which five (5) years must be at managerial level.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

An Assistant Commissioner is eligible for promotion to the grade of a Deputy Commissioner after having served a minimum of 3 years with a good work performance and satisfactory recommendation of the supervisor; or pass a promotion interview.

2.35 Assistant Commissioner for Administration

a) Reporting relationship

Appointed by:	Commissioner General
Reports to:	Deputy Commissioner for Finance and Administration
Supervises:	Officers and non-officers in the unit.

b) Grade Level: 4

c) Job Purpose

To plan, manage, organise and coordinate provision of administrative services to support NRA operations

d) Duties and Responsibilities

i. Ensure timely preparation of statement of requirement for estate, fleet and general administrative services required by the Authority and monitor effective implementation;
ii. Manage the refurbishment and maintenance of NRA's property, vehicles and other assets and ensure that a complete inventory of physical assets is available for operational and accounting purposes;
iii. Facilitate maintenance of records management services;

iv. Supervise outsourced service providers;
v. Facilitate provision of conducive staff working environment;
vi. Supervise and evaluate the work performance of all employees in the Administration division;
vii. Support the Department in monitoring operational results and reporting on the status of performance targets for the division;
viii. Liaise with Division and States to establish the required administration services to ensure the Authority's operations run smoothly;
ix. Ensure the timely submission of monthly, quarterly and annual reports for the Division; and
x. Perform other duties assigned by the supervisor.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields: Human resources, Business Administration, Law or equivalent qualifications from a recognized institution;
ii. Working experience of at least ten (8) years in public administration of which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.36 Assistant Commissioner for Finance – Headquarter

a) Reporting relationship

Appointed by:	The Commissioner General
Reports to:	Deputy Commissioner for Finance and Administration
Supervises:	Officers responsible for finance at NRA HQ

b) Grade Level: 4

c) Job Purpose

To implement financial management policies and procedures

d) Duties and Responsibilities

i. Implement financial policies, procedures and systems for effective and efficient financial management;
ii. Collect and account for all income collected;
iii. Prepare financial statements and management reports;
iv. Review of non- current asset schedules and stocktaking reports prior to inclusion of the same in NRA's financial statements;
v. Ensure proper upkeep and timely capturing of all expenditure records in computerized expenditure accounting system;
vi. Verify, approve and post transactions in Expenditure Accounting System as per NRA Financial Regulations;
vii. Ensure proper records of assets purchased by donor funds are maintained and timely release of depreciated amount from deferred grant income.
viii. Undertake stocktaking in liaison with Procurement Management Department
ix. Facilitate audits in relation to expenditure accounting;
x. Facilitate payment of NRA staff allowances and benefits;
xi. Undertake recovery of outstanding debts;
xii. Provide inputs for preparation of NRA's financial statements and ensure proper reporting of NRA's income;
xiii. Supervise implementation of NRA's Management Systems in the Expenditure Accounting and
xiv. Perform any other duties assigned by the supervisor.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Accountancy, Finance, Business Administration or equivalent qualifications from a recognized Institution;
ii. Professional qualification such as CPA or ACCA;
iii. Working experience of at least eight (8) years in related field of which three (3) years must be in senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.37 Assistant Commissioner for Finance and Administration – Customs Revenue Division

a) Reporting relationship

Appointed by: The Commissioner General

Reports to:	Commissioner for Customs Revenue; Deputy Commissioner for Finance and Administration
Supervises:	Office responsible for Finance and Administration in the Custom Division.

b) Grade Level: 4

c) Job Purpose

To plan, manage and develop CRD's human capital, organise physical and financial resources and coordinate the provision of administrative services to support CRD operations

d) Duties and Responsibilities

i. Implement financial policies, procedures and systems for effective and efficient financial management;
ii. Collect and account for all income collected;
iii. Prepare financial statements and management reports;
iv. Review of non- current asset schedules and stocktaking reports prior to inclusion of the same in NRA's financial statements;
v. Ensure proper upkeep and timely capturing of all expenditure records in computerized expenditure accounting system;
vi. Verify, approve and post transactions in Expenditure Accounting System as per NRA Financial Regulations;
vii. Ensure proper records of assets purchased by donor funds are maintained and timely release of depreciated amount from deferred grant income.
viii. Undertake stocktaking in liaison with Procurement Management Department
ix. Facilitate audits in relation to expenditure accounting;
x. Facilitate payment of NRA staff allowances and benefits;
xi. Undertake recovery of outstanding debts
xii. Provide inputs for preparation of NRA's financial statements and ensure proper reporting of NRA's income;
xiii. Supervise implementation of NRA's Management Systems in the Expenditure Accounting
xiv. Manage fleet and general administrative services at the division;
xv. Supervise outsourced service providers;
xvi. facilitate provision of conducive staff working environment;
xvii. Coordinate provision of front office, secretarial, reception and telephone operations;
xviii. Ensure proper management of inventory of physical assets of the division; and
xix. Perform any other duties assigned by the supervisor.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Accountancy, Finance, Taxation, Public Administration, Customs, Economics, Business Administration or equivalent qualifications from a recognized Institution
ii. Professional qualification such as CPA or ACCA;
iii. Working experience of at least eight (8) years in related field of which five (3) years must be in senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

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2.38 Assistant Commissioner for Finance and Administration – Domestic Tax Revenue Division

a) Reporting relationship

Appointed by:	The Commissioner General
Reports to:	Commissioner for Domestic Tax Revenue, and Deputy Commissioner for Finance and Administration
Supervises:	Officers responsible for Finance and Administration in the Domestic Tax Revenue

b) Grade Level: 4

c) Job Purpose

To plan, manage and develop DTD's human capital, organise physical and financial resources and coordinate provision of administrative services to support DTRD operations

d) Duties and Responsibilities

i. Implement financial policies, procedures and systems for effective and efficient financial management;
ii. Collect and account for all income collected;
iii. Prepare financial statements and management reports;
iv. Review of non- current asset schedules and stocktaking reports prior to inclusion of the same in NRA's financial statements;
v. Ensure proper upkeep and timely capturing of all expenditure records in computerized expenditure accounting system;
vi. Verify, approve and post transactions in Expenditure Accounting System as per NRA Financial Regulations;
vii. Ensure proper records of assets purchased by donor funds are maintained and timely release of depreciated amount from deferred grant income.
viii. Undertake stocktaking in liaison with Procurement Management Department;
ix. Facilitate audits in relation to expenditure accounting;
x. Facilitate payment of NRA staff allowances and benefits;
xi. Undertake recovery of outstanding debts
xii. Provide inputs for preparation of NRA's financial statements and ensure proper reporting of NRA's income;
xiii. Supervise implementation of NRA's Management Systems in the Expenditure Accounting
xiv. Manage fleet and general administrative services at the division;

xv. Supervise outsourced service providers;
xvi. Facilitate provision of conducive staff working environment;
xvii. Coordinate provision of front office, secretarial, reception and telephone operations;
xviii. Ensure proper management of inventory of physical assets of the division; and
xix. Perform other duties assigned by the superior.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Accountancy, Finance, Public Administration, Taxation, Customs, Economics, Business Administration or equivalent qualifications from a recognized Institution
ii. Professional qualification such as CPA or ACCA;
iii. Working experience of at least eight (8) years in related field of which five (3) years must be in senior position.

f) Mode of Entry

i. In-service
Not promotional
ii. Direct Entry
By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.39 Assistant Commissioner for Human Resources

a) Reporting relationship

Appointed by:	The Commissioner General
Reports to:	Deputy Commissioner for Finance and Administration
Supervises:	Officers responsible for human resource at the NRA HQ

b) Grade Level: 4

c) Job Purpose

To plan, manage and develop NRA's human capital to support NRA operations

d) Duties and Responsibilities

i. Take initiatives and provide guidance, support and services on all matters relating to human resources by providing advice and services that enables the Authority achieve its strategic objective through the available human capital;
ii. Consolidate and oversee the management of payroll and payroll budget and ensure its accuracy;
iii. Coordinate and oversee the preparation of inputs for payroll budget;
iv. Develop, implement and evaluate employee performance management system

v. Ensure that the Human Capital Management Information System (HCMIS) is maintained and provide accurate number of staff in the payroll;
vi. Manage formulation and implementation of human resources policies to ensure that they support delivery of the Authority's strategic Plan;
vii. Devise the human resources strategies, policies and practices which are aligned to business strategies requirements;
viii. Ensure interpretation and adherence to public service legislation, standing orders and other labour laws;
ix. Coordinate development, review and implementation of policy and procedures on diversity issues;
x. Coordinate staff recruitment, selection, orientation, placement, compensation, benefits, confirmation, training and employee development, promotion, transfer and motivation;
xi. Facilitate training needs assessment;
xii. Provide guidance on the management of the remuneration policy and make recommendations for review and enhancement of the structure;
xiii. Coordinate provision of labour relations and employees' wellness;
xiv. Manage employee grievances, disciplinary matters, staff wellness and
xv. Perform other duties assigned by the superior.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Human Resources Management, Public Administration, Business Administration (majoring in Human Resources Management) or equivalent qualifications from a recognized Institutions;
ii. Working experience of at least eight (8) years in human resources management of which five (3) years must be in senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.40 Assistant Commissioner for Information and Communication Technology

a) Reporting relationship

Appointed by:	The Commissioner General
Reports to:	Deputy Commissioner for Finance and Administration
Supervises:	Officers responsible for ICT

b) Grade Level: 4

c) Job Purpose

To enhance revenue collection through modern information and communication technology

d) Duties and Responsibilities

i. Take lead in the formulation and implementation of ICT Strategic Plans and Policies to ensure they support delivery of Authority's Strategic Plan;
ii. Oversee the delivery of ICT service to support business operations in line with operational strategy and service levels;
iii. Articulate the requirements for the governance of the Authority's ICT, put in place and maintain effective enabling structures, principles, processes and practices, to achieve Authority's vision, mission, goals and objectives;
iv. Ensure that the Authority's risk appetite and tolerance are understood, articulated and communicated, and that risk to Authority value related to the use of ICT is identified and managed;
v. Oversee the value contribution of the ICT to business processes services and assets resulting from investments made by Authority;
vi. Oversee provision ICT systems quality assurance and security;
vii. Facilitate provision of outsourced ICT services;
viii. Oversee provision of technical advice to internal and external stakeholders;
ix. Develop Departmental Business Plan, Strategies, Budgets and oversee its implementation;
x. Ensure that Authority's ICT performance and conformance measurement are transparent; and
xi. Perform any other duties assigned by the Supervisor.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Computer Science, Information Technology, Software Engineering, Information Systems, Systems Engineering, Systems Security, Systems Analysis, Electronics Engineering or equivalent ICT qualifications from a recognized Institution/University
ii. Working experience of at least eight (8) years in related field of which five (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

An Assistant Commissioner is eligible for promotion to the grade of a Deputy Commissioner after having served a minimum of 3 years with a good work performance and satisfactory recommendation of the supervisor; Or pass a promotion interview.

2.41 Assistant Commissioner for Corporate Planning

a) Reporting relationship

Appointed by:	Commissioner General
Reports to:	Deputy Commissioner for Research and Planning
Supervises:	Officers responsible for Corporate Planning.

b) Grade Level: 4

c) Job Purpose

To implement policy decisions assigned by the NRA Management

d) Duties and Responsibilities

i. Development, review and implementation of research policy, guidelines, standards and procedures;
ii. Coordinate corporate and operational plans in liaison with internal and external stakeholders;
iii. Coordinate implementation of identified projects;
iv. Prepare quarterly and annual reports for Management and Board of Directors on overall implementation of the Strategic Plan
v. Manage implementation of projects financed by Development Partners
vi. Develop monitoring and evaluation systems;
vii. Monitor and evaluate implementation of the NRA's corporate plan, annual plan and programmes;
viii. Follow-up and monitor implementation of initiatives directed by the Programme Board or Steering Committee;
ix. Facilitate development, review and implementation of NRA's Risk Management Policy and Risk Management Framework;
x. Develop a Business Continuity Policy and Plan to ensure business continuity and carrying out regular reviews; and
xi. Perform other duties as assigned by the superior.

e) Qualifications and Experience

Holders of Master Degree or Postgraduate Diploma in one of the following fields; Economics, Public Finance, Taxation, Statistics, Operations Research, Business Administration or equivalent qualifications with working experience from recognized institution of at least eight (8) years in the related field which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.42 Assistant Commissioner for Policy Research and Analysis

a) Reporting relationship

Appointed by:	Commissioner General
Reports to:	Deputy Commissioner for Research and Planning
Supervises:	Officers responsible for policy research and analysis

b) Grade Level: 4

c) Job Purpose

To conduct quality research to inform operations and policy decisions

d) Duties and Responsibilities

i. Coordinate development, review and implementation of research policies, guidelines, standards and procedures;
ii. Facilitate planning and execution of research functions;
iii. Develop, review and implement NRA's Innovation Management Framework;
iv. Prepare annual forecasts of revenue collection, negotiate and agree with the Government on the collection targets;
v. Devise appropriate mechanisms to facilitate data collection, compilation, storage and dissemination for use within and outside NRA;
vi. Maintain Tax Revenue Forecasting Model and prepare tax revenue forecasts to establish revenue target;
vii. Develop and manage business intelligence solutions;
viii. Facilitate preparation and implementation of fiscal policy advice to the Government;
ix. Supervise the development and submission of proposals for tax reforms;
x. Supervise compilation and production of the NRA's Statistics, including international trade commodity database;
xi. Supervise the collection of inputs for the Ministry for Finance and Planning on Parliamentary matters;
xii. Report statistical information to measuring tax and economic performance;
xiii. Coordinate NRA's statistics requirements and exchange with external providers and users;
xiv. Design and implement research projects consistent with the research Priorities approved by the Management with the purpose of improving the tax and customs administration;
xv. Providing input to compliance strategies revenue departments;
xvi. Develop and review from time to time a model for implementing collaborative research with other stakeholders in specific areas where research capacity outside the Department may be needed;
xvii. Develop the research manual and review it overtime to adopt changes in research methodology;

xviii. Communicate and publish research findings reports to Management, Board of Directors and other stakeholders;
xix. Monitor implementation of research findings and recommendations to evaluate value added by such recommendations;
xx. Monitor economic developments with respect to their impact on revenue performance; and
xxi. Performs functions assigned by the Superiors.

e) Qualifications and Experience

Holders of Master Degree or Postgraduate Diploma in one of the following fields; Economics, Public Finance, Taxation, Statistics, Operations Research or equivalent qualifications with working experience of at least eight (8) years in the research of which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.43 Assistant Commissioner for Ethics

a) Reporting relationship

Appointed by:	The Commissioner General
Reports to:	Commissioner for Internal Affairs
Supervises:	Officers Responsible for Staff Ethics

b) Grade Level: 4

c) Job Purpose

To oversee NRA's Staff integrity

d) Duties and Responsibilities

i. Perform corruption risk assessments by analysing various segments of NRA operations and drawing Annual Action Plans for ethics programs;
ii. Monitor implementation of the Authority's Anti-Corruption strategy;
iii. Prepare and monitor implementation of corruption prevention plans;
iv. Develop and monitor implementation of organizational governance policies and guidelines;
v. Develop Action Plans for ethics training and awareness programs to Internal and External stakeholders;

vi. Monitor and evaluate implementation of ethics training and awareness programs;
vii. Monitor and Evaluate performance of Integrity Committees;
viii. Coordinate maintenance of employees' assets and liabilities declarations database;
ix. Conduct Ethics training and awareness to NRA staff;
x. Prepare Quarterly Reports in the implementation of corporate Anti-Corruption initiatives and submit to the Deputy Commissioner;
xi. Liaise with the Head of Human Resources in conducting staff background check, vetting and integrity testing; and
xii. Performing other duties as assigned by the superior.

e) Qualifications and Experience

Holders of Master Degree or Postgraduate Diploma in one of the following fields; Human Resources Management, Education, Public Administration, Law, Business Administration majoring in Human Resources Management or equivalent qualifications from a recognized institution with working experience of at least eight (8) years in the related field which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.44 Assistant Commissioner for Investigations

a) Reporting relationship

Appointed by:	The Commissioner General
Reports to:	Commissioner for Internal Affairs
Supervises:	Officers responsible for Investigation

b) Grade Level: 4

c) Job Purpose

To develop and implement strategies for enhancing ethics among staff

d) Duties and Responsibilities

i. Manage risk based proactive investigations and verification of employees' assets and liability declarations Annual Action Plan;
ii. Analyse received allegations against staff and assign teams to investigate;

iii. Manage internal investigations on ethics and integrity matters in accordance with legal and professional standards;
iv. Manage maintenance of a database for allegations received and internal investigations;
v. Maintain investigation information on employees' assets and liabilities declarations;
vi. Prepare periodic internal performance reports; and
vii. Perform other duties assigned by the supervisor.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Public Administration, Taxation, Customs, Accountancy, Finance, Economics, Business Administration, Law or equivalent qualifications from a recognized Institution
ii. Working experience of at least eight (8) years in related field of which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.45 Assistant Commissioner for Internal Audit Operations

a) Reporting relationship

Appointed by:	Commissioner General
Reports to:	Commissioner for Internal Audit
Supervises:	Officers responsible for Internal Audit.

b) Grade Level: 4

c) Job Purpose

To review NRA's operations in order to provide independent assurance on NRA's internal controls, risk management and governance.

d) Duties and Responsibilities

i. Review Internal audit operations and procedures to determine their compliance with standards;
ii. Identify common features across audits and organization-wide issues, proposing appropriate systems improvements;
iii. Manage and track the implementation of internal and external audit findings, queries or recommendations;
iv. Work with others divisions in NRA to promote good governance;

v. Determine areas of risk and appraise their significance in relation to operational factors;
vi. Evaluate the adequacy and effectiveness of internal auditing practices and management controls;
vii. Promote the highest standards of ethics and standards across the NRA, based on the principles of integrity, objectivity, competency and confidentiality;
viii. Provide advice on risk and internal control arrangement for new and developing systems, including major projects, programmes, and policy initiatives whilst maintaining safeguards over independence.
ix. Undertake the approved internal audit plan and produce audit report timely
x. Liaising with the external auditors in performing their statutory audits or any other special assignments;
xi. Conduct regular customer satisfaction surveys to determine the level of the department's achievement of customers' and management's expectations;
xii. Evaluating the overall results of completed audits;
xiii. Prepare quarterly progress reports on the implementation of Management Audit Reports;
xiv. Recommend leading audit practices for inclusion in internal audit practices; and
xv. Perform other duties assigned by the supervisor.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Auditing, Finance, Accounting, Business Information System, Business Administration (Accountancy or Finance) or equivalent qualifications from recognized Institution.
ii. Registered with the professional body such as CPA, ACCA, CISA or CIA or equivalent, with knowledge in Computer Assisted Audit Techniques (CAATS).
iii. Working experience of at least eight (8) years in audit field of which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.46 Assistant Commissioner for Information Systems Audit

a) Reporting relationship

Appointed by:	Commissioner General
Reports to:	Commissioner Internal Audit
Supervises:	Officers responsible for Information Systems Audit.

b) Grade Level: 4

c) Job Purpose

To review NRA's operations in order to provide independent assurance on NRA's internal controls, risk management, information systems and data management.

d) Duties and Responsibilities

i. Administer and coordinate the information system audits in the department and develop comprehensive practical programs and schedules for audit coverage;
ii. Determine areas of risk and appraise their significance and likelihood;
iii. Schedule project and staff assignments to comply with management's needs within the scope of the departments' overall schedule;
iv. Analyse risks associated with IT processes and assess the effectiveness of the internal control systems;
v. Provide advice on risk and internal control arrangement for new and developing systems, including major projects, programmes, and policy initiatives whilst maintaining safeguards over independence;
vi. Ensure that the information system auditing standards are maintained in planning, accumulating audit evidences and reporting of audit findings;
vii. Perform special investigations assigned by management and conduct search for modern information systems audit techniques required to meet current business objectives;
viii. Provide technical assistance to other internal auditors and in the audits of areas that have computerized applications;
ix. Prepare quarterly, semi - annual and annual audit reports; and
x. Perform other duties assigned by the supervisor.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in one of the following fields; Information and Communications Technology, Computer Science, Data Science, Software Engineering, Systems Engineering, Electronics Engineering, Information Systems or equivalent qualifications from recognized Institution.
ii. Registered with the professional body such as CPA, ACCA, CISA or CIA or equivalent, with knowledge in Computer Assisted Audit Techniques (CAATS).
iii. Working experience of at least eight (8) years in the related field of which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry.

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.47 Assistant Commissioner for Board Affairs

a) Reporting relationship

Appointed by:	Commissioner General
Reports to:	Deputy Commissioner for Legal Services and Board Affairs
Supervises:	Officers responsible for Board Affairs

b) Grade Level: 4

c) Job Purpose

To coordinate and provide support on all matters related to the business of the Board in support of NRA operations

d) Duties and Responsibilities

i. Follow up and ensure effective discharge of all administrative matters of the department and the Board;
ii. Prepare Board Meetings through issuance of notices, distribution of records and any necessary records;
iii. Ensure availability of all necessary facilities for effective and efficient discharge of the functions of the Board;
iv. Take minutes at board meetings and ensure timely delivery of final minutes
v. Follow up and ensure effective implementation of all administrative systems, policies, guidelines, corporate plan and directives issued by the Board;
vi. Prepare monthly, quarterly and annual performance report on all administrative activities;
vii. Ensure implementation of staff performance agreements, evaluation and appraise staff; and
viii. Perform other relevant duties assigned by the supervisor.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in Law or equivalent qualifications from a recognized Institution/University.
ii. Working experience of at least eight (8) years in related field of which three (3) years must be in a senior position.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

2.48 Assistant Commissioner for Legal Service

a) Reporting relationship

Appointed by:	Commissioner General
Reports to:	Deputy Commissioner for Legal Services and Board Affairs
Supervises:	Officers responsible for Legal Service.

b) Grade Level: 4

c) Job Purpose

To provide legal services in support of NRA operations

d) Duties and Responsibilities

i. Prepare, monitor and facilitate pleadings, witnesses and appearance of counsels in courts and other judicial bodies;
ii. Review and recommend cases suitable for settlement outside judicial processes;
iii. Obtain and compile court decisions for subsequent communication to relevant stakeholders;
iv. Follow up progress of cases, and ensure compliance to rules, orders and all statutory requirements;
v. Collaborate with other institutions in handling tax cases;
vi. Ensure implementation of appropriate systems, guidelines and procedures in case management, recovery and settlement of cases;
vii. Advise on appropriate measures to prevent or resolve potential disputes in liaison with respective Departments;
viii. Provide advice on proper interpretation and application of laws and all agreements which have a bearing on taxation or are necessary for tax administration;
ix. Prepare proposals for review of tax laws and legal instruments;
x. Draft contracts and conveyance deeds related to NRA;
xi. Manage compliance with agreed systems and procedures to enhance efficient and effective prevention and execution of business risks;
xii. Review and advise Management and the Board on legal implications of internal policies and procedures referred for advise;
xiii. Prepare monthly, quarterly, and annual performance reports and
xiv. Perform other duties assigned by the supervisor.

e) Qualifications and Experience

i. Holders of Master Degree or Postgraduate Diploma in Law and a Bachelor Degree in Law or equivalent qualifications and registered as an advocate of the High Court
ii. Working experience of at least eight (8) years in related field.

f) Mode of Entry

i. In-service

Not promotional

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

Not promotional.

3. SCHEME OF SERVICE FOR DOMESTIC REVENUE STAFF

3.1 Scheme of Service for Revenue Officers

Designation	Salary Grade Level
Chief Revenue Officer	5
Principal Revenue Officer	6
Senior Revenue Officer	7
Revenue Officer	8
Assistant Revenue Officer	9
Revenue Assistant I	9
Revenue Assistant II	10
Revenue Assistant III	11
Revenue Assistant IV	12

3.1.1 Chief Revenue Officer

a) **Job Title: Chief Revenue Officer**
b) **Grade Level: 5**
c) **Reports to: Respective Assistant Commissioner**
d) **Duties and Responsibilities**

Tax Collection

i. To supervise implementation of compliance and enforcement, debt and delinquent account, taxpayer registrations, data processing and returns;
ii. To approve assessments including assessment of penalties and interests;
iii. To ensure refunds and relief applications are timely processed;
iv. To review respective periodic Management reports;
v. To monitor tax collection on current assessment and tax in arrears;
vi. To coordinate vetting and execution of agency notices, seizure notices and distress warrant;
vii. To assist monitor the taxpayer returns filing trends to enhance taxpayer compliance in returns filing;
viii. To physical visits to monitor and enhance compliance;
ix. To supervise reconciliation of payment for correct tax position of a taxpayer;
x. To sign tax clearance certificates;
xi. To participate in settlement of objection;
xii. To facilitate clearance of Audit queries and Audit recommendations; and
xiii. To perform other duties as assigned by the supervisor.

Tax Audit

i. To assist plan and organize the work of the unit including develop strategies, policies, procedures, standards, programs and budgets for the audit;
ii. To assist development and review of procedures for the carrying out risk assessment and case profiling to guide selection of cases for audit;

iii. To participate in the preparation of annual audit business plan, monitor and evaluate the implementation of annual audit business plan;
iv. To manage the audit function and employees under the unit to ensure that the cases are audited in accordance with the approved plan and completed within the stipulated time frame;
v. To gather intelligence information from within and outside the organisation to ensure quality audits;
vi. To monitor the execution of audit work to ensure the activities are performed in accordance with the approved procedures and standards and staff adhere to the requirements of the law and ethical conducts;
vii. To monitor adherence to refunds procedures and time frame for management of refund cases referred to audit unit for comprehensive audits;
viii. To monitor examination of the submitted returns against established targets
ix. To recommend new processes, procedures and legislative changes to improve the audit operations and/or deter tax evasions and avoidance;
x. To supervise reconciliation of payment for correct tax position of a taxpayer;
xi. To review periodic audit performance report and submit to management for deliberation;
xii. To provide inputs and resources to assist timely settlement of objections and appeals; and
xiii. Perform other duties as assigned by supervisor

Taxpayers Service and Education

i. To supervise handling of taxpayers' enquiries and complaints;
ii. To provide lead role in design of taxpayer outreach and education programmes;
iii. To coordinate preparation of taxpayer information materials such as leaflets, brochures and pamphlets;
iv. To ensure registration of special interest groups and businesses for formal taxpayer education seminars;
v. To promote NRA's public image by suggesting appropriate remedial action;
vi. To supervise functions of taxpayer service Centre;
vii. To conduct customer care/service programs for NRA staff; and
viii. Perform other duties as assigned by supervisor

Non-Tax Revenue

i. To supervise collection and recording of non-tax revenue at all states, Ministries and Government Agencies;
ii. To monitor collection trends non tax revenue and provide guidance to ensure that revenue target is achieved;
iii. To approve assessments including assessment of penalties and interests;
iv. To ensure revenue payer obligations and right are observed by his/her subordinates;
v. To participate in the preparation of the annual collection estimates;
vi. To review and ensure timely submission of periodic Management reports; and
vii. Perform other duties as assigned by supervisor

e) Qualifications and Experience

Holders of Degree or equivalent in one of the following fields; Taxation, Accountancy, Finance, Public Finance, Economics, Business Administration majoring in Finance or

Accountancy, Law or equivalent qualifications from a recognized Institution/University with working experience of at least thirteen (13) years in related filed. Must registered by respective Professional Boards where applicable.

f) Mode of Entry

i) In-service

A Principal Revenue Officer who has served a minimum of 13 years is eligible for promotion to the grade of Commissioner; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

This is a terminal grade.

3.1.2 Principal Revenue Officer

a) Job Title: Principal Revenue Officer
b) Reports to: Respective Supervisor
c) Grade Level: 6

d) Duties and Responsibilities

Tax Collection

i. To monitor compliance and enforcement, debt and delinquent account, taxpayer registrations, data processing and returns;
ii. To review assessments including assessment of penalties and interests;
iii. To review refunds and relief applications;
iv. To prepare respective periodic Management reports;
v. To enforce tax collection on current assessment and tax in arrears;
vi. To review vetting and execution of agency notices, seizure notices and distress warrant;
vii. To analyse the taxpayer returns filing trends to enhance taxpayer compliance in returns filing;
viii. To coordinate physical visits to monitor and enhance compliance;
ix. To review reconciliation of payment for correct tax position of a taxpayer;
x. To sign tax clearance certificates;
xi. To provide inputs in settlement of objection;
xii. To facilitate clearance of Audit queries and Audit recommendations; and
xiii. To perform other duties as assigned by the supervisor.

Tax Audit

i. To participate in development and review of procedures for the carrying out risk assessment and case profiling to guide selection of cases for audit;
ii. To participate in the preparation of annual audit business plan, monitor and evaluate the implementation of annual audit business plan;
iii. To supervise the audit function and employees under the unit to ensure that the cases are audited in accordance with the approved plan and completed within the stipulated time frame;
iv. To review and disseminate tax intelligence and other information to the states, follow up and report results;
v. To supervise the execution of audit work to ensure the activities are performed in accordance with the approved procedures and standards and staff adhere to the requirements of the law and ethical conducts;
vi. To ensure adherence to refunds procedures and time frame for management of refund cases referred to audit unit for comprehensive audits;
vii. To ensure examination of the submitted returns against established targets
viii. To recommend new processes, procedures and legislative changes to improve the audit operations and/or deter tax evasions and avoidance;
ix. To supervise reconciliation of payment for correct tax position of a taxpayer;
x. To prepare periodic audit performance report and submit to management for deliberation;
xi. To review inputs and resources to assist timely settlement of objections and appeals; and
xii. Perform other duties as assigned by supervisor

Taxpayers Service and Education

i. To provide on field supervision in handling of taxpayers' enquiries and complaints;
ii. To provide on field supervision lead role on taxpayers outreach and education programmes;
iii. To provide on field coordination to prepare taxpayer information materials such as leaflets, brochures and pamphlets;
iv. To review registration of special interest groups and businesses for formal taxpayer education seminars;
v. To supervise application for registration and deregistration of new taxpayers
vi. To analyse public criticism, complaints and inquiries with the objective to improve and promote NRA's public image by suggesting appropriate remedial action;
vii. To broadcast radio programs in local radio stations;
viii. To conduct customer care/service programs for NRA staff and
ix. Perform other duties as assigned by supervisor

Non-Tax Revenue Management

i. To provide on field supervision in collection and recording of non-tax revenue;
ii. To monitor daily performance of non-tax revenue collections and accounting to ensure that revenue target is achieved;
iii. To participate in settlement of disputes and objection;
iv. To reconcile collection of non-tax revenue from various sources;
v. To supervise registration and deregistration of non-tax revenue payers;
vi. To conduct vetting and execute agency notices, seizure notices and distress warrant;
vii. To prepare respective periodic Management reports;
viii. Perform other duties as assigned by supervisor

e) Qualifications and Experience

Holders of Master Degree or Postgraduate Diploma in one of the following fields; Taxation, Accountancy, Finance, Public Finance, Economics, Business Administration majoring in Finance or Accountancy, Law or equivalent qualifications from a recognized Institution/University with working experience of at least ten (10) years in related filed. Must be registered by a respective Professional Board where applicable.

f) Mode of Entry

i) In-service

A Senior Revenue Officer who has served a minimum of 10 years is eligible for promotion to the grade of principal revenue officer; or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

An Principal Revenue Officer is eligible for promotion to the grade of a Chief Revenue Officer after having served a minimum of 13 years satisfactory service; and must pass a promotion interview.

3.1.3 Senior Revenue Officer

a) Job Title: Senior Revenue Officer
b) Grade Level: 7
c) Reports to: Respective Supervisor

d) Duties and Responsibilities

Tax Collection

i. To ensure compliance and enforcement, debt and delinquent account, taxpayer registrations, data processing and returns;
ii. To examine returns, analyse financial statements and determine income and tax payable;
iii. To carry out tax assessments including assessment of penalties and interests and of adjusted or jeopardy assessments;
iv. To review refunds and relief applications;
v. To assist in preparation of respective periodic Management reports;
vi. To monitor tax collection on current assessment and tax in arrears;
vii. To conduct vetting write-off of cases and applications for tax exemptions/reliefs and make necessary recommendations;
viii. To vet and execute agency notices, seizure notices and distress warrant;

ix. To conduct physical visits to monitor and enhance compliance;
x. To participate in settlement of objection;
xi. To provide inputs on clearance of Audit queries and Audit recommendations; and
xii. To perform other duties as assigned by the supervisor.

Tax Audit

i. To assist in following up and consolidation of annual audit business plan;
ii. To conduct audit work in accordance with the approved procedures and standards;
iii. To conduct examination of the submitted returns against established targets
iv. To assist in preparation of monthly, quarterly, half year and annual audits results;
v. To provide input in preparation of tax audit administrative circulars.
vi. To gather tax intelligence and other information from within and outside the organization;
vii. To assist in the review and update of audit documentation, processes and procedures;
viii. To communicate with respective stakeholders on tax audit issues and
ix. Perform other duties assigned by supervisor.

Taxpayers Service and Education

i. To handle taxpayers' enquiries and complaints;
ii. To provide operation support in design taxpayer outreach and education programmes;
iii. To prepare taxpayer information materials such as leaflets, brochures and pamphlets;
iv. To conduct outreach and education programs to taxpayers;
v. To review application for registration and deregistration of taxpayers
vi. To register special interest groups and businesses for formal taxpayer education seminars;
vii. To monitor public criticism, complaints and inquiries with the objective to improve and promote; NRA's public image by suggesting appropriate remedial action;
viii. To promote Taxpayers charter and customer care/services.

Non-Tax Revenue

i. To collect non-tax revenue taxes at all the states, Ministries and Government Agencies
ii. To record and account for all non-tax revenue collected in the NRA's revenue collection system;
iii. To review physical visits reports and propose recommendations to enhance compliance.
iv. To review application for registration and deregistration of new non-tax payers
v. To maintain and updated records of non-tax revenue taxpayers.
vi. To provide inputs for preparation of management reports
vii. Perform other duties as assigned by supervisor

e) Direct Entry Qualifications

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Taxation, Accountancy, Finance, Economics, Business Administration majoring in Finance or Accountancy, Law or equivalent qualifications from a recognized Institution plus registration by respective Professional Boards where applicable with working experience of at least seven (7) years in related filed.

f) Mode of Entry

i) In-service

A Revenue Officer who has served a minimum of 7 years is eligible for promotion to the grade of Senior Revenue Officer upon satisfactory recommendation bay supervisor; or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

a) Career Progression

A Senior Revenue Officer is eligible for promotion to the grade of a Principal Revenue Officer after having served a minimum of 10 years satisfactory service; and must pass a promotion interview.

3.1.4 Revenue Officer

h) Job Title: Revenue Officer
i) Grade Level: 8
j) Reports to: Respective Supervisor

k) Duties and Responsibilities

Tax Collection

i. To calculate taxable income from available information;
ii. To acknowledge admission of objections and process objection determination;
iii. To make follow up collection on current tax assessments and tax in arrears;
iv. To prepare tax positions and arrears list for all taxpayers;
v. To prepare agency notices and seizure warrants cases for action;
vi. To identify penalties and interest cases for assessment approval;
vii. To conduct vetting and processing of tax exemptions/reliefs applications;
viii. To maintain registers for instalment payers, objections, appeal cases and audit queries;
ix. To carry out registration, and return data processing;
x. To perform other duties as assigned by the supervisor.

Tax Audit

i. To participate in performing audit in accordance with the approved procedures and standards;
ii. To participate in examination of the submitted returns against established targets;
iii. To collect tax intelligence and other information from within and outside the organization;
iv. To calculate taxable income from available taxpayers' information;
v. Perform other duties assigned by supervisor.

Taxpayers Service and Education

i. To respond to general enquiries and complaints from taxpayers in the state;.
ii. To provide support in design outreach and education programmes;

iii. To process application for registration and deregistration taxpayers;
iv. To organize outreach and education programs to taxpayers;
v. To provide front desk service to customers and distribute tax educational materials to taxpayers and the general public;
vi. To identify type of tax education materials according to the need of taxpayers in the region;
vii. To provide guidance to taxpayers in filling out their tax forms and returns;
viii. To provide timely information on special tax events; and
ix. Perform any other duties assigned by supervisor

Non-Tax Revenue Management

i. To calculate and prepare assessment for non-tax revenue payable by payers;
ii. To prepare the tax positions and arrears list for all payers of non- tax revenue;
iii. To process application for registration and deregistration non-tax revenue payers;
iv. To conduct physical survey to identify revenue payers;
v. To prepare demand letters and impose penalties to non-tax revenue defaulters; and
vi. Perform other duties as assigned by supervisor

a) Qualifications and Experience

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Taxation, Accountancy, Finance, Public Finance, Economics, Business Administration majoring in Finance or Accountancy, Law or equivalent qualifications from a recognized Institution/University with working experience of at least four (4) years in related filed.

b) Mode of Entry

i) In-service

An Assistant Revenue Officer who has served a minimum of 4 years is eligible for promotion to the grade of Revenue Officer and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

c) Career Progression

A Revenue Officer is eligible for promotion to the grade of a Senior Revenue Officer after having served a minimum of 7 years satisfactory service; and must pass a promotion interview.

3.1.5 Assistant Revenue Officer

a) Job Title: Assistant Revenue Officer
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Duties and Responsibilities

Tax collection

i. To assist in the preparation of action plans.
ii. To conduct face vetting of tax returns.
iii. To conduct desk audit on simple cases and assist in field audits.
iv. To conduct physical and compliance surveillance surveys.
v. To prepare respective periodic management reports.
vi. To gather information for new taxpayers' registrations.
vii. To prepare tax positions for all taxpayers and arrears list and follow up payments.
viii. To conduct face vetting of application for tax exemptions, relief, refunds, motor vehicle and driver's license application.
ix. To process annual motor vehicle licenses renewal, transfers of ownership and issue the licenses.
x. To perform other duties assigned by the supervisor.
xi. To conduct registration, Audit, Data Processing and Examination.
xii. To perform other duties as assigned by the supervisor.

Taxpayers Service and Education

i. To assist respond to general enquiries and complaints from taxpayers in the state;.
ii. To assist in design outreach and education programmes;
iii. To process application for registration and deregistration taxpayers;
iv. To organize outreach and education programs to taxpayers;
v. To provide front desk service to customers and distribute tax educational materials to taxpayers and the general public;
vi. To identify type of tax education materials according to the need of taxpayers in the region;
vii. To provide guidance to taxpayers in filling out their tax forms and returns;
viii. To provide timely information on special tax events; and
ix. Perform any other duties assigned by supervisor

Non-Tax Revenue Officer

i. To assist calculate and prepare assessment for non-tax revenue payable by payers;
ii. To participate in preparation of tax positions and arrears list for all payers of non- tax revenue;
iii. To capture application for registration and deregistration of non-tax revenue payers;
iv. To participate in conduct physical survey to identify revenue payers;
v. To disseminate demand letters and impose penalties to non-tax revenue defaulters; and
vi. Perform other duties as assigned by supervisor

e) Qualifications and Experience

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Taxation, Accountancy, Finance, Public Finance, Economics, Business Administration majoring in Finance or Accountancy, Law or equivalent qualifications from a recognized Institution/University.

f) Mode of Entry

i) In-service

Not promotional.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

An Assistant Revenue Officer is eligible for promotion to the grade of a Revenue Officer after having served a minimum of 4 years satisfactory service; and must pass a promotion interview.

3.2 Scheme of Service for Non- officers

3.2.1 Revenue Assistant I

a) Job Title: Revenue Assistant I
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose

To provide lead role in the management of taxpayers records and assist in assessing assessment and collection of taxes and fee.

e) Duties and responsibilities

i. To capture application for new taxpayers' registration and facilitate issuance of Taxpayer Identification Number (TIN).
ii. To assist in capturing tax returns including identifying none and late filers.
iii. To issue tax assessments and update records such as tax assessments levels, assessments in arrears and jeopardy cases.
iv. To assist in preparation of tax returns, assessments and revenue collection reports.
v. To process non-account cases returns including withholding tax statements.
vi. To trace missing taxpayers' files.
vii. To prepare tax clearance certificates
viii. To capture objections, appeals, and update registers and tax stand over orders.
ix. To gather and file tax information.
x. To participate in physical and compliance surveillance surveys
xi. To prepare cases for enforcement activities.
xii. To perform other duties assigned by the supervisor.

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f) Qualifications and Experience

Holders of Diploma in one of the following fields; Taxation, Customs, Accountancy, Business Administration, Law or equivalent qualifications from a recognized Institution with working experience of at least ten (4) years in related field.

g) Mode of Entry

i) In-service

A Revenue Assistant II is eligible for promotion to the grade of Revenue Assistant I after having completed a minimum of 10 years satisfactory service; or pass a promotion interview.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade.

3.2.2 Revenue Assistant II

a) Job Title: Revenue Assistant II
b) Grade Level: 10
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands on lead role in the management of taxpayers' records and assist in assessing assessment and collection of taxes and fee.

e) Duties and responsibilities

i. To capture application for new taxpayers' registration and facilitate issuance of Taxpayer Identification Number (TIN)To assist in capturing tax returns including identifying none and late filers.
ii. To issue tax assessments and update records such as tax assessments levels, assessments in arrears and jeopardy cases.
iii. To assist in preparation of tax returns, assessments and revenue collection reports.
iv. To process non-account cases returns including withholding tax statements.
v. To trace missing taxpayers' files.
vi. To prepare tax clearance certificates
vii. To capture objections, appeals, and update registers and tax stand over orders.
viii. To gather and file tax information.
ix. To participate in physical and compliance surveillance surveys
x. To prepare cases for enforcement activities.
xi. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Diploma in one of the following fields; Taxation, Customs, Accountancy, Business Administration, Law or equivalent qualifications from a recognized Institution.

g) Mode of Entry

i) In-service

A Revenue Assistant III is eligible for promotion to the grade of Revenue Assistant II after having completed a minimum of 7 years satisfactory service; and must pass a promotion interview.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Revenue Assistant II is eligible for promotion to the grade of a Revenue Assistant I after having completed a minimum of 10 years satisfactory service; or pass a promotion interview.

3.2.3 Revenue Assistant III

a) Job Title: Revenue Assistant III
b) Grade Level: 11
c) Reports to: Respective Supervisor
d) Job Purpose

To provide operational support in the management of taxpayers records and assist in assessing assessment and collection of taxes and fee.

e) Duties and responsibilities

i. To capture application for new taxpayers' registration and facilitate issuance of Taxpayer Identification Number (TIN)To assist in capturing tax returns including identifying none and late filers.
ii. To issue tax assessments and update records such as tax assessments levels, assessments in arrears and jeopardy cases.
iii. To assist in preparation of tax returns, assessments and revenue collection reports.
iv. To process non-account cases returns including withholding tax statements.
v. To trace missing taxpayers' files.
vi. To prepare tax clearance certificates
vii. To capture objections, appeals, and update registers and tax stand over orders.
viii. To gather and file tax information.
ix. To participate in physical and compliance surveillance surveys
x. To prepare cases for enforcement activities.
xi. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Diploma in one of the following fields; Taxation, Customs, Accountancy, Business Administration, Law or equivalent qualifications from a recognized Institution.

g) Mode of Entry

i) In-service

A Revenue Assistant IV is eligible for promotion to the grade of Revenue Assistant III after having completed a minimum of 4 years satisfactory service; and must pass a promotion interview.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Revenue Assistant III is eligible for promotion to the grade of Revenue Assistant II after having completed a minimum of 7 years satisfactory service; and must pass a promotion interview.

3.2.4 Revenue Assistant IV

a) Job Title: Revenue Assistant IV
b) Grade Level: 12
c) Reports to: Respective Supervisor
d) Job Purpose

To support the management of taxpayers records and assist in assessing assessment and collection of taxes and fee.

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e) Duties and responsibilities

i. To capture application for new taxpayers' registration and facilitate issuance of Taxpayer Identification Number (TIN)To assist in capturing tax returns including identifying none and late filers.
ii. To issue tax assessments and update records such as tax assessments levels, assessments in arrears and jeopardy cases.
iii. To assist in preparation of tax returns, assessments and revenue collection reports.
iv. To process non-account cases returns including withholding tax statements.
v. To trace missing taxpayers' files.
vi. To prepare tax clearance certificates
vii. To capture objections, appeals, and update registers and tax stand over orders.
viii. To gather and file tax information.
ix. To participate in physical and compliance surveillance surveys
x. To prepare cases for enforcement activities.
xi. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Diploma in one of the following fields; Taxation, Customs, Accountancy, Business Administration, Law or equivalent qualifications from a recognized Institution.

g) Mode of Entry

i) In-service

Not promotional.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Revenue Assistant IV is eligible for promotion to the grade of Revenue Assistant III after having completed a minimum of 4 years satisfactory service; and must pass a promotion interview.

4. SCHEME OF SERVICE FOR CUSTOMS STAFF

4.1 Scheme of Service for Customs Officers

Designation	Salary Grade Level
Chief Customs Officer	5
Principal Customs Officer	6
Senior Customs Officer	7
Customs Officer	8
Assistant Customs Officer	9
Customs Assistant I	9
Customs Assistant II	10
Customs Assistant III	11
Customs Assistant IV	12

4.1.1 Chief Customs Officer

a) **Job Title: Chief Customs Officer**
b) **Grade Level: 5**
c) **Reports to: Respective Assistant Commissioner**

d) **Job Purpose**
To provide lead role in customs and border protection matters in practice.

e) **Duties and Responsibilities**

Customs Enforcement and Control

i. To provide leadership and management of a team of Customs officers in the administration and implementation of Customs laws and procedures
ii. To provide guidance and assistance to customs officers in decision making process to ensure consistency in the application of customs laws and procedures
iii. To ensure compliance with the NRA's risk management framework and effective risk management strategies relevant to areas of responsibilities are in place and reviewed regularly
iv. To supervise border control and patrols and surveillances to ensure that they are carried out efficiently and effectively
v. To supervise Post Clearance Audit (PCA) activities in accordance with NRA's Operational guidelines.
vi. To organise and supervise patrols, surveillances, gate checks, rummages and interceptions.
vii. To supervise development of audit plans, working papers and monitoring implementation of PCA audit cases
viii. To ensure that working tools are available and that there is sufficient control at the respective customs entries
ix. To perform other duties assigned by the supervisor.

Customs Services

i. To provide leadership and management of a team of Customs officers in the administration and implementation of Customs laws and procedures

ii. To provide guidance and assistance to customs officers in decision making process to ensure consistency in the application of customs laws and procedures
iii. To ensure compliance with the NRA's risk management framework and effective risk management strategies relevant to areas of responsibilities are in place and reviewed regularly
iv. To supervise assessment of taxes payable and collection of government taxes.
v. To ensure that overstayed cargo are properly accounted for and disposed according to provisions of the laws and regulations
vi. To perform risk assessment to recognizes opportunities for improvement and recommends amicable solutions
vii. To provide technical advice in order to maintain compliance levels, control risk and manage operational activities accordingly
viii. To handle taxpayers complaints and ensure that taxpayers are provide with best services
ix. To contribute and/or conduct coaching and mentoring of the team, identifying opportunities for improvements to leaders and recommending appropriate solutions based on experience and data.
x. To ensure that working tools are available and that there is sufficient control at the respective customs entries

f) Qualifications and Experience

Holders of Bachelor Degree equivalent in one of the following fields; Taxation, Customs, Accountancy, Finance, Public Finance, Economics, Business Administration majoring in Finance or Accountancy, Law, or equivalent qualifications from a recognized Institution/University with working experience of at least thirteen (13) years in related filed.

g) Mode of Entry

i) In-service

A Principal Customs Officer who has served a minimum of 5 years is eligible for promotion to the grade of a Chief Customs Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade

4.1.2 Principal Customs Officer

a) Job Title: Principal Customs Officer
b) Grade Level: 6
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands on lead role in customs and border protection matters in practice n the NRA.

e) Duties and Responsibilities

Customs Enforcement and Control

i. To provide on field leadership and management of a team of Customs officers in the administration and implementation of Customs laws and procedures
ii. To provide technical advice on application of customs laws and procedures to ensure consistency interpretation
iii. To monitor implementation and reporting of risk mitigation strategies to minimize any actual or potential threat.
iv. To provide on field supervision and coordination of all customs duties relating to post clearance audit, customs patrols, clearance of inward and outward vessels.
v. To ensure customers are provided with current/relevant information relating to governing legislations requirements on import and export of prohibited/restricted goods.
vi. To reviewing of audit plans, working papers and monitoring implementation of PCA audit cases
vii. To facilitate transit monitoring and transit exit process to control dumping of goods
viii. To attend problems and complaints forwarded by customers and
ix. Perform other duties as assigned by supervisor

Customs Services

i. To provide on field leadership and management of a team of Customs officers in the administration and implementation of Customs laws and procedures
ii. To provide technical advice on application of customs laws and procedures to ensure consistency interpretation
iii. To monitor implementation and reporting of risk mitigation strategies to minimize any actual or potential threat.
iv. To provide on field supervision on assessment of taxes payable and collection of government taxes.
v. To supervise account and disposal of overstayed cargo in according with customs laws and regulations
vi. To supervise proper valuation, assessment and collection of duties
vii. To ensuring timely processing of Import, Export and Excise transactions
viii. To ensure customers are provided with current/relevant information relating to governing legislations requirements on import and export of prohibited/restricted goods.
ix. To attend problems and complaints forwarded by customers; and
x. Perform other duties assigned by the supervisor

f) Qualifications and Experience

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Public Finance, Economics, Business Administration, Law, or equivalent qualifications from a recognized Institution/University with working experience of at least ten (10) years in related filed.

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g) Mode of Entry

i) In-service

A Senior Customs Officer who has served a minimum of 10 years is eligible for promotion to the grade of a Principal Customs Officer, and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An principal Customs Officer who has served a minimum of 13 years is eligible for promotion to the grade of a Chief Customs Officer; and must pass a promotion interview

4.1.3 Senior Customs Officer

a) Job Title: Senior Customs Officer
b) Grade Level: 7
c) Reports to: Respective Supervisor
d) Job Purpose

To provide operational support in customs and border protection matters in practice in the NRA.

e) Duties and Responsibilities

Customs Enforcement and Control

i. To supervise and coordinate, post clearance audit, customs patrols, clearance of inward and outward vessels;
ii. To attend to public/customer grievances concerning operations;
iii. To identify customs risks and recommend mitigation strategies to minimize any actual or potential threat;
iv. To ensure correct assessment of duties and collect revenue due from passenger baggage;
v. To provide customers with current/relevant information relating to governing legislations requirements on Import and export of prohibited/restricted goods;
vi. To monitor transit cargo and transit exit process to control dumping of goods;
vii. To scrutinize offence file prepared by customs officer and provide proper guidance;
viii. To prepare audit plans, working papers and implement PCA audit cases as per audit program;
ix. To provide inputs that facilitate smooth intelligence information sharing both within and outside the country with other international bodies; and
x. Perform other duties as assigned by supervisor.

Customs Services

i. To assess, calculate and collect duty due to the government
ii. To conduct valuation and classification of imported and exported goods
iii. To provide taxpayers with current/relevant information relating to governing legislations requirements on Import and export of prohibited/restricted goods

iv. To identify customs risks and recommend mitigation strategies to minimize any actual or potential threat
v. To participate in risk profiling, targeting and identifying potential risk prior to vessel/craft arrivals through goods manifests.
vi. To provide assistance where a Tariff opinion is required after the assessment of dutiable or chargeable goods
vii. To account for and process disposal of overstayed cargo in according with customs laws and regulations
viii. To supervise activities customs warehouse and special economic zones.
ix. To attend to public/customer grievances concerning operations

f) Qualifications and Experience

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Economics, Business Administration majoring in Accountancy or Finance, Law, or equivalent qualifications from a recognized Institution with working experience of at least seven (7) years in related field.

g) Mode of Entry

i) In-service

An Customs Officer who has served a minimum of 5 years is eligible for promotion to the grade of Senior Customs Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Senior Customs Officer is eligible for promotion to the grade of a Principal Customs Officer after having served a minimum of 5 years satisfactory service; and must pass a promotion interview.

4.1.4 Customs Officer

a) Job Title: Customs Officer
b) Grade Level: 8
c) Reports to: Respective Supervisor
d) Job Purpose
To support the provision of customs and border protection services.
e) Duties and Responsibilities

Customs Enforcement and Control

i. To conduct inspection of cargo, people, and luggage that are coming into the NRA for illegal contraband like drugs or invasive animals and plants;

ii. To identifies, interview and detain a person who is trafficking something illegal
iii. To conduct surveillance activities anti-smuggling patrols;
iv. Conduct daily reconciliation of the relevant assessed forms;
v. To conduct baggage assessment and collect all duties payable;
vi. To conduct rummaging of vessels, ships and aircrafts;
vii. To conduct cargo image analysis, interpretation and results;
viii. To confirm compliance of clients/taxpayers to all requirements and release goods for exit and
ix. To perform other duties as assigned by supervisors

Customs Services

i. To process import declarations by verifying the authenticity of the provided information;
ii. To assess taxes payable and advise the taxpayers on the payment process to enable collection;
iii. To conduct profiling of cargo and imported activities to facilitate trade;
iv. To undertake valuation of goods and classification of goods to determine proper tariff;
v. To conduct the physical verification of goods and establish any discrepancies during cargo verification;
vi. To process cargo imported for in-flight caterers and duty free shop;
vii. To verify and process exports of good to facilitate trade;
viii. To process and monitor utilization of exemptions;
ix. To compile trade statistics data for imported and exported goods;
x. To confirm compliance of taxpayers to all requirements and release goods for exit; and
xi. To perform other duties as assigned by supervisor

f) Qualifications and Experience

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Public Finance, Economics, Business Administration, Law, or equivalent qualifications from a recognized Institution/University with working experience of at least four (4) years in related filed.

g) Mode of Entry

i) In-service

An Assistant Customs Officer who has served a minimum of 4 years is eligible for promotion to the grade of Customs Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Customs Officer is eligible for promotion to the grade of Senior Customs Officer after having served a minimum of 7 years satisfactory service; and must pass a promotion interview.

4.1.5 Assistant Customs Officers

a) Job Title: Assistant Customs officer
b) Grade Level: 9

c) Reports to: Respective Supervisor

d) Job Purpose

To provide hands on support in the provision of customs and border protection services.

e) Duties and Responsibilities

Customs Enforcement and Control

i. To carry out tax assessments in respect of small passengers' accompanied baggage at Airports and Border stations.
ii. To attend to public/customer grievances concerning customs operations.
iii. To carry out instructions as may be directed by the customs officer - preventive.
iv. To perform preventive duties at Airport, Gates, Customs Warehouse, Transit stations, Dry port and all other Customs contacted areas.
v. To conduct examination of passenger's baggage.
vi. To carry out rummaging of aircraft.
vii. To perform other duties as assigned by the supervisor.

Customs Services

i. To control imports, export and transit goods.
ii. To carry out documentary verification.
iii. To prepare enquiries and offence files.
iv. To assess and value goods.
v. To release goods after payment of duties.
vi. To provide information for preparation of Management reports.
vii. To conduct the physical verification of goods.
viii. To perform anti- smuggling patrols.
ix. To perform other duties as assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Taxation, Customs, Accountancy, Finance, Public Finance, Economics, Business Administration, Law, or equivalent qualifications from a recognized Institution/University.

g) Mode of Entry

i) In-service

Not promotional

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Assistant Customs Officer is eligible for promotion to the grade of a Customs Officer after having served a minimum of 3 years satisfactory service; and must pass a promotion interview.

4.2 Scheme of Service for Customs Assistants

4.2.1 Customs Assistant I

a) Job Title: Customs Assistant
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose

To provide lead role in the management of customs records and assist in customs and border protection.

e) Duties and responsibilities

Customs Operations and Control

i. To receive requests for scanning from Importer/Clearing Agents.
ii. To scan the consignment information documents that is, CVR, Packing List, BL and Invoice, and complete the dataset with information regarding the Container/Consignment and ensure the information is timely and accurately posted in to the x-ray scanner database.
iii. To informing the Importers/Agents scanning result of their containers.
iv. To provide report to In Charge Officer of the documents received, consignments scanned and those not scanned within the set timeframe and the reason thereof.
v. To assign the correct data set to be associated with the Containers to be scanned.
vi. To inform Receptionist Operator and System Operator when a clear image has been received.
vii. To maintain a log of Images that has been scanned.
viii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Diploma in one of the following fields; Taxation, Customs, Accounting, Business Administration, Law or equivalent qualifications from a recognized Institution with working experience of minimum of four (4) years in the related field.

g) Mode of Entry

i) In-service

A Customs Assistant II is eligible for promotion to the grade of Customs Assistant I after having completed a minimum of 10 years satisfactory service; and must pass a promotion interview.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade.

4.2.2 Customs Assistant II

a) **Job Title: Customs Assistant**
b) **Grade Level: 10**
c) **Reports to: Respective Supervisor**
d) **Job Purpose**

To provide lead role in the management of customs records and assist in customs and border protection.

e) **Duties and responsibilities**

Customs Operations and Control

i. To receive requests for scanning from Importer/Clearing Agents.
ii. To scan the consignment information documents that is, CVR, Packing List, BL and Invoice, and complete the dataset with information regarding the Container/Consignment and ensure the information is timely and accurately posted in to the x-ray scanner database.
iii. To informing the Importers/Agents scanning result of their containers.
iv. To provide report to In Charge Officer of the documents received, consignments scanned and those not scanned within the set timeframe and the reason thereof.
v. To assign the correct data set to be associated with the Containers to be scanned.
vi. To inform Receptionist Operator and System Operator when a clear image has been received.
vii. To maintain a log of Images that has been scanned.
viii. To perform other duties assigned by the supervisor.

f) **Qualifications and Experience**

Holders of Diploma in one of the following fields; Taxation, Customs, Accounting, Business Administration, Law or equivalent qualifications from a recognized Institution.

g) **Mode of Entry**

iii) In-service

A Customs Assistant III is eligible for promotion to the grade of Revenue Assistant II after having completed a minimum of 7 years satisfactory service; and must pass a promotion interview..

iv) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) **Career Progression**

A Revenue Assistant II is eligible for promotion to the grade of Revenue Assistant I after having completed a minimum of 10 years satisfactory service; and must pass a promotion interview.

4.2.3 Customs Assistant III

a) **Job Title: Customs Assistant**
b) **Grade Level: 11**
c) **Reports to: Respective Supervisor**
d) **Job Purpose**

To provide lead role in the management of customs records and assist in customs and border protection.

e) **Duties and responsibilities**

Customs Operations and Control

i. To receive requests for scanning from Importer/Clearing Agents.
ii. To scan the consignment information documents that is, CVR, Packing List, BL and Invoice, and complete the dataset with information regarding the Container/Consignment and ensure the information is timely and accurately posted in to the x-ray scanner database.
iii. To informing the Importers/Agents scanning result of their containers.
iv. To provide report to In Charge Officer of the documents received, consignments scanned and those not scanned within the set timeframe and the reason thereof.
v. To assign the correct data set to be associated with the Containers to be scanned.
vi. To inform Receptionist Operator and System Operator when a clear image has been received.
vii. To maintain a log of Images that has been scanned.
viii. To perform other duties assigned by the supervisor.

f) **Qualifications and Experience**

Holders of Diploma in one of the following fields; Taxation, Customs, Accounting, Business Administration, Law or equivalent qualifications from a recognized Institution.

g) **Mode of Entry**

i) In-service

Tax Customs Assistant IV is eligible for promotion to the grade of Customs Assistant III after having completed a minimum of 4 years satisfactory service; and must pass a promotion interview.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) **Career Progression**

A Revenue Assistant III is eligible for promotion to the grade of Revenue Assistant II after having completed a minimum of 7 years satisfactory service; and must pass a promotion interview.

4.2.4 Customs Assistant IV

a) **Job Title: Customs Assistant IV**
b) **Grade Level: 10**
c) **Reports to: Respective Supervisor**

d) Job Purpose

To provide lead role in the management of customs records and assist in customs and border protection.

e) Duties and responsibilities

Customs Operations and Control

i. To receive requests for scanning from Importer/Clearing Agents.
ii. To scan the consignment information documents that is, CVR, Packing List, BL and Invoice, and complete the dataset with information regarding the Container/Consignment and ensure the information is timely and accurately posted in to the x-ray scanner database.
iii. To informing the Importers/Agents scanning result of their containers.
iv. To provide report to In Charge Officer of the documents received, consignments scanned and those not scanned within the set timeframe and the reason thereof.
v. To assign the correct data set to be associated with the Containers to be scanned.
vi. To inform Receptionist Operator and System Operator when a clear image has been received.
vii. To maintain a log of Images that has been scanned.
viii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Diploma in one of the following fields; Taxation, Customs, Accounting, Business Administration, Law or equivalent qualifications from a recognized Institution.

g) Mode of Entry

i) In-service

No promotional

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Revenue Assistant IV is eligible for promotion to the grade of Revenue Assistant III after having completed a minimum of 4 years satisfactory service; and must pass a promotion interview.

5. SCHEME OF SERVICE FOR RESEARCH AND PLANNING STAFF

5.1 Scheme of Service for Economists

Designation	Salary Grade Level
Chief Economist	5
Principal Economist	6
Senior Economist	7
Economist	8
Assistant Economist	9

5.1.1 Chief Economist

a) **Job Title: Chief Economist**
b) **Grade Level: 5**
c) **Reports to: Assistant Commissioner Responsible for Corporate Planning or Policy Research and Analysis**
d) **Job Purpose**

To provide lead role in conducting research and economic analysis in relation administration of non-oil revenue.

e) **Duties and responsibilities**

i. To monitor the implementation of the newly introduced tax reform of the government budget;
ii. To oversee the design, management and execution of research projects and studies related to fiscal policy;
iii. To design mechanism for collection and maintenance of data necessary for tax, fiscal policy and international trade analysis;
iv. To coordinate NRA participation in the National Task Force for tax administration;
v. To monitor revenue performance on a monthly and quarterly basis including the causes of any outstanding/ under performance and the impact of tax measures undertaken by the Government;
vi. To coordinate NRA participation in tax modelling, revenue forecasting, regional free trade negotiations and in developing reform proposals on tax system;
vii. To supervise preparation of quarterly macroeconomic performance reports;
viii. To monitor and undertake macroeconomic development and business cycle reports;
ix. To oversee process of generating revenue projections, and development of computer based models for revenue forecasting;
x. To coordinate responses to matters raised by members of parliament to NRA;
xi. To coordinate preparation of various reports related to activities performed by the department; and
xii. To perform other duties assigned by the supervisor

f) **Qualifications and Experience**

Holders of Bachelor Degree in one of the following fields; Economics, Agricultural Economics, Economic Planning, Taxation or equivalent qualifications from recognised institutions with working experience of at least thirteen (13) years in the related field.

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g) **Mode of Entry**

i) In-service

An principal Economist who has served a minimum of 10 years is eligible for promotion to the grade of Chief Economist; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade

5.1.2 Principal Economist

a) Job Title: Principal Economist
b) Grade Level: 6
c) Job Purpose

To provide supervision role in conducting research and economic analysis.

d) Duties and responsibilities

i. To disseminate information related to the newly introduced tax reform of the government budget;
ii. To coordinate the design, management and execution of research projects;
iii. To supervise collection and maintenance of data necessary for tax, fiscal policy and international trade analysis;
iv. To participate in the National Task Force for tax administration;
v. To review revenue performance on a monthly and quarterly basis including the causes of any outstanding/ under performance and the impact of tax measures undertaken by the Government;
vi. To participate in tax modelling, revenue forecasting, regional free trade negotiations and in developing reform proposals on tax system;
vii. To review quarterly macroeconomic performance reports;
viii. To track and assess the impact of micro and Macro-economic developments on mobilizing non-oil government revenue;
ix. To participate in the preparation of responses to issues raised by parliament especially during the budget session;
x. To coordinate process of generating projections, and development of computer based models for revenue forecasting;
xi. To review responses to matters raised by the members of parliament to NRA;
xii. To review various reports on the activities performed by the department; and
xiii. To perform other duties assigned by the supervisor.

e) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Economics, Agricultural Economics, Economic Planning, Taxation or equivalent qualifications from recognised institutions with working experience of at least ten (10) years in the related field.

f) Mode of Entry

i) In-service

An Senior Economist who has served a minimum of 10 years is eligible for promotion to the grade of Principal Economist; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

g) Career Progression

A Principal Economist is eligible for promotion to the grade of a Chief Economist after having served a minimum of 13 years satisfactory service; and must pass a promotion interview.

5.1.3 Senior Economist

a) Job Title: Senior Economist
b) Grade Level: 7
c) Job Purpose

To provide support in conducting research and economic analysis of fiscal policy.

d) Duties and responsibilities

i. To design, manage and execute research projects related to tax and customs;
ii. To collect and maintain data necessary for tax analysis and carry out analysis related to fiscal policy and international trade;
iii. To provide input in the National Task Force for tax administration;
iv. To prepare revenue performance on a monthly and quarterly basis including the causes of any outstanding/ under performance and the impact of tax measures undertaken by the Government;
v. To provide inputs for tax modelling, revenue forecasting, regional free trade negotiations and in developing reform proposals on tax system;
vi. To prepare quarterly macroeconomic performance reports;
vii. To compile information/data on the micro and Macro-economic developments and delineate their impact on mobilizing non-oil government revenue;
viii. To prepare responses on issues raised by parliament especially during the budget session;
ix. To make projections, and create computer based models for revenue forecasting;
x. To prepare responses to questions from members of parliament to NRA;
xi. To prepare various reports on the activities performed by the department; and
xii. To perform other duties assigned by the supervisor.

e) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Economics, Agricultural Economics, Economic Planning, Taxation or equivalent qualifications from recognised institutions with working experience of at least seven (7) years in the related field.

f) Mode of Entry

i) In-service

An Economist who has served a minimum of 7 years is eligible for promotion to the grade of Senior Economist; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

g) Career Progression

A Senior Economist is eligible for promotion to the grade of a Principal Economist after having served a minimum of 10 years satisfactory service; and must pass a promotion interview.

5.1.4 Economist

a) Job Title: Economist
b) Grade Level: 8
c) Reports to: Respective Supervisor
d) Job Purpose

To conduct research and economic analysis on fiscal issues.

e) Duties and responsibilities

i. To participate in design, management and execution of research projects;
ii. To participate in collection of data and analysis related to fiscal policy and international trade;
iii. To undertake relevant evaluation of macroeconomic and revenue performance;
iv. To supply data necessary for tax analysis and performance measuring against the government budget and related aspects;
v. To maintain and update ordinary assignment files and working papers so they are readily available for future reference;
vi. To ensure that all research carried out by the team is fully incorporated in the legal and administrative aspect of taxation;
vii. To provide inputs in preparation of quarterly macroeconomic performance reports;
viii. To assist in compilation the micro and Macro-economic developments and delineate their impact on mobilizing non-oil government revenue;
ix. To provide inputs in preparation of responses on issues raised by parliament especially during the budget session;
x. To assist in generating revenue projections, and development of computer based models for revenue forecasting;
xi. To provide inputs for preparation of responses for matters raised by members of parliament to NRA;
xii. To provide input on preparation of various reports on the activities performed by the department; and
xiii. Perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Economics, Agricultural Economics, Economic Planning, Taxation or equivalent qualifications from recognised institutions with working experience of at least four (4) years in the related field.

g) Mode of Entry

i) In-service

An Assistant Economist who has served a minimum of 4 years is eligible for promotion to the grade of Economist; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

h) Career Progression

An Economist eligible for promotion to the grade of Senior Economist after having served a minimum of 7 years satisfactory service; and must pass a promotion interview.

5.1.5 Assistant Economist

a) Job Title: Assistant Economist
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hand on support in in the provision of economic analysis services to the NRA.

e) Duties and responsibilities

i. To participate in collection of data and analysis related to fiscal policy and international trade;
ii. To collect data necessary for tax analysis and performance measuring against the government budget and related aspects;
iii. To maintain and update ordinary assignment files and working papers so they are readily available for future reference;
iv. To assist in compilation the micro and Macro-economic developments and delineate their impact on mobilizing non-oil government revenue;
v. To provide inputs in preparation of responses on issues raised by parliament especially during the budget session;
vi. To assist in gathering information for revenue forecasting;
vii. To compile inputs in preparation of responses to questions from members of parliament to NRA; and
viii. Perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Economics, Agricultural Economics, Economic planning, or equivalent qualifications from recognised institutions/University.

g) Mode of Entry

i) In-service

Not promotional

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

h) Career Progression

An Assistant Economist is eligible for promotion to the grade of an Economist after having served a minimum of 4 years satisfactory service; and must pass a promotion interview.

5.2 Scheme of Service for Statisticians

Designation	Salary Grade Level
Chief Statistician	5
Principal Statistician	6
Senior Statistician	7
Statistician	8
Assistant Statistician	9

5.2.1 Chief Statistician

a) Job Title: Chief Statistician
b) Grade Level: 4
c) Reports to: Assistant Commissioner for Policy Research and Analysis
d) Job Purpose
To provide lead role in statistical analysis.

e) Duties and responsibilities

i. To devise an appropriate mechanism to facilitate data collection, analysis, compilation, storage and dissemination for fiscal policy formulation and tax administration purpose and supervising the same;
ii. To design mechanism of issuing periodical statistical reports and disseminate the same to users;
iii. To ensure appropriateness of experimental designs and statistical tests carried out by the department;
iv. To foster cooperation with internal and external customers in design research projects;
v. To monitor adaption of mathematical statistical models for novel analyses of technical data for the purpose of implementation of major study projects;
vi. To liaise with National Bureau of Statistics and Ministry of Finance and Economic Affairs to acquire and update the regional blocks databases including the East Africa Statistics Database, East Africa Trade Statistics Report;
vii. To oversee participation in research projects organized by the Authority through providing the input and technical expertise in sampling techniques, data processing, parameters estimation and significance test;
viii. To ensure effective functioning of NRA Data Warehouse and proper implementation of business Intelligence assignments with a view to identifying, profiling and reporting risks by using different Business Intelligence tools and techniques;
ix. To serve as a custodian of the NRA's information sharing and exchange programme with external stakeholders;
x. To update and review the tax revenue forecasting model, actual tax collection figures and reform impacts with a view to generating robust baseline and final tax revenue forecasts; and
xi. To perform other duties as assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Mathematics, Statistics, Operations Research, Biometrics, Biostatistics or equivalent qualifications from recognised institutions with working experience of at least thirteen (13) years in the related field.

g) Mode of Entry

i) In-service

An Principal Statistician who has served a minimum of 13 years is eligible for promotion to the grade of a Chief Statistician; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade.

5.2.2 Principal Statistician

a) Job Title: Principal Statistician
b) Grade Level: 5
c) Reports to: Respective Supervisor

d) Job Purpose

To provide hands on lead role in statistical analysis services in the NRA.

e) Duties and responsibilities

i. To plan an appropriate mechanism of data cleansing to warrant accurate and consistent information;
ii. To review periodical statistical reports and disseminate the same to users;
iii. To review appropriateness of experimental designs and statistical tests carried out by the department;
iv. To corporate with internal and external customers in design research projects;
v. To review developed mathematical statistical models for novel analyses of technical data for the purpose of implementation of major study projects;
vi. To collaborate with National Bureau of Statistics and Ministry of Finance and Economic Affairs to acquire and update the regional blocks databases including the East Africa Statistics Database, East Africa Trade Statistics Report;
vii. To facilitate research projects organized by the Authority through providing the input and technical expertise in sampling techniques, data processing, parameters estimation and significance test;
viii. To monitor functioning of NRA Data Warehouse and proper implementation of business Intelligence assignments with a view to identifying, profiling and reporting risks by using different Business Intelligence tools and techniques;
ix. To monitor NRA's information sharing and exchange programme with external stakeholders;
x. To participate in updating and review the tax revenue forecasting model; and

xi. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Mathematics, Statistics, Operations Research, Biometrics, Biostatistics or equivalent qualifications from recognised institutions with working experience of at least ten (10) years in the related field.

g) Mode of Entry

i) In-service

An Senior Statistician who has served a minimum of 7 years is eligible for promotion to the grade of Principal Statistician; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An principal Statistician is eligible for promotion to the grade of a Chief Statistician after having served a minimum of 13 years satisfactory service; and must pass a promotion interview.

5.2.3 Senior Statistician

a) Job Title: Senior Statistician
b) Grade Level: 6
c) Reports to: Respective Supervisor
d) Job Purpose

To provide operational support the provision of statistical analysis services in the NRA**.**

e) Duties and responsibilities

i. To implement an appropriate mechanism of data cleansing to warrant accurate and consistent information;
ii. To prepare periodical statistical reports;
iii. To design experimental studies and statistical tests for various research projects;
iv. To design joint research project with internal and external customers;
v. To perform complex computations when formula are setup and when specific instructions are given in their use, code raw data and design simple codes for data processing, recode data combining and modifying categories and plot curves from computer output and prepare final graphs for reports;
vi. To develop mathematical statistical models for novel analyses of technical data for the purpose of implementation of major study projects;
vii. To provide information needed with National Bureau of Statistics and Ministry of Finance and Economic Affairs and regional blocks in updating Statistics Database;
viii. To participate in research projects organized by the Authority through providing the input and technical expertise in sampling techniques, data processing, parameters estimation and significance test;
ix. To maintain Data Warehouse and proper implementation of business Intelligence assignments with a view to identifying, profiling and reporting risks by using different Business Intelligence tools and techniques;

x. To participate in custodian of the NRA's information sharing and exchange programme with external stakeholders;
xi. To provide inputs in updating and review the tax revenue forecasting model; and
xii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Mathematics, Statistics, Operations Research, Biometrics, Biostatistics or equivalent qualifications from recognised institutions with working experience of at least seven (7) years in the related field.

g) Mode of Entry

i) In-service

A Statistician who has served a minimum of 4 years is eligible for promotion to the grade of Senior Statistician; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Senior Statistician is eligible for promotion to the grade of a Principal Statistician after having served a minimum of 7 years satisfactory service; and must pass a promotion interview.

5.2.4 Statistician

a) Job Title: Statistician
b) Grade Level: 7
c) Reports to: Respective Supervisor
d) Job Purpose

To provide support in the provision of ne statistical analysis services to the NRA.

e) Duties and responsibilities

i. To perform data cleanliness for accurate and consistent information;
ii. To provide inputs in preparation of periodical statistical reports;
iii. To support design of experimental studies and statistical tests for various research projects;
iv. To provide inputs in designing joint research project with internal and external customers;
v. To participate in development of mathematical statistical models for novel analyses of technical data for the purpose of implementation of major study projects;
vi. To assist in preparation of data needed with National Bureau of Statistics and Ministry of Finance and Economic Affairs and regional blocks in updating Statistics Database;
vii. To assist in research projects organized by the Authority through providing the input and technical expertise in sampling techniques, data processing, parameters estimation and significance test;
viii. To support maintenance of Data Warehouse and proper implementation of business Intelligence assignments with a view to identifying, profiling and reporting risks by using different Business Intelligence tools and techniques;

ix. To participate in updating the tax revenue forecasting model and the preparation of annual preferred tax plan to facilitate the formation of tax reform proposals; and
x. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Mathematics, Statistics, Operations Research, Biometrics, Biostatistics or equivalent qualifications from recognised institutions with working experience of at least four (4) years in the related field

i) Mode of Entry

i) In-service

An Assistant Statistician who has served a minimum of 4 years is eligible for promotion to the grade of a Statistician; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

j) Career Progression

A Statistician is eligible for promotion to the grade of a Senior Statistician after having served a minimum of 7 years satisfactory service; and must pass a promotion interview.

5.2.5 Assistant Statistician

a) Job Title: Assistant Statistician
b) Grade Level: 8
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands on support in the provision of statistical analysis services to the NRA.

e) Duties and responsibilities

i. To assist in data cleanliness for accurate and consistent information;
ii. To gather inputs in preparation of periodical statistical reports;
iii. To participate in design of experimental studies and statistical tests for various research projects;
iv. To provide inputs in designing joint research project with internal and external customers;
v. To assist in preparation of data needed with National Bureau of Statistics and Ministry of Finance and Economic Affairs and regional blocks in updating Statistics Database;
vi. To participate in research projects organized by the Authority through, collection, capturing and analysis of data;
vii. To maintain updated Data Warehouse and proper implementation of business Intelligence assignments;
viii. To participate in updating the tax revenue forecasting model and the preparation of annual preferred tax plan to facilitate the formation of tax reform proposals; and
ix. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Mathematics, Statistics, Operations Research, Biometrics, Biostatistics or equivalent qualifications from recognised institutions.

g) Mode of Entry

i) In-service

Not promotional

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Assistant Statistician is eligible for promotion to the grade of a Statistician having served a minimum of 4 years satisfactory service; and must pass a promotion interview.

6. SCHEME OF SERVICE FOR HUMAN RESOURCE AND ADMINISTRATION STAFF

6.1 Scheme of Service for Human Resource Officers

Designation	Salary Grade Level
Chief Human Resource Officer	5
Principal Human Resource Officer	6
Senior Human Resource Officer	7
Human Resource Officer	8
Assistant Human Resource Officer	9

6.1.1 Chief Human Resources Officer

a) Job Title: Chief Human Resources Officer
b) Grade Level: 5
c) Reports to: Assistant Commissioner Responsible for HR
d) Job Purpose
To provide lead role in HR matters practice in the NRA.
e) Duties and responsibilities

i. To supervise performance management, staff wellness, administration and disciplinary matters.
ii. To coordinate approved programmes in the training plan and those initiated by the department and report on implementation.
iii. To monitor handling of employees' disputes, grievances and recommends appropriate actions.
iv. To initiate requisition for staff, coordinate induction process for new staff and place them to respective duty stations.
v. To guide interpretation of staff regulations, circulars and other directives on staff matters.
vi. To guide staff on their career development in accordance with the Career Pathways.
vii. To ensures that data for processing employees' terminal benefits is accurately prepared and processed.

viii. To maintain updated records in the Human Resources Information System to ensure that staff database is accurate.
ix. To coordinate preparation of monthly and quarterly performance reports for the department.
x. To prepare plan and budget for human resources and administration activities for the department.
xi. To provide advice or technical guidance when necessary to State officers designated to perform human resources activities in the State.
xii. To perform other duties assigned by the Supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Human Resources Management, Public Administration, Business Administration majoring in Human Resources Management or equivalent qualifications from recognised institutions with working experience of at least thirteen (13) years in related field.
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g) Mode of Entry

i) In-service

A Principal HR Officer who has served a minimum of 13 years is eligible for promotion to the grade of Chief HR Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade

6.1.2 Principal Human Resources Officer

a) Job Title: Principal Human Resources Officer
b) Grade Level: 6
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands on lead role in HR practice matter in the NRA

e) Duties and responsibilities

i. To facilitate performance appraisal process for respective department;
ii. To supervise supporting staff services by ensuring standard of quality of work for subordinate staff;
iii. To handle employees' disputes, grievances and recommends appropriate actions;
iv. To analyse staff training needs and assist in evaluation process for training conducted;
v. To review disciplinary action proposals against staff;
vi. To coordinate pension affairs and facilitate payment of terminal benefits;

vii. To initiate staff requirements for the department and forward for recruitment process;
viii. To review monthly and quarterly performance reports for the department;
ix. To participate in preparation of the human resources plan and budget; and
x. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

g) Holders of Bachelor Degree in one of the following fields; Human Resources Management, Public Administration, Business Administration majoring in Human Resources Management or equivalent qualifications from recognised institutions with working experience of at least ten (10) years in related field.

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h) Mode of Entry

i) In-service

A Senior HR Officer who has served a minimum of 7 years is eligible for promotion to the grade of Principal HR Officer; or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

i) Career Progression

A Principal HR Officer who has served a minimum of 13 years is eligible for promotion to the grade of Chief HR Officer; and must pass a promotion interview

6.1.3 Senior Human Resources Officer

a) Job Title: Senior Human Resources Officer
b) Grade Level:7
c) Reports to: Respective Supervisor
d) Job Purpose

To provide operational support in HR matters practice in the NRA

e) Duties and responsibilities

i. To prepare the human resources plan and budget.
ii. To facilitate performance appraisal process for respective department.
iii. To supervise supporting staff services by ensuring standard of quality of work for subordinate staff.
iv. To assist in resolving employee grievances.
v. To conduct staff training needs and assist in evaluation process for training conducted.
vi. To propose disciplinary action proposals against staff.
vii. To prepare pension affairs and facilitate payment of terminal benefits.

viii. To prepare monthly and quarterly performance reports for the department To initiate staff requirements for the department and forward for recruitment process
ix. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Human Resources Management, Public Administration, Business Administration majoring in Human Resources Management or equivalent qualifications from recognised institutions with working experience of at least seven (7) years in related field.

g) Mode of Entry

i) In-service

An HR Officer who has served a minimum of 7 years is eligible for promotion to the grade of Senior HR Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Senior HR Officer is eligible for promotion to the grade of a Principal HR Officer after having served a minimum of 10 years satisfactory service; and must pass a promotion interview

6.1.4 Human Resources Officer

a) Job Title: Human Resources Officer
b) Grade Level: 8
c) Reports to: Respective Supervisor
d) Job Purpose

To support in the provision of HR services to the NRA.

e) Duties and responsibilities

i. To attend to employee grievances.
ii. To interpret various regulations to staff.
iii. To handle pension and terminal benefits schemes.
iv. To coordinate staff performance appraisal process.
v. To handle labour relation matters at work place.
vi. To draft letters, circulars and papers related to human resources matters.
vii. To initiate staff requirements for the department.
viii. To compile training plans and programs.
ix. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Human Resources Management, Public Administration, Business Administration majoring in Human Resources Management or equivalent qualifications from recognised institutions with working experience of at least four (4) years in related field.

g) Mode of Entry

i) In-service

An Assistant HR Officer who has served a minimum of 4 years is eligible for promotion to the grade of HR Officer; or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An HR Officer is eligible for promotion to the grade of a Senior HR Officer after having served a minimum of 7 years satisfactory service; and must pass a promotion interview

6.1.5 Assistant Human Resources Officer

a) Job Title: Assistant Human Resource Officer
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands on support in HRA practice in the NRA

e) Duties and responsibilities

i. To assist in attending to employee grievances.
ii. To interpret various regulations to staff.
iii. To assist in handling pension and terminal benefits schemes.
iv. To participate in staff performance appraisal process.
v. To provide inputs in handling labour relation matters at work place.
vi. To assist in draft letters, circulars and papers related to human resources matters.
vii. To initiate staff requirements for the department.
viii. To compile training plans and programs.
ix. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Human Resources Management, Public Administration, Sociology, Business Administration (Human Resources Management) or equivalent qualification from recognised institution.

g) Mode of Entry

i) In-service

Not promotional

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Assistant HR Officer is eligible for promotion to the grade of a HR Officer after having served a minimum of 4 years satisfactory service; and must pass a promotion interview

6.2 Scheme of Service for Administrative Officers

Designation	Salary Grade Level
Chief Administrative Officer	5
Principal Administrative Officer	6
Senior Administrative Officer	7
Administrative Officer	8
Assistant Administrative Officer	9

6.2.1 Chief Administrative Officer

a) Job Title: Chief Administrative Officer
b) Grade Level: 5
c) Reports to: Respective Assistant commissioner
d) Job Purpose

To provide lead role in administrative matters practice in the NRA.

e) Duties and responsibilities

i. To co-ordinate the activities of office management to ensure smooth and efficient provision of stationery, secretarial service, furniture, communication, mailing services, office cleanliness and time keeping.
ii. To assist in monitoring the implementation of administrative practices and policies in all departments of NRA and advise management on findings.
iii. To assist in development of plan and administration of social recreational and all employee welfare relations programmes for promotion of increased productivity and high staff spirit.
iv. To ensure that adequate security control exists and constantly assessing their effectiveness.
v. To coordinate all travel arrangements for NRA Management and staff.
vi. To co-facilitate induction programmes for low cadre staff.
vii. To provide on the job training and guidance to junior staff
viii. To supervise effective and efficient provision of services such as insurance matters, office cleaning, transport, telecommunication facilities, utility services, catering and courier provided by internal and external service providers.
ix. To oversee the provision of efficient services for front office, secretarial, reception and telephone operations.
x. To prepare, review and supervise provision of non-consultant services contracts.
xi. To prepare plans for acquisition and disposal for motor vehicle, machines and furniture.
xii. To prepare plans for repair and maintenance of motor vehicle, machines, equipment and furniture.

xiii. To prepare budget for acquisition of motor vehicle, machines, equipment and furniture.
xiv. To prepare periodic performance progress reports.
xv. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Human Resources Management, Public Administration, Business Administration (Human Resources Management), Sociology or equivalent qualifications with working experience of at least thirteen (13) years in that grade.

g) Mode of Entry

i) In-service

A Principal Administrative Officer who has served a minimum of 13 years is eligible for promotion to the grade of Chief Administrative Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade

6.2.2 Principal Administrative Officer

a) Job Title: Principal Administrative Officer
b) Grade Level: 6
c) Reports to: Respective Supervisor
d) Job Purpose
To provide hands on lead role in administrative matters practice in the NRA

e) Duties and responsibilities

i. To coordinate Administrative Services of NRA operations.
ii. To ensure timely preparation of travel, accommodation and payment of allowances to those proceeding on training.
iii. To coordinate transport services such as safe keeping of duplicate keys and record of tools for each vehicle.
iv. To ensure that all vehicles are at all times on the road in good condition
v. To ensure regular maintenance is properly carried out by the approved garages at economic costs.
vi. To keep regular checks on all log books with a view to controlling unauthorized trips and ensuring economical use of fuel.
vii. To carry out periodic inspection of all office furniture and machines to ensure that they are properly maintained.
viii. To prepare plans for acquisition and disposal for motor vehicle, machines and furniture.
ix. To prepare plans for repair and maintenance of motor vehicle, machines, equipment and furniture.

x. To prepare budget for acquisition of motor vehicle, machines, equipment and furniture.
xi. To provide insurance matters, cleaning, services, motor vehicle maintenance done by sub-contractors and security systems.
xii. To prepare periodic quality performance progress reports.
xiii. To ensure effective and efficient provision of services provided by internal and external service providers.
xiv. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor in of the following fields; Human Resources Management, Public Administration, Business Administration majoring in Human Resources Management or equivalent qualifications with working experience of at least ten (10) years in related field.

g) Mode of Entry

i) In-service

A Senior Administrative Officer who has served a minimum of 10 years is eligible for promotion to the grade of Principal Administrative Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Principal Administrative Officer is eligible for promotion to the grade of a Chief Administrative Officer after having served a minimum of 13 years satisfactory service; or pass a promotion interview

6.2.3 Senior Administrative Officer

a) Job Title: Senior Administrative Officer
b) Grade Level: 7
c) Reports to: Respective Supervisor
d) Job Purpose

To provide operational support in administrative matters practice in the NRA

e) Duties and responsibilities

i. To perform Administrative Services of NRA operations.
ii. To ensure timely preparation of travel, accommodation and payment of allowances to those proceeding on training.
iii. To coordinate transport services such as safe keeping of duplicate keys and record of tools for each vehicle.
iv. To ensure that all vehicles are at all times on the road in good condition
v. To ensure regular maintenance is properly carried out by the approved garages at economic costs.
vi. To keep regular checks on all log books with a view to controlling unauthorized trips and ensuring economical use of fuel.
vii. To carry out periodic inspection of all office furniture and machines to ensure that they are properly maintained.

viii. Prepares plans for acquisition and disposal for motor vehicle, machines and furniture.
ix. To prepares plans for repair and maintenance of motor vehicle, machines, equipment and furniture.
x. Assist in preparation of budget for acquisition of motor vehicle, machines, equipment and furniture.
xi. To supervise insurance matters, cleaning, services, motor vehicle maintenance done by sub-contractors and security systems.
xii. To prepares periodic quality performance progress reports.
xiii. To supervise provision of services provided by internal and external service providers.
xiv. To maintain high customer service.
xv. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Human Resources Management, Public Administration, Business Administration majoring in Human Resources Management or equivalent qualifications with working experience of at least seven (7) years in related field.

g) Mode of Entry

i) In-service

An Administrative Officer who has served a minimum of 7 years is eligible for promotion to the grade of Senior Administrative Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Senior Administrative Officer is eligible for promotion to the grade of a Principal Administrative Officer after having served a minimum of 10 years satisfactory service; or pass a promotion interview

6.2.4 Administrative Officer

a) Job Title: Administrative Officer
b) Grade Level: 8
c) Reports to: Respective Supervisor
d) Job Purpose

To support in provision of administrative services to the NRA.

e) Duties and responsibilities

i. To assist coordination of administrative services of NRA operations.
ii. To ensure timely preparation of travel, accommodation and payment of allowances to staff for various purposes.
iii. To assist in coordination of transport services for the management and staff.
iv. To ensure that all vehicles are on the road in good condition at all times.
v. To ensure regular maintenance of vehicles is properly carried out by the approved garages at economic costs.
vi. To keep regular checks on all log books with a view to controlling unauthorized trips and ensuring economical use of fuel.

vii. To carry out periodic inspection of all office furniture and machines to ensure they are properly maintained.
viii. To provide inputs in preparation of plans for repair and maintenance of motor vehicle, machines, equipment and furniture.
ix. To provide inputs in preparation of plans for acquisition and disposal for motor vehicle, machines and furniture.
x. To assist in preparation of budget for acquisition of motor vehicle, machines, equipment and furniture.
xi. To follow-up insurance matters, cleaning, services, motor vehicle maintenance done by sub-contractors and security systems.
xii. To perform any other duties as may be assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Human Resources Management, Public Administration, Business Administration majoring in Human Resources Management or equivalent qualifications with working experience of at least four (4) years in related field.

g) Mode of Entry

i) In-service

An Assistant Administrative Officer who has served a minimum of 4 years is eligible for promotion to the grade of Administrative Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Administrative Officer is eligible for promotion to the grade of a Senior Administrative Officer after having served a minimum of 7 years satisfactory service; and must pass a promotion interview

6.2.5 Assistant Administrative Officer

a) Job Title: Assistant Administrative Officer
b) Grade Level: 9
c) Reports to: Respective Supervisor

d) Job Purpose

To provide hands on support in the provision of administrative services in the NRA

e) Duties and responsibilities

i. To arrange office accommodation, residential accommodation, transport, office equipment and stationery and maintenance of office machines and their repairs.
ii. To make travel arrangements for Management and staff.

iii. To ensure that office and premises are maintained and kept clean.
iv. To handle Authority's protocol matters.
v. To assist in preparation of plans for acquisition and disposal for motor vehicle, machines and furniture.
vi. To assist in preparation of plans for repair and maintenance of motor vehicle, machines, equipment and furniture.
vii. To prepare budget for acquisition of motor vehicle, machines, equipment and furniture.
viii. To coordinate insurance matters, cleaning, services, motor vehicle maintenance done by sub-contractors and security systems.
ix. To assist the supervision of services provided by internal and external service providers.
x. To maintain high customer service.
xi. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Human Resources Management, Public Administration, Business Administration majoring in Human Resources Management or equivalent qualifications from recognised institutions.

g) Mode of Entry

i) In-service

Not promotional

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Assistant Administrative Officer who has served a minimum of 4 years is eligible for promotion to the grade of Administrative Officer; and must pass a promotion interview

6.3 Scheme of Service for Estates Officers

Designation	Salary Grade Level
Chief Estate Officer	5
Principal Estate Officer	6
Senior Estate Officer	7
Estate Officer	8
Assistant Estate Officer	9

6.3.1 Chief Estate Officer

To prove lead role in estate management matters practice in the NRA.

a) Job Title: Chief Estate Officer
b) Grade Level: 5
c) Respective Assistant Commissioner
d) Job Purpose

To provide hands on lead role estates matters practice in the NRA.

e) Duties and responsibilities

i. To manage preparation of bills of quantities for civil works and terms of reference for consultancy services;
ii. To participate in evaluation of tender for works, consultancy and leasing;
iii. To certify payments for building works, assets, leases, fee notes;
iv. To administer implementation for construction and consultancy contracts;
v. To supervise and coordinate outsourced service providers including contractors and consultants;
vi. To manage and supervise repair and maintenance of Office and residential buildings;
vii. To prepare periodic reports for buildings, leases, and assets on monthly, quarterly and annual basis;
viii. To manage Inspection of buildings, assets and buildings to be leased;
ix. To prepare budget for estate and monitor implementation of programmes;
x. To perform other duties assigned by the supervisor;

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Land Management and Valuation, Property and Facilities Management, Civil Engineering, Quantity Survey, Building Economics, Architecture or equivalent qualifications from recognised institution with working experience of at least thirteen (13) years in related field. Must be registered by respective Professional Board.

g) Mode of Entry

i) In-service

A Principal Estates Officer who has served a minimum of 13 years is eligible for promotion to the grade of Chief Estates Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade

6.3.2 Principal Estates Officer

a) Job Title: Principal Estate Officer
b) Grade Level: 6
c) Respective Supervisor
d) Job Purpose

To provide operational support in estate management matter practice in the NRA

e) Duties and responsibilities

i. To prepare and implement preventive and corrective maintenance schedules.
ii. To Prepare and update Estate Register and housing inventory.
iii. To draft and advice review of lease agreements.
iv. Certifies and advise payment of rent to landlord.
v. To initiate and coordinate the process of acquisition of title deeds for landed properties.
vi. To record and assist to evaluate request for residential houses to staff.
vii. To maintain and update the tenancy register for leased in and out premises.
viii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Land Management and Valuation, Property and Facilities Management, Civil Engineering, Quantity Survey, Building Economics, Architecture or equivalent qualifications from recognised institution with working experience of at least ten (10) years in related field. Must be registered by respective Professional Board.

g) Mode of Entry

i) In-service

A Senior Estate Officer who has served a minimum of 7 years is eligible for promotion to the grade of Principal Estate Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Principal Estate Officer is eligible for promotion to the grade of a Chief estate Offcier after having served a minimum of 10 years satisfactory service; and must pass a promotion interview

6.3.3 Senior Estate Officer

a) Job Title: Senior Estate Officer
b) Grade Level: 7
c) Respective Supervisor
d) Job Purpose

To provide operational support in the provision of estate services in the NRA.

e) Duties and responsibilities

i. To prepare and implement preventive and corrective maintenance schedules.
ii. To Prepare and update Estate Register and housing inventory;
iii. To draft and advice review of lease agreements;
iv. To certify and advise payment of rent to landlord;
v. To initiate and coordinate the process of acquisition of title deeds for landed properties;
vi. To record and assist to evaluate request for residential houses to staff;
vii. To maintain and update the tenancy register for leased in and out premises; and
viii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Land Management and Valuation, Property and Facilities Management, Civil Engineering, Quantity Survey, Building Economics, Architecture or equivalent qualifications from recognised institution with working experience of at least seven (7) years in related field. Must be registered by respective Professional Board.

g) Mode of Entry

i) In-service

An Estates Officer who has served a minimum of 7 years is eligible for promotion to the grade of Senior Estates Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Senior Estates Officers is eligible for promotion to the grade of a Principal Estates Officer after having served a minimum of 7 years satisfactory service; or pass a promotion interview.

6.3.4 Estate Officer

a) **Job Title: Estate Officer**
b) **Grade Level: 8**
c) **Respective Supervisor**
d) **Job Purpose**
To provide support in estate management matters practice in the NRA.

e) **Duties and responsibilities**
i. To assist in preparation and implement preventive and corrective maintenance schedules;
ii. To assist in Preparation and update Estate Register and housing inventory;
iii. To assist in drafting and advice review of lease agreements;
iv. To certify and advise payment of rent to landlord;
v. To initiate and coordinate the process of acquisition of title deeds for landed properties;
vi. To record and assist to evaluate request for residential houses to staff;
vii. To maintain and update the tenancy register for leased in and out premises and
viii. To perform other duties assigned by the supervisor.

f) **Qualifications and Experience**

Holders of Bachelor Degree in one of the following fields; Land Management and Valuation, Property and Facilities Management, Civil Engineering, Quantity Survey, Building Economics, Architecture or equivalent qualifications from recognised institution with working experience of at least four (4) years in related field.

g) **Mode of Entry**
i) In-service

An Assistant Estates Officer who has served a minimum of 4 years is eligible for promotion to the grade of Estates Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) **Career Progression**

An Estates Officer is eligible for promotion to the grade of a Senior Estates Offcier after having served a minimum of 5 years satisfactory service; or pass a promotion interview.

6.3.5 Assistant Estate Officer

a) **Job Title: Assistant Estate Officer**
b) **Grade Level: 9**
c) **Respective Supervisor**
d) **Job Purpose**
To provide hand on support in estate management matters practice in the NRA.
e) **Duties and responsibilities**

i. To assist in preparation and implement preventive and corrective maintenance schedules.
ii. To assist in preparation and update Estate Register and housing inventory.
iii. To assist in drafting and advice review of lease agreements.
iv. To certify and advise payment of rent to landlord.
v. To initiate and coordinate the process of acquisition of title deeds for landed properties.
vi. To record and assist to evaluate request for residential houses to staff.
vii. To maintain and update the tenancy register for leased in and out premises.
viii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Property and Facilities Management, Civil Engineering, Quantity Survey, Building Economics, Architecture or equivalent qualifications from recognised institution.

g) Mode of Entry

i) In-service

Not promotional

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Assistant Estates Officer is eligible for promotion to the grade of a Estates Officer after having served a minimum of 5 years satisfactory service; and must pass a promotion interview

6.4 Scheme of Service for Records Management Officers

Designation	Salary Grade Level
Chief Records Management Officer	5
Principal Records Management Officer	6
Senior Records Management Officer	7
Records Management Officer	8
Assistant Record Management Officer	9

6.4.1 Chief Records Management Officer

a) Job Title: Chief Record Management Officer
b) Grade Level: 5
c) Reports to: Respective Supervisor
d) Job Purpose

To provide lead role in records management services in the NRA.

e) Duties and responsibilities

i. To control records management systems, keep and supervise usage of records in the office.

ii. To identify and retrieve records in the Registry.
iii. To control, supervise and keep computer generated record.
iv. To prepare strategies, implement and supervise records management systems/ schemes and regulations.
v. To advise the management on record keeping policies.
vi. To provide consultancy services and training on records management.
vii. To plan and implement records retention schedule.
viii. To repair old files and documents.
ix. To identify obsolete records.
x. To perform any other duties as assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in Records Management/Archives or equivalent qualifications from recognised institution with working experience of at least thirteen (13) years in related field. Must have sat for and passed Proficiency Examination for Records Management Officers.

g) Mode of Entry

i) In-service

A Principal Record Management Officer who has served a minimum of 13 years is eligible for promotion to the grade of Chief Records Management Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade

6.4.2 Principal Records Management Officer

a) Job Title: Principal Records Management Officer
b) Grade Level: 6
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands on lead role in record management practice in NRA

e) Duties and responsibilities

i. To control records management systems, keep and supervise usage of records in the office.
ii. To identify and retrieve records in the Registry.
iii. To control, supervise and keep computer generated record.
iv. To plan and implement records retention schedule.
v. To repair old files and documents.
vi. To identify obsolete records.
vii. To perform any other duties as assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in Records Management/Archives or equivalent qualifications from recognised institution with working experience of at least ten (10) years in related field. Must have sat for and passed Proficiency Examination for Records Management Officers.

g) Mode of Entry

i) In-service

A Senior Records Management Officer who has served a minimum of 10 years is eligible for promotion to the grade of Principal Records Management Officer ; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Principal Records Management Officer is eligible for promotion to the grade of a Chief Records Management Officer after having served a minimum of 10 years satisfactory service; and must pass a promotion interview

6.4.3 Senior Records Management Officer

a) Job Title: Senior Records Management Officer
b) Grade Level: 7
c) Reports to: Respective Supervisor
d) Job Purpose

To provide operational support in the records management practice in the NRA

e) Duties and responsibilities

i. To control records management systems, keep and supervise usage of records in the office.
ii. To identify and retrieve records in the Registry.
iii. To control, supervise and keep computer generated record.
iv. To plan and implement records retention schedule.
v. To repair old files and documents.
vi. To identify obsolete records.
vii. To perform any other duties as assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in Records Management/Archives or equivalent qualifications from recognised institution with working experience of at least seven (7) years in related field. Must have sat for and passed Proficiency Examination for Records management Officers

g) Mode of Entry

i) In-service

A Records Management Officer who has served a minimum of 7 years is eligible for promotion to the grade of Senior Records Management officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Senior Records Management Officer is eligible for promotion to the grade of a Principal records Management Officer after having served a minimum of 7 years satisfactory service; and must pass a promotion interview

6.4.4 Records Management Officer

a) Job Title: Record Management Officer
b) Grade Level: 8
c) Reports to: Respective Supervisor
d) Job Purpose

To support the provision of records management services to the NRA.

e) Duties and responsibilities

i. To control records management systems, keep and supervise usage of records in the office;
ii. To identify and retrieve records in the Registry;
iii. To control, supervise and keep computer generated record;
iv. To plan and implement records retention schedule;
v. To repair old files and documents;
vi. To identify obsolete records; and
vii. To perform any other duties as assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in Records Management/Archives or equivalent qualifications from recognised institution with working experience of at least four (4) years in related field.

g) Mode of Entry

i) In-service

An Records Management Officer who has served a minimum of 4 years is eligible for promotion to the grade of Records Management Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Records Management Officer is eligible for promotion to the grade of a Senior Records Management Officer after having served a minimum of 7 years satisfactory service; and must pass a promotion interview

6.4.5 Assistant Records Management Officer

a) Job Title: Assistant Records Officer
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose
To provide hands on support in records management practice matters in the NRA.

e) Duties and responsibilities

i. To control records management systems, keep and supervise usage of records in the office.
ii. To identify and retrieve records in the Registry.
iii. To control, supervise and keep computer generated records.
iv. To plan and implement records retention schedule.
v. To repair old files and documents.
vi. To identify obsolete records.
vii. To perform any other duties as assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in Records Management/Archives or equivalent qualifications from recognised institution.

g) Mode of Entry

i) In-service

Not promotional

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Assistant Records Management Officer is eligible for promotion to the grade of a Records Management Officer after having served a minimum of 4 years satisfactory service; and must pass a promotion interview

6.5 Scheme of Service for Records Management Assistants

Designation	Salary Grade Level
Records Management Assistant I	9

Records Management Assistant II	10
Records Management Assistant III	11
Records Management Assistant IV	12

6.5.1 Records Management Assistant I

a) Job Title: Records Management Assistant I
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose

To provide lead role in provision of office registry services.

e) Duties and responsibilities

i. To register incoming and outgoing mail;
ii. To control movement of files;
iii. To file the letters and other documents received;
iv. To ensure timely circulation of documents to designated officers for necessary action;
v. To bring up the files to the respective staff for action and retrieve the files from the staff for filing of incoming mail;
vi. To take stock of the files kept by staff;
vii. To open and close files;
viii. To assist in supervision of out sourced services;
ix. To account for the stamps used for postage of letters; and
x. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Diploma in Records Management/Archives or equivalent qualifications from recognised institution with working experience of at least ten (10) years in related field.

g) Mode of Entry

i) In-service

A Records Management Assistant II who has served a minimum of 10 years is eligible for promotion to the grade of Records Management Assistant I; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade

6.5.2 Records Management Assistant II

a) **Job Title: Records Management Assistant II**
b) **Grade Level: 10**
c) **Reports to: Respective Supervisor**
d) **Job Purpose**

To provide hands on lead role in provision of office registry services.

e) **Duties and responsibilities**

i. To register incoming and outgoing mails.
ii. To control movement of files.
iii. To file the letters and other documents received.
iv. To ensure timely circulation of documents to designated officers for necessary action.
v. To bring up the files to the respective staff for action and retrieve the files from the staff for filing of incoming mail.
vi. To take stock of the files kept by staff.
vii. To open and close files.
viii. To assist in supervision of out sourced services.
ix. To account for the stamps used for postage of letters.
x. To perform other duties assigned by the supervisor.

f) **Qualifications and Experience**

Holders of Diploma in Records Management/Archives or equivalent qualifications from recognised institution with working experience of at least seven (7) years in related field.

g) **Mode of Entry**

i) In-service

An Records Management Assistant III who has served a minimum of 7 years is eligible for promotion to the grade of Records Management Assistant II; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) **Career Progression**

A Records Management assistant II is eligible for promotion to the grade of a Records Management Assistant I after having served a minimum of 7 years satisfactory service; or pass a promotion interview

6.5.3 Records Management Assistant III

a) **Job Title: Records Management Assistant III**
b) **Grade Level: 11**
c) **Reports to: Respective Supervisor**
d) **Job Purpose**

To provide operational support in provision of office registry services.

e) **Duties and responsibilities**

i. To register incoming and outgoing mails.
ii. To control movement of files.
iii. To file the letters and other documents received.
iv. To ensure timely circulation of documents to designated officers for necessary action.
v. To bring up the files to the respective staff for action and retrieve the files from the staff for filing of incoming mail.
vi. To take stock of the files kept by staff.
vii. To open and close files.
viii. To assist in supervision of out sourced services.
ix. To account for the stamps used for postage of letters.
x. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Diploma in Records Management/Archives or equivalent qualifications from recognised institution with working experience of at least four (4) years in related field.

g) Mode of Entry

i) In-service

An Records Management Assistant IV is who has served a minimum of 5 years is eligible for promotion to the grade of Records Management Assistant III; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Records Management Assistant III is eligible for promotion to the grade of a Records Management assistant II after having served a minimum of 5 years satisfactory service; and must pass a promotion interview

6.5.4 Records Management Assistant IV

a) Job Title: Records Management Assistant IV
b) Grade Level: 12
c) Reports to: Respective Supervisor
d) Job Purpose
To support the provision of office registry services.

e) Duties and responsibilities
i. To register incoming and outgoing mails;
ii. To control movement of files;
iii. To file the letters and other documents received;

iv. To ensure timely circulation of documents to designated officers for necessary action;
v. To bring up the files to the respective staff for action and retrieve the files from the staff for filing of incoming mail;
vi. To take stock of the files kept by staff;
vii. To open and close files;
viii. To assist in supervision of out sourced services;
ix. To account for the stamps used for postage of letters; and
x. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Diploma in Records Management/Archives or equivalent qualifications from recognised institution.

g) Mode of Entry

i) In-service

Not promotional

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Records Management Assistant IV is eligible for promotion to the grade of a Records Management assistant III after having served a minimum of 4 years satisfactory service; or pass a promotion interview

6.6 Scheme of Service for Personal Secretaries

Designation	Salary Grade Level
Personal Secretary I	9
Personal Secretary II	10
Personal Secretary III	11
Personal Secretary IV	12

6.6.1 Personal Secretary I

a) Job Title: Personal Secretary I
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose
To provide secretarial services to management
e) Duties and responsibilities

i. To receive, interview and direct visitors accordingly;
ii. To prepare letters and various documents;
iii. To handle confidential and sensitive information;
iv. To ensure that working tools are in good order and the working environment is well maintained;
v. To receive and make telephone calls;
vi. To maintain a register detailing records for incoming and outgoing mails and files;
vii. To communicate information by typing, sending and receiving emails/faxes and make follow up of implementation/feedback to subordinates;
viii. To keep diaries of events and make appointments for and on behalf of the designated officer;
ix. To organize and follow upon travel and related logistics for meetings, field visits, and any other programmes;
x. To process, file, sort and retrieve information;
xi. To keep and maintain petty cash provided to cater for sundry expenses;
xii. To perform other duties as assigned by the supervisor;

f) Qualifications and Experience
Holders of Diploma in Secretarial Studies/Computer Studies or equivalent qualifications from recognised institution with working experience of at least thirteen (10) years in related field. Must have sat for and passed Management Development for Executive Assistants.

g) Mode of Entry

i) In-service

A Personal Secretary II who has served a minimum of 10 years is eligible for promotion to the grade of Personal Secretary I; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade

6.6.2 Personal Secretary II

a) Job Title: Personal Secretary II
b) Grade Level: 10
c) Reports to: Respective Supervisor
d) Job Purpose

To undertake secretarial and other duties that may be assigned from time to time.

e) Duties and responsibilities

i. To receive, interview and direct visitors accordingly.
ii. To prepare letters and various documents.
iii. To handle confidential and sensitive information.
iv. To ensure that working tools are in good order and the working environment is well maintained.
v. To receive and make telephone calls.
vi. To maintain a register detailing records for incoming and outgoing mails and files.
vii. To communicate information by typing, sending and receiving emails/faxes.
viii. To keep diaries of events and make appointments for and on behalf of the designated officer.
ix. To organize and follow upon travel and related logistics for meetings, field visits, and any other programmes.
x. To process, file, sort and retrieve information.
xi. To perform other duties assigned by the supervisor.

f) Mode of Entry

i) In-service

An Assistant Statistician who has served a minimum of 5 years is eligible for promotion to the grade of Statistician; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

g) Career Progression

A Personal Secretary II is eligible for promotion to the grade of a Personal Secretary I after having served a minimum of 10 years satisfactory service; or pass a promotion interview

6.6.3 Personal Secretary III

To assist in the performance of routine secretarial duties

a) Job Title: Personal Secretary III
b) Grade Level: 11
c) Reports to: Respective Supervisor
d) Job Purpose

e) Duties and responsibilities

i. To receive, interview and direct visitors accordingly.
ii. To prepare letters and various documents.
iii. To handle confidential and sensitive information.
iv. To ensure that working tools are in good order and the working environment is well maintained.
v. To receive and make telephone calls.
vi. To maintain a register detailing records for incoming and outgoing mails and files.
vii. To communicate information by typing, sending and receiving emails/faxes.
viii. To keep diaries of events and make appointments for and on behalf of the designated officer.
ix. To organize and follow upon travel and related logistics for meetings, field visits, and any other programmes.
x. To process, file, sort and retrieve information.
xi. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Diploma in Secretarial Studies/Computer Studies or equivalent qualifications from recognised institution who have passed Shorthand (English) at a speed of 80 words per minute with computer knowledge in MS-Word, MS-Excel, Internet, Email, MS-Publisher with working experience of at least four (4) years in related field.

g) Mode of Entry

i) In-service

A Personal Secretary IV who has served a minimum of 4 years is eligible for promotion to the grade of Personal Secretary III; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Personal Secretary III is eligible for promotion to the grade of a Personal Secretary II after having served a minimum of 7 years satisfactory service; and must pass a promotion interview

6.6.4 Personal Secretary IV

a) Job Title: Personal Secretary IV
b) Grade Level: 12
c) Reports to: Respective Supervisor
d) Job Purpose
To perform secretarial and clerical duties

e) Duties and responsibilities

i. To receive, interview and direct visitors accordingly.

ii. To prepare letters and various documents.
iii. To handle confidential and sensitive information.
iv. To ensure that working tools are in good order and the working environment is well maintained.
v. To receive and make telephone calls.
vi. To maintain a register detailing records for incoming and outgoing mails and files.
vii. To communicate information by typing, sending and receiving emails/faxes.
viii. To keep diaries of events and make appointments for and on behalf of the designated officer.
ix. To organize and follow upon travel and related logistics for meetings, field visits, and any other programmes.
x. To process, file, sort and retrieve information.
xi. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Diploma in Secretarial Studies/Computer Studies or equivalent qualifications from recognised institution who have passed Shorthand (English) at a speed of 80 words per minute with computer knowledge in MS-Word, MS-Excel, Internet, Email, MS-Publisher from a recognized institution.

g) Mode of Entry

i) In-service

Not promotional.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Personal Secretary IV is eligible for promotion to the grade of a Personal Secretary III after having served a minimum of 4 years satisfactory service; and must pass a promotion interview

6.7 Scheme of Service for Drivers

Designation	Salary Grade Level
Driver I	12
Driver II	13
Driver III	14
Driver IV	15

6.7.1 Driver I

a) Job Title: Chief Driver
b) Grade Level: 12
c) Reports to: Respective Supervisor
d) Job Purpose

To provide lead role in the conveyance of staff and material items to assigned destinations.

e) Duties and responsibilities

i. To drive motor vehicles in accordance to the road traffic rules and regulations.
ii. To ensure that a motor vehicle and its equipment (jack, spanner, space tyre etc) are available and are in good condition.
iii. To carry out minor/routine maintenances of the vehicle.
iv. To ensure that the motor vehicle doors and windows are properly locked and safe all the time.
v. To ensure cleanness of motor vehicle at all time.
vi. To record and maintain records pertaining to any journey in the Logbook.
vii. To collect and dispatch mails.
viii. To report any accident to immediate Supervisor and to Traffic Police any accident.
ix. To ensure that motor vehicles are packed at secure and authorized places according to rules and directives.
x. To record and maintain records pertaining to any journey in the Logbook.
xi. To perform any other duties as may be assigned by supervisor.

f) Qualifications and Experience

Holder of Form IV Certificate who have attained Certificate in one of the following course; Motor Vehicle Driving, Motor Vehicle Mechanics, Auto Electricity or equivalent qualification from recognised institution and holder of General Driving License with working experience of at least eleven (11) years in related field.

g) Mode of Entry

i) In-service

An Driver II who has served a minimum of 10 years is eligible for promotion to the grade of Driver I; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is terminal grade.

6.7.2 Driver II

a) Job Title: Principal Driver
b) Grade Level: 13
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands on lead role in the conveyance of staff and material items to assigned destinations.

e) Duties and responsibilities

i. To drive motor vehicles in accordance to the road traffic rules and regulations.
ii. To ensure that a motor vehicle and its equipment (jack, spanner, space tyre etc) are available and are in good condition.
iii. To carry out minor/routine maintenances of the vehicle.
iv. To ensure that the motor vehicle doors and windows are properly locked and safe all the time.
v. To ensure cleanness of motor vehicle at all time.
vi. To record and maintain records pertaining to any journey in the Logbook;
vii. To collect and dispatch mails.
viii. To report any accident to immediate Supervisor and to Traffic Police any accident.
ix. To ensure that motor vehicles are packed at secure and authorized places according to rules and directives.
x. To record and maintain records pertaining to any journey in the Logbook.
xi. To perform any other duties as may be assigned by supervisor.

f) Qualifications and Experience

Holder of Form IV Certificate who have attained Certificate in Motor Vehicle Driving or Motor Vehicle Mechanics or Auto Electricity or equivalent qualification from recognised institution and holder of General Driving License with working experience of at least eight (8) years in related field.

g) Mode of Entry

i) In-service

A Driver III who has served a minimum of 7 years is eligible for promotion to the grade of Driver II; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Driver II is eligible for promotion to the grade of a Driver I after having served a minimum of 5 years satisfactory service; or pass a promotion interview

6.7.3 Driver III

a) Job Title: Senior Driver
b) Grade Level: 14
c) Reports to: Respective Supervisor
d) Job Purpose

To provide operational support in the conveyance of staff and material items to assigned destinations.

e) Duties and responsibilities

i. To handle and safely drive the vehicle assigned.
ii. To carry out a daily inspection of the vehicle and ensure safe driving.
iii. To maintain the car logbook by recording all trips and fuel consumption.
iv. To prepare fuel, oil and car logbook returns for the vehicle.
v. To keep in good and safe working condition and identify any defects on vehicle and its accessories before and after making any trip.
vi. To assist in distribution of internal and external mails.
vii. To make regular inspection of vehicles;
viii. To carry out minor repairs to the vehicle;
ix. To assist in collecting and dispatching mails;
x. To perform any other duties as may be assigned by supervisor.

f) Qualifications and Experience

Holder of Form IV Certificate who have attained Certificate in Motor Vehicle Driving, Motor Vehicle Mechanics or Auto Electricity or equivalent qualifications from recognised institutions and holder of General Driving License with working experience of at least five (5) years in related field.

g) Mode of Entry

i) In-service

A Driver IV who has served a minimum of 5 years is eligible for promotion to the grade of Driver III; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Driver III is eligible for promotion to the grade of a Driver II after having served a minimum of 7 years satisfactory service; or pass a promotion interview

6.7.4 Driver IV

a) Job Title: Driver
b) Grade Level: 15
c) Reports to: Respective Supervisor
d) Job Purpose

To support the conveyance of staff and material items to assigned destinations.

e) Duties and responsibilities

i. To drive motor vehicles in accordance with road traffic rules and regulations.
ii. To inspect motor vehicles before and after any route/journey in order to identify required maintenances or rehabilitation.
iii. To ensure that a motor vehicle and its equipment (jack, spanner, space tyre etc) are available and are in good condition.
iv. To carry out minor/routine maintenances of vehicles.
v. To maintain the car logbook by recording all trips and fuel consumption.
vi. To prepare fuel, oil and car log book returns for the vehicle.
vii. To ensure that motor vehicle doors and windows are properly locked and safe all the time.
viii. To maintain the vehicle and report to the supervisor any vehicle defects that which need repairs.
ix. To assist in collecting and dispatching mails.
x. To ensure cleanness of motor at all time.
xi. To report any accident immediately to Supervisor or Traffic Police.
xii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holder of Form IV Certificate who have attended Basic Driving Course offered by a recognized Institution and holder of Ordinary Private License. The candidate must have driving experience of at least one (1) year without causing an accident.

g) Mode of Entry

i) In-service

Not promotional.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Driver IV is eligible for promotion to the grade of a Driver III after having served a minimum of 4 years satisfactory service and obtain General Driving License; or pass a promotion interview

6.8 Scheme of Service for Receptionists

Designation	Salary Grade Level
Receptionist I	12
Receptionist II	13
Receptionist III	14
Receptionist IV	15

6.8.1 Receptionist I

a) Job Title: Chief Receptionist
b) Grade Level: 12
c) Reports to: Respective Supervisor
d) Job Purpose

To provide lead role in provision of front desk services.

e) Duties and responsibilities

i. To callout and to receive telephone.
ii. To register incoming and outgoing calls.
iii. To provide weekly reports for all outgoing calls, take messages where necessary and forward messages to appropriate officers.
iv. To report any malfunctioning of the switchboard and extensions for corrective and preventive maintenance.
v. To attend and register all visitors and directing them to the respective offices.
vi. To ensure that the reception are clean and tidy all times.
vii. To assist visitors and take messages where necessary.
viii. To forward messages to appropriate offices.
ix. To report any unsafe events likely to occur in his/her place of work.
x. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holder of Form IV or Form VI Certificate with at least three credits passes including English and Arabic languages, and who has attained Certificate in Telephone Operation or Reception or Front Office or equivalent qualifications from a recognized institution with working experience of at least ten (10) year in related field.

g) Mode of Entry

i) In-service

A Receptionist II who has served a minimum of 10 years is eligible for promotion to the grade of Receptionist I; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is terminal grade.

6.8.2 Receptionist II

a) Job Title: Principal Receptionist
b) Grade Level: 13
c) Reports to: Respective Supervisor
d) Job Purpose
To provide hands on lead role in provision of front desk services.

e) Duties and responsibilities

i. To callout and to receive telephone.
ii. To register incoming and outgoing calls.
iii. To provide weekly reports for all outgoing calls, take messages where necessary and forward messages to appropriate officers.
iv. To report any malfunctioning of the switchboard and extensions for corrective and preventive maintenance.
v. To attend and register all visitors and directing them to the respective offices.
vi. To ensure that the reception are clean and tidy all times.
vii. To assist visitors and take messages where necessary.
viii. To forward messages to appropriate offices.
ix. To report any unsafe events likely to occur in his/her place of work.
x. To perform other duties assigned by the supervisor.

f) Qualifications and Experience
Holder of Form IV or Form VI Certificate with at least three credits passes including English and Arabic languages, and who has attained Certificate in Telephone Operation or Reception or Front Office or equivalent qualifications from a recognized institution with working experience of at least seven (7) year in related field.

g) Mode of Entry

i) In-service

A Receptionist III who has served a minimum of 7 years is eligible for promotion to the grade of Receptionist II upon satisfactory recommendation from the supervisor; or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Receptionist II is eligible for promotion to the grade of a Receptionist I after having served a minimum of 10 years satisfactory service; or pass a promotion interview

6.8.3 Receptionist III

a) Job Title: Senior Receptionist
b) Grade Level: 14
c) Reports to: Respective Supervisor
d) Job Purpose

To provide operational support in provision of front desk services.

e) Duties and responsibilities

i. To callout and to receive telephone.
ii. To register incoming and outgoing calls.
iii. To provide weekly reports for all outgoing calls, take messages where necessary and forward messages to appropriate officers.
iv. To report any malfunctioning of the switchboard and extensions for corrective and preventive maintenance.
v. To attend and register all visitors and directing them to the respective offices.
vi. To ensure that the reception are clean and tidy all times.
vii. To assist visitors and take messages where necessary.
viii. To forward messages to appropriate offices.
ix. To report any unsafe events likely to occur in his/her place of work.
x. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holder of Form IV or Form VI Certificate with at least three credits passes including English and Arabic languages, and who has attained Certificate in Telephone Operation or Reception or Front Office or equivalent qualifications from a recognized institution with working experience of at least four (4) year in related field.

g) Mode of Entry

i) In-service

A Receptionist IV who has served a minimum of 4 years is eligible for promotion to the grade of Receptionist III; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

h) Career Progression

A Receptionist III is eligible for promotion to the grade of a Receptionist II after having served a minimum of 7 years satisfactory service; and must pass a promotion interview

6.8.4 Receptionist IV

a) **Job Title: Receptionist**
b) **Grade Level: 15**
c) **Reports to: Respective Supervisor**
d) **Job Purpose**
To support the provision of front desk services.

e) **Duties and responsibilities**

i. To callout and to receive telephone.
ii. To register incoming and outgoing calls.
iii. To provide weekly reports for all outgoing calls, take messages where necessary and forward messages to appropriate officers.
iv. To report any malfunctioning of the switchboard and extensions for corrective and preventive maintenance.
v. To attend and register all visitors and directing them to the respective offices.
vi. To ensure that the reception are clean and tidy all times.
vii. To assist visitors and take messages where necessary.
viii. To forward messages to appropriate offices.
ix. To report any unsafe events likely to occur in his/her place of work.
x. To perform other duties assigned by the supervisor.

f) **Qualifications and Experience**
Holder of Form IV or Form VI Certificate with at least three credits passes in English and Arabic Languages, and who has attained Certificate in Telephone Operation, or Reception or Front Office or equivalent qualifications from a recognized institution.

g) **Mode of Entry**
i) In-service
Not promotional.
ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

a) **Career Progression**

A Receptionist IV is eligible for promotion to the grade of a Receptionist III after having served a minimum of 4 years satisfactory service; or pass a promotion interview

6.9 Scheme of Service for Office Assistants

Designation	Salary Grade Level
Office Assistant I	12
Office Assistant II	13
Office Assistant III	14
Office Assistant IV	15

6.9.1 Office Assistant I

a) Job Title: Chief Office Assistant
b) Grade Level: 12
c) Reports to: Respective Supervisor
d) Job Purpose

To provide lead role in the distribution mail, documents to staff and other stakeholders.

e) Duties and responsibilities

i. To distribute documents to respective offices
ii. To collect and forward mail to Post Office.
iii. To move files to and from registries.
iv. To open office doors in the morning and close the same in the evening.
v. To prepare and distribute refreshments to staff.
vi. To carryout photocopying and binding of documents.
vii. To take files, documents, parcels to relevant offices and/or collect them as instructed;
viii. To clean offices, equipment and compound, and gardening;
ix. To open doors and windows in the morning , check and switch off electrical equipment, close windows and lock office doors at end of office hours;
x. To keep office equipment safe and report faults;
xi. To coordinate collection and distribution of mails to and from the Post Office, and
xii. To carry out any other duties as assigned from time to time by the Superior.
xiii. Perform other duties assigned by the supervisor.

f) Qualifications

Holder of National Form IV Certificate with passes in English and Arabic. The candidate should have attended a training course in Office Assistance or Cleaning or Office Management or equivalent conducted by a recognized vocational training institution with working experience of at least ten (10) years in related field.

g) Mode of Entry

i) In-service

An Office Assistant II who has served a minimum of 10 years is eligible for promotion to the grade of Office Assistant I; or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is terminal grade.

6.9.2 Office Assistant II

a) Job Title: Principal Office Assistant
b) Grade Level: 13
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands on lead role in the distribution mail, documents to staff and other stakeholders.

e) Duties and responsibilities

i. To distribute documents to respective offices
ii. To collect and forward mail to Post Office.
iii. To move files to and from registries.
iv. To open office doors in the morning and close the same in the evening.
v. To prepare and distribute refreshments to staff.
vi. To carryout photocopying and binding of documents.
vii. To take files, documents, parcels to relevant offices and/or collect them as instructed;
viii. To clean offices, equipment and compound, and gardening;
ix. To open doors and windows in the morning , check and switch off electrical equipment, close windows and lock office doors at end of office hours;
x. To keep office equipment safe and report faults;
xi. To coordinate collection and distribution of mails to and from the Post Office, and
xii. Perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holder of National Form IV Certificate with passes in English and Arabic Language. The candidate should have attended a training course in Office Assistance or Cleaning or Office Management or equivalent conducted by a recognized vocational training institution with working experience of at least seven (7) years in related field.

g) Mode of Entry

i) In-service

An Office Assistant III who has served a minimum of 7 years is eligible for promotion to the grade of Office Assistant II; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

h) Career Progression

An Office Assistant II is eligible for promotion to the grade of a Office Assistant I after having served a minimum of 10 years satisfactory service; and must pass a promotion interview

6.9.3 Office Assistant III

a) Job Title: Senior Office Assistant
b) Grade Level: 14
c) Reports to: Respective Supervisor
d) Job Purpose

To provide operational support in the distribution mail, documents to staff and other stakeholders.

e) Duties and responsibilities

i. To distribute documents to respective offices
ii. To collect and forward mail to Post Office.
iii. To move files to and from registries.
iv. To open office doors in the morning and close the same in the evening.
v. To prepare and distribute refreshments to staff.
vi. To clean tea accessories, prepares and serves tea/coffee
vii. To facilitate office safety
viii. To distribute official letters and documents in offices as instructed by supervisors
ix. To handle movements of files and documents to appropriate officers
x. To carry out photocopying and binding of documents according to instructions from supervisor
xi. To perform any other duties as may be assigned by the supervisor

f) Qualifications and Experience

Holder of National Form IV Certificate with passes in English and Arabic. The candidate should have attended a training course in Office Assistance or Cleaning or Office Management or equivalent conducted by a recognized training vocational institution with working experience of at least four (4) years in related field.

g) Mode of Entry

i) In-service

An Office Assistant IV who has served a minimum of 4 years is eligible for promotion to the grade of Office Assistant II; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Office Assistant III is eligible for promotion to the grade of a Office Assistant II after having served a minimum of 7 years satisfactory service; and must pass a promotion interview

6.9.4 Office Assistant IV

a) Job Title: Office Assistant
b) Grade Level: 15
c) Reports to: Respective Supervisor
d) Job Purpose

To support the distribution mail, documents to staff and other stakeholders.

e) Duties and responsibilities

i. To distribute documents to respective offices
ii. To collect and forward mail to Post Office.
iii. To move files to and from registries.
iv. To open office doors in the morning and close the same in the evening.
v. To carry out photocopying and binding of documents.
vi. To assist in organizing for pre-meeting arrangements when needed.

vii. To distribute mails internally to respective offices & staff.
viii. To duplicate documents, such as circulars and other publications.
ix. To circulate files and documents internally to respective staff.
x. To prepare and serve tea and refreshments to staff and during meetings and workshops
xi. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holder of National Form IV Certificate with passes in English and Arabic. The candidate should have attended training course in Office Assistance or Cleaning or Office Management or equivalent conducted by a recognized vocational training institution.

g) Mode of Entry

i) In-service

Not promotional.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Office Assistant IV is eligible for promotion to the grade of an Office Assistant III after having served a minimum of 4 years satisfactory service; and must pass a promotion interview

6.10 Scheme of Service for Security System Operators

Designation	Salary Grade Level
Security Systems Operator I	9
Security Systems Operator II	10
Security Systems Operator III	11
Security Systems Operator IV	12

6.10.1 Security System Operator I

a) Job Title: Security Systems Operator I
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose

To provide lead role in the operation of security systems

e) Duties and responsibilities

i. To conduct programming and activation of the Access cards;
ii. To monitor CCTV and surveillance systems;
iii. To oversee functioning of CCTV, Access Control and Alarm system;
iv. To record and report CCTV events;
v. To attend to complaints related to Access Control and CCTV;

vi. To supervise security system maintenance;
vii. To monitor intrusion in restricted areas;
viii. To report technical faults arising; and
ix. To perform any other duties assigned by the supervisor.

f) Qualifications and Experience

Holder of Diploma in one of the following fields; Information and Communications Technology, Computer Science, Electrical Engineering, Electronics Engineering or equivalent qualifications from a recognized Institution with working experience of at least ten (10) years in related field**.**

g) Mode of Entry

i) In-service

A Security Systems Operator II who has served a minimum of 10 years is eligible for promotion to the grade of Security Systems Operator I; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade.

6.10.2 Security System Operator II

a) Job Title: Senior Security Systems Operator
b) Grade Level: 10
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands-on role in the operation of security systems

e) Duties and responsibilities

i. To conduct programming and activation of the Access cards.
ii. To monitor CCTV and surveillance systems.
iii. To oversee functioning of CCTV, Access Control and Alarm system.
iv. To record and report CCTV events.
v. To attend to complaints related to Access Control and CCTV.
vi. To supervise security system maintenance.
vii. To monitor intrusion in restricted areas.
viii. To report technical faults arising.
ix. To perform any other duties assigned by the supervisor.

f) Qualifications and Experience

Holder of Diploma in one of the following fields; Information and Communications Technology, Computer Science, Electrical Engineering, Electronics Engineering or equivalent qualifications from a recognized Institution with working experience of at least seven (7) years in related field**.**

g) Mode of Entry

i) In-service

A Security Systems Operator III who has served a minimum of 7 years is eligible for promotion to the grade of Security Systems operator II; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

h) Career Progression

A Security Systems Operator II is eligible for promotion to the grade of a Security Systems operator I after having served a minimum of 10 years satisfactory service; and must pass a promotion interview

6.10.3 Security System Operator III

a) Job Title: Higher Security Systems Operator III
b) Grade Level: 11
c) Reports to: Respective Supervisor
d) Job Purpose
To provide operational support in the operation of scanner systems

e) Duties and responsibilities

i. To conduct programming and activation of the Access cards.
ii. To monitor CCTV and surveillance systems.
iii. To oversee functioning of CCTV, Access Control and Alarm system.
iv. To record and report CCTV events.
v. To attend to complaints related to Access Control and CCTV.
vi. To supervise security system maintenance.
vii. To monitor intrusion in restricted areas.
viii. To report technical faults arising.
ix. To perform any other duties assigned by the supervisor.

f) Qualifications and Experience

Holder of Diploma in one of the following fields; Information and Communications Technology, Computer Science, Electrical Engineering, Electronics Engineering or equivalent qualifications from a recognized Institution with working experience of at least four (4) years in related field**.**

g) Mode of Entry
i) In-service

A Security Systems Operator IV who has served a minimum of 4 years is eligible for promotion to the grade of Security Systems Operator III; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Security Systems Operator III is eligible for promotion to the grade of a Security Systems Operator II after having served a minimum of 5 years satisfactory service; and must pass a promotion interview

6.10.4 Security System Operator IV

a) Job Title: Security Systems Operator IV
b) Grade Level: 12
c) Reports to: Respective Supervisor
d) Job Purpose
To assist in the operation of security systems
e) Duties and responsibilities

i. To conduct programming and activation of the Access cards.
ii. To monitor CCTV and surveillance systems.
iii. To oversee functioning of CCTV, Access Control and Alarm system.
iv. To record and report CCTV events.
v. To attend to complaints related to Access Control and CCTV.
vi. To supervise security system maintenance.
vii. To monitor intrusion in restricted areas.
viii. To report technical faults arising.
ix. To perform any other duties assigned by the supervisor.

f) Qualifications and Experience
Holder of Diploma in one of the following fields; Information and Communications Technology, Computer Science, Electrical Engineering, Electronics Engineering or equivalent qualifications from a recognized Institution**.**

g) Mode of Entry
i) In-service

Not promotional.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Security Systems Operator IV is eligible for promotion to the grade of a Security Systems Operator III after having served a minimum of 4 years satisfactory service; and must pass a promotion interview

7. SCHEME OF SERVICE FOR PROCUREMENT AND LOGISTICS OFFICERS

7.1 Scheme of Service for Procurement and Logistics Officers

Designation	Salary Grade Level
Chief Procurement and Logistics Officer	5
Principal Procurement and Logistics Officer	6
Senior Procurement and Logistics Officer	7
Procurement and Logistics Officer	8
Assistant Procurement and Logistics Officer	9
Procurement and Logistics Assistant I	9
Procurement and Logistics Assistant II	10
Procurement and Logistics Assistant I	11
Procurement and Logistics Assistant II	12

7.2 Chief Procurement and Logistics Officer

a) Job Title: Chief Procurement and Logistics Officer
b) Grade Level: 5
c) Reports to: Deputy Commissioner for Procurement and Logistics
d) Job Purpose

To provide lead role in procurement practice in the NRA.

e) Duties and responsibilities

i. To coordinate preparation of plan and budget for goods and services required and monitor its implementation.
ii. To monitor the process of stores receipts, inspection of incoming goods, issuing of stores items, invoice certification, delivery notes and gate passes is done in accordance with laid down procedures and regulations.
iii. To analyse quotations prior to placement of purchase orders.
iv. To oversee vender rating and recommendation for registration of credible suppliers.
v. To assist in preparation of tender document.
vi. To supervise evaluation of tender or bids for goods and services
vii. To ensure effective and efficient administration of the just in time (JIT) scheme.
viii. To respond to audit queries related to procurement and stores.
ix. To perform other duties as assigned by the supervisor.

f) Qualifications and Experience

Holders of Master Degree or Postgraduate Diploma in one of the following fields; Procurement and Supplies Management, Materials Management, Logistics Management, Business Administration (specialising in Procurement and Supplies) or equivalent qualifications from recognised institution plus professional qualification from a recognized tertiary institution of Procurement with working experience of at least thirteen (13) years in related field.

g) Mode of Entry

i) In-service

A Principal Procurement and Logistics Officer who has served a minimum of 13 years is eligible for promotion to the grade of Chief Procurement and Logistics Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade

7.3 Principal Procurement and Logistics Officer

a) Job Title: Principal Procurement and Logistics Officer
b) Grade Level: 6
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands on lead role in procurement and logistics practice in the NRA.

e) Duties and responsibilities

i. To review plan and budget of goods and services required and monitor its implementation;
ii. To ensures that the process of stores receipts, inspection of incoming goods, issuing of stores items, invoice certification, delivery notes and gate passes is done in accordance with laid down procedures and regulations;
iii. To analysed quotations prior to placement of purchase orders;
iv. To conduct vender rating and recommendation for registration of credible suppliers;
v. To guide preparation of tender document;
vi. To monitor evaluation of tender or bids for goods and services;
vii. To ensure effective and efficient administration of the just in time (JIT) scheme;
viii. To respond to audit queries related to procurement and stores; and
ix. To perform other duties as assigned by the supervisor.

f) Qualifications and Experience

Holders of Master Degree or Postgraduate Diploma in one of the following fields; Procurement and Supplies Management, Materials Management, Logistics Management, Business Administration (specialising in Procurement and Supplies) or equivalent qualifications from recognised institution plus professional qualification from instituion with working experience of at least ten (10) years in related field.

g) Mode of Entry

i) In-service

A Senior Procurement and Logistics Officer who has served a minimum of 7 years is eligible for promotion to the grade of Principal Procurement and Logistics Officer; or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Principal Procurement and Logistics Officer is eligible for promotion to the grade of a Chief Procurement and Logistics Officer after having served a minimum of 5 years satisfactory service; and must pass a promotion interview

7.4 Senior Procurement and Logistics Officer

a) Job Title: Senior Procurement and Logistics Officer
b) Grade Level: 7
c) Reports to: Respective Supervisor
d) Job Purpose
To provide operational support in procurement and logistics services in the NRA.

e) Duties and responsibilities

i. To prepare plan and budget of goods and services required and monitor its implementation.
ii. Ensures that the process of stores receipts, inspection of incoming goods, issuing of stores items, invoice certification, delivery notes and gate passes is done in accordance with laid down procedures and regulations.
iii. To counter checks analysed quotations prior to placement of purchase orders.
iv. To conduct vender rating and recommendation for registration of credible suppliers.
v. To assist in preparation of tender document.
vi. To carry out evaluation of tender or bids for goods and services
vii. To ensure effective and efficient administration of the just in time (JIT) scheme.
viii. To respond to audit queries related to procurement and stores.
ix. To perform other duties as assigned by the supervisor.

f) Qualifications and Experience
Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Procurement and Supplies Management, Materials Management, Logistics Management, Business Administration (specialising in Procurement and Supplies) or equivalent qualifications from recognised institution plus professional qualification from a recognized tertiary institution with working experience of at least seven (7) years in related field.

g) Mode of Entry
i) In-service

A Procurement and Logistics Officer who has served a minimum of 5 years is eligible for promotion to the grade of Senior Procurement and Logistics Officer; or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Senior Procurement and Logistics Officer is eligible for promotion to the grade of a Principal Procurement and Logistics Officer after having served a minimum of 5 years satisfactory service; and must pass a promotion interview

7.5 Procurement and Logistics Officer

a) Job Title: Procurement and Logistics Officer
b) Grade Level: 8
c) Reports to: Respective Supervisor
d) Job Purpose
To support the provision of procurement and supplies services to the NRA.

e) Duties and responsibilities

i. To identify stock item requirements for placement of orders.
ii. To seek approval to purchase the identified requirements.
iii. To prepare requests for quotations.
iv. To receive and analyse quotations and recommend awards of tenders.
v. To prepare and draft contracts or LPOs to approved bidders.
vi. To make follow upon orders for timely delivery.
vii. To receive, inspect and issue goods to user departments.
viii. To receive, match and submit documents of goods delivered for payment.
ix. To assist in preparation for stock taking.
x. To supervise cleanliness and arrangement for safekeeping.
xi. To participate in preparation of monthly, quarterly and annual reports.
xii. To perform other duties as signed by the supervisor.

f) Qualifications and Experience
Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Procurement and Supplies Management, Materials Management, Logistics Management, Business Administration (specialising in Procurement and Supplies) or equivalent qualifications from recognised institution with working experience of at least four (4) years in related field.

g) Mode of Entry

i) In-service

An Assistant Procurement and Logistics Officer who has served a minimum of four (4) years is eligible for promotion to the grade of Procurement and Supplies Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Procurement and Logistics Officer is eligible for promotion to the grade of a Senior Procurement and Logistics Officer after having served a minimum of seven (7) years satisfactory service; or pass a promotion interview

7.6 Assistant Procurement and Logistics Officer

a) Job Title: Assistant Procurement and Logistics Officer
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose
To provide hands on support in the provision of procurement and supplies service in the NRA

e) Duties and responsibilities

i. To identify stock item requirements for placement of orders.
ii. To seek approval to purchase the identified requirements.
iii. To prepare requests for quotations.
iv. To receive and analyse quotations and recommend awards of tenders.
v. To prepare and draft contracts or LPOs to approved bidders.
vi. To make follow upon orders for timely delivery.
vii. To receive, inspect and issue goods to user departments.
viii. To receive, match and submit documents of goods delivered for payment.
ix. To assist in preparation for stock taking.
x. To supervise cleanliness and arrangement for safe keeping.
xi. To participate in preparation of monthly, quarterly and annual reports.
xii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience
Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Procurement and Supplies Management, Materials Management, Logistics Management, Business Administration (specialising in Procurement and Supplies) or equivalent qualifications from recognised institution.

g) Mode of Entry

i) In-service

Not promotional

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Assistant Procurement and Logistics Officer is eligible for promotion to the grade of a Procurement and Logistics Officer after having served a minimum of 4 years satisfactory service; and must pass a promotion interview

7.7 Procurement and Logistics Assistant I

a) Job Title: Procurement and Logistics Assistant
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose
To coordinate operational support for the achievement of the objectives of the Procurement Unit
e) Duties and responsibilities

i. To assist in identifying requirements for order placement.
ii. To assist in preparation of requests for quotations
iii. To assist in receiving, inspecting and issuing goods to user departments.
iv. To match and submit documents of goods delivered for Payment.
v. To assist in preparation of stock taking reports.
vi. To assist in preparation of monthly, quarterly and annual reports.
vii. To safe keep store arrangement and use.
viii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience
Holders of Diploma in one of the following fields; Procurement and Supplies Management, Materials Management, Logistics Management, Business Administration (specialising in Procurement and Supplies) or equivalent qualifications from recognised institution with experience of minimum of three (3) years.

g) Mode of Entry
i) In-service

A Procurement and Logistics Assistant II who has served a minimum of 4 years is eligible for promotion to the grade of Procurement and Logistics Assistant I; or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade

7.8 Procurement and Logistics Assistant II

a) Job Title: Procurement and Supplies Assistant
b) Grade Level: 10
c) Reports to: Respective Supervisor

d) Job Purpose

To coordinate operational support for the achievement of the objectives of the Procurement Unit

e) Duties and responsibilities

i. To assist in identifying requirements for order placement.
ii. To assist in preparation of requests for quotations
iii. To assist in receiving, inspecting and issuing goods to user departments.
iv. To match and submit documents of goods delivered for Payment.
v. To assist in preparation of stock taking reports.
vi. To assist in preparation of monthly, quarterly and annual reports.
vii. To safe keep store arrangement and use.
viii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Diploma in one of the following fields; Procurement and Supplies Management, Materials Management, Logistics Management, Business Administration (specialising in Procurement and Supplies) or equivalent qualifications from recognised institution.

g) Mode of Entry

i) In-service

A Procurement and Supplies Assistant III who has served a minimum of 7 years is eligible for promotion to the grade of Procurement and Supplies Assistant II; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Procurement and Logistics Assistant II who has served a minimum of 10 years is eligible for promotion to the grade of Procurement and Logistics Assistant I; or pass a promotion interview

7.9 Procurement and Logistics Assistant III

a) Job Title: Procurement and Supplies Assistant
b) Grade Level: 11
c) Reports to: Respective Supervisor
d) Job Purpose

To coordinate operational support for the achievement of the objectives of the Procurement Unit

e) Duties and responsibilities

i. To assist in identifying requirements for order placement.

ii. To assist in preparation of requests for quotations
iii. To assist in receiving, inspecting and issuing goods to user departments.
iv. To match and submit documents of goods delivered for Payment.
v. To assist in preparation of stock taking reports.
vi. To assist in preparation of monthly, quarterly and annual reports.
vii. To safe keep store arrangement and use.
viii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Diploma in one of the following fields; Procurement and Supplies Management, Materials Management, Logistics Management, Business Administration (specialising in Procurement and Supplies) or equivalent qualifications from recognised institution.

g) Mode of Entry

i) In-service

A Procurement and supplies Assistant IV who has served a minimum of 4 years is eligible for promotion to the grade of Procurement and Supplies Assistant III; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Procurement and Logistics Assistant III who has served a minimum of 7 years is eligible for promotion to the grade of Procurement and Logistics Assistant II; or pass a promotion interview

7.10 Procurement and Logistics Assistant IV

i) Job Title: Procurement and Supplies Assistant
j) Grade Level: 12
k) Reports to: Respective Supervisor
l) Job Purpose

To coordinate operational support for the achievement of the objectives of the Procurement Unit

m) Duties and responsibilities

ix. To assist in identifying requirements for order placement.
x. To assist in preparation of requests for quotations
xi. To assist in receiving, inspecting and issuing goods to user departments.
xii. To match and submit documents of goods delivered for Payment.
xiii. To assist in preparation of stock taking reports.
xiv. To assist in preparation of monthly, quarterly and annual reports.

xv. To safe keep store arrangement and use.
xvi. To perform other duties assigned by the supervisor.

n) Qualifications and Experience

Holders of Diploma in one of the following fields; Procurement and Supplies Management, Materials Management, Logistics Management, Business Administration (specialising in Procurement and Supplies) or equivalent qualifications from recognised institution.

o) Mode of Entry

iii) In-service

No promotion

iv) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

p) Career Progression

A Procurement and Logistics Assistant IV who has served a minimum of 4 years is eligible for promotion to the grade of Procurement and Logistics Assistant I; or pass a promotion interview

8. SCHEME OF SERVICE FOR PUBLIC RELATIONS OFFICERS

Designation	Salary Grade Level
Chief Public Relations Officer	5
Principal Public Relations Officer	6
Senior Public Relations Officer	7
Public Relations Officer	8
Assistant Public Relations Officer	9

8.1 Chief Public Relations Officer

a) Job Title: Chief Public Relations Officer
b) Grade Level: 5
c) Reports to: Assistant Commissioner for Public Relations
d) Job Purpose

To provide lead role in public relations matters practice in the NRA.

e) Duties and responsibilities

i. To monitor implementation of public relations programmes;
ii. To review newspapers and provide any recommendations for action;
iii. To coordinate the production of the NRA magazine and updates / articles for the newsletter;
iv. To supervise the media relations and graphic designing activities of the department NRA;
v. To perform NRA PR activities and protocol issues including meetings and Stakeholders Forum meetings;
vi. To supervise preparation of NRA press releases /statements;
vii. To supervise preparation of speeches for management and other NRA senior staff for different occasions;
viii. To review and implement the NRA communication policy;
ix. To coordinate representation of NRA on media appearances and events;
x. To supervise design graphics for billboards, leaflets, brochures, pamphlets, bumpers sticker, the web page and other advertising media.
xi. To edit educational campaign materials such as leaflets, create and design messages, and write speeches.
xii. To perform other duties assigned by the supervisor

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Mass Communication, Marketing, Journalism, Public Relations, Advertising or equivalent qualifications from recognized Institutions with working experience of at least sixteen (16) years in related field.

g) Mode of Entry

i) In-service

A Principal Public Relations Officer who has served a minimum of 13 years is eligible for promotion to the grade of Chief Public Relations Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade

8.2 Principal Public Relations Officer

a) Job Title: Principal Public Relations Officer
b) Grade Level: 6
c) Reports to: Respective Supervisor
d) Job Purpose
To provide hands on lead role in public relations matters practice in the NRA.

e) Duties and responsibilities

i. To prepare and implement of public relations programmes;
ii. To review newspapers and provide any recommendations for action;
iii. To produce NRA magazine and updates / articles for the newsletter;
iv. To participate in the media relations and graphic designing activities for NRA;
v. To perform NRA public relations activities and protocol issues including meetings and stakeholders forum meetings;
vi. To prepare NRA press releases /statements;
vii. To prepare speeches for management and other NRA senior staff for different occasions;
viii. To review and implement the NRA communication policy;
ix. To represent NRA on media appearances and events;
x. To design graphics for billboards, leaflets, brochures, pamphlets, bumpers sticker, the web page and other advertising media.
xi. To edit educational campaign materials such as leaflets, create and design messages, and write speeches.
xii. To perform other duties assigned by the supervisor

f) Qualifications and Experience
Holders of Bachelor Degree in one of the following fields; Mass Communication, Marketing, Journalism, Public Relations, Advertising or equivalent qualifications from recognized Institutions with working experience of at least ten (10) years in related field.

g) Mode of Entry
i) In-service

A Senior Public Relations Officer who has served a minimum of 10 years is eligible for promotion to the grade of Principal Public Relations Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Principal Public Relations Officer is eligible for promotion to the grade of a Chief Public Relations Officer after having served a minimum of 5 years satisfactory service; and must pass a promotion interview

8.3 Senior Public Relations Officer

a) Job Title: Senior Public Relations Officer
b) Grade Level: 7
c) Reports to: Respective Supervisor
d) Job Purpose
To provide operational support in public relations matters practice in the NRA.

e) Duties and responsibilities

i. To prepare and implement of public relations programmes;
ii. To review newspapers and provide any recommendations for action;
iii. To participate in production NRA magazine and updates / articles for the newsletter;
iv. To participate in the media relations and graphic designing activities for NRA;
v. To provide inputs in preparation of NRA press releases /statements;
vi. To participate in preparation of speeches for management and other NRA senior staff for different occasions;
vii. To report on the performance of the social media as a component of the contact centre
viii. To implement the NRA communication policy;
ix. To participate in design graphics for billboards, leaflets, brochures, pamphlets, bumpers sticker, the web page and other advertising media.
x. To carry out proofreading of contents
xi. To edit educational campaign materials such as leaflets, create and design messages, and write speeches.
xii. To perform other duties assigned by the supervisor

f) Qualifications and Experience
Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Mass Communication, Marketing, Journalism, Public Relations, Advertising or equivalent qualifications from recognized Institutions with working experience of at least seven (7) years in related field.

g) Mode of Entry
i) In-service

A Public Relations Officer who has served a minimum of 7 years is eligible for promotion to the grade of Senior Public Relations Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview.

h) Career Progression

A Senior Public Relations officer is eligible for promotion to the grade of a Principal Public Relations Officer after having served a minimum of 10 years satisfactory service; or pass a promotion interview.

8.4 Public Relations Officer

a) Job Title: Public Relations Officer
b) Grade Level: 8
c) Reports to: Respective Supervisor
d) Job Purpose

To provide operational support in public relations services to the NRA.

e) Duties and responsibilities

i. To respond to posts promptly with speed and precision;
ii. To write, edit, develop and control contents;
iii. To escalate matters to back office staff for solutions;
iv. To update unusual partners of social media thread;
v. To report on the performance of the social media as a component of the contact centre;
vi. To carry out proofreading of contents;
vii. To fact check information;
viii. To write headlines and captions; and
ix. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Mass Communication, Marketing, Journalism, Public Relations, Advertising or equivalent qualifications from recognized Institutions with working experience of at least four (4) years in related field.

g) Mode of Entry

i) In-service

An Assistant Public Relations Officer who has served a minimum of 4 years is eligible for promotion to the grade of Public Relations Officer; or pass a promotion interview.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Public Relations Officer is eligible for promotion to the grade of a Senior Public Relations Officer after having served a minimum of 7 years satisfactory service; or pass a promotion interview.

8.5 Assistant Public Relation Officer

a) Job Title: Assistant Public Relation Officer
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose
To provide hands on support in public relations matters practice in the NRA.
e) Duties and responsibilities

i. To respond to posts promptly with speed and precision;
ii. To assist in write, edit, develop and control contents;
iii. To escalate matters to back office staff for solutions;
iv. To update unusual partners of social media thread;
v. To provide inputs in preparation of performance reports
vi. To carry out proofreading of contents;
vii. To fact check information;
viii. To participate in writing headlines and captions; and
ix. To perform other duties assigned by the supervisor.

f) Qualifications and Experience
Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Mass Communication, Marketing, Journalism, Public Relations, Advertising or equivalent qualifications from recognized Institutions.

g) Mode of Entry
i) In-service

Not promotional.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview
h) Career Progression

An Assistant Public Relations Officer is eligible for promotion to the grade of a Public Relations Officer after having served a minimum of 4 years satisfactory service; or pass a promotion interview.

9. SCHEME OF SERVICES FOR INTERNAL AFFAIRS STAFF

Designation	Salary Grade Level
Internal Investigators	
Chief Internal Investigator	5
Principal Internal Investigator	6
Senior Internal Investigator	7
Internal Investigator	8
Assistant Internal Investigator	9
Ethics Officers	
Chief Ethics Assurance Officer	5
Principal Ethics Assurance Officer	6
Senior Ethics Assurance Officer	7
Internal Ethics Assurance Officer	8
Assistant Ethics Assurance Officer	9

9.1 Chief Internal Investigator I

a) Job Title: Chief Internal Investigator
b) Grade Level: 5
c) Reports to: Respective Assistant Commissioner
d) Job Purpose
To provide lead role in internal affairs matters practice in the NRA.
e) Duties and Responsibilities

i. To monitor preparation comprehensive practical programs and schedules for proactive and reactive investigation;
ii. To conduct risk assessment and analysing various segments of the Authority's operations for drawing up proactive investigation plans;
iii. To lead investigation teams and ensure that legal and investigations standards are maintained;
iv. To oversee preparation of Investigation Plan and maintain investigation case files;
v. To supervise verification of employees' assets and liabilities declarations exercise;
vi. To review and evaluate evidence for final investigation report;
vii. To appear before courts or disciplinary committees for the purpose of adducing evidence;
viii. To oversee maintenance of a database on the allegations received and fraud investigations carried out;
ix. To review gathered fraud intelligence information and determine its value for investigation purposes and
x. To perform other duties as assigned by the supervisor.

f) Qualifications and Experience
Holder of Bachelor Degree in one of the following fields; Law, Education, Sociology, Law Enforcement, Criminology, Police Studies, Public Administration, Business Administration, Human Resources Management or its equivalent from a recognized University/Institution. Ethics Officer must have Certification or training in Corruption Studies or Certificate in Corporate Governance or its equivalent with working experience of at least sixteen (16) years in related field.

g) Mode of Entry

i) In-service

An Principal Internal Investigator who has served a minimum of 13 years is eligible for promotion to the grade of Chief Internal Investigator and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade.

9.2 Principal Internal Investigator

a) Job Title: Principal Internal Investigator
b) Grade Level: 6
c) Reports to: Respective Supervisor
d) Job Purpose
To provide hands on lead role in internal affairs matters practice in the NRA.
e) Duties and Responsibilities

i. To facilitate preparation of a comprehensive practical programs and schedules for proactive and reactive investigations;
ii. To conduct risk assessment and analysing various segments of the Authority's operations for drawing up proactive investigation plans;
iii. To lead investigation teams and ensure that legal and investigations standards are maintained;
iv. To prepare Investigation Plan and maintain investigation case files;
v. To conduct verification of employees' assets and liabilities declarations;
vi. To collect and evaluate evidence and prepare interim reports and draft final investigation report;
vii. To appear before courts or disciplinary committees for the purpose of adducing evidence;
viii. To maintain a database on the allegations received and fraud investigations carried out;
ix. To analyse gathered fraud intelligence information and determine its value for investigation purposes; and
x. To perform other duties as assigned by the supervisor.

f) Qualifications and Experience
Holder of Bachelor Degree in one of the following fields; Law, Education, Sociology, Law Enforcement, Criminology, Police Studies, Public Administration, Business Administration, Human Resources Management or its equivalent from a recognized University/Institution. Ethics Officer must have Certification or training in Corruption Studies or Certificate in Corporate Governance or its equivalent with working experience of at least ten (10) years in related field.

g) Mode of Entry

i) In-service

A Senior Internal Affairs Officer who has served a minimum of 10 years is eligible for promotion to the grade of Principal Internal Affairs Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview.

h) Career Progression

A Principal Internal Investigator is eligible for promotion to the grade of a Principal Internal Investigator after having served a minimum of 10 years satisfactory service; and must pass a promotion interview

9.3 Senior Internal Investigator

a) Job Title: Senior Internal Investigator
b) Grade Level: 7
c) Reports to: Respective Supervisor
d) Job Purpose
To provide operational support in internal affairs matters practice in the NRA.
e) Duties and Responsibilities

i. To prepare comprehensive practical programs and schedules for proactive and reactive investigations;
ii. To conduct risk assessment and analysing various segments of the Authority's operations for drawing up proactive investigation plans;
iii. To participate in leading investigation teams and ensure that legal and investigations standards are maintained;
iv. To prepare Investigation Plan and maintain investigation case files;
v. To conduct verification of employees' assets and liabilities declarations;
vi. To collect and evaluate evidence and prepare interim reports and draft final investigation report;
vii. To appear before courts or disciplinary committees for the purpose of adducing evidence;
viii. To maintain a database on the allegations received and fraud investigations carried out;
ix. To gather fraud intelligence information and determine its value for investigation purposes; and
x. To perform other duties as assigned by the supervisor.

f) Qualifications and Experience
Holder of Bachelor Degree or Advanced Diploma in one of the following fields; Law, Education, Sociology, Law Enforcement, Criminology, Police Studies, Public Administration, Business Administration, Human Resources Management or its equivalent from a recognized University/Institution. Security. Ethics Officer must have Certification or training in Corruption Studies or Certificate in Corporate Governance or its equivalent with working experience of at least seven (7) years in related field.

g) Mode of Entry

i) In-service

An Internal Investigator who has served a minimum of 7 years is eligible for promotion to the grade of Senior Internal Investigator; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Senior Internal Investigator is eligible for promotion to the grade of a Principal Internal Investigator after having served a minimum of 5 years satisfactory service; and must pass a promotion interview

9.4 Internal Investigator

a) Job Title: Internal Affairs Officer
b) Grade Level: 8
c) Reports to: Respective Supervisor
d) Job Purpose
To support in provision of internal affairs services to the NRA.
e) Duties and Responsibilities

i. To assist Senior Internal Investigator in preparing internal investigation plans;
ii. To perform fraud risk assessments and submit inputs for drawing proactive investigation action plan;
iii. To participate conduct investigation based on the approved investigation plans;
iv. To participate in conducting a risk based verification of employees' assets and liability declarations;
v. To compile evidence and review its sufficiency, relevancy, and reliability;
vi. To maintain and make use of investigation diaries;
vii. To prepare investigation files and arrange investigation work papers and evidences.
viii. To assist Investigation Team leader in drafting investigation reports;
ix. To appear before courts or disciplinary committees for the purpose of adducing evidence; and
x. To perform other duties as assigned by the supervisor.

f) Qualifications and Experience
Holder of Bachelor Degree or Advanced Diploma in one of the following fields; Law, Education, Sociology, Law Enforcement, Criminology, Police Studies, Public Administration, Business Administration, Human Resources Management or its equivalent from a recognized University/Institution. Ethics Officer Certification or training in Corruption Studies or Certificate in Corporate Governance with working experience of at least four (4) years in related field.

g) Mode of Entry

i) In-service

An Assistant Internal Affairs Officer who has served a minimum of 4 years is eligible for promotion to the grade of Internal Affairs Officer; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Internal Investigator is eligible for promotion to the grade of a Senior Internal Investigator after having served a minimum of 5 years satisfactory service; and must pass a promotion interview.

9.5 Assistant Internal Investigator

a) Job Title: Assistant Internal Investigator
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose
To provide hands on support in internal affairs matters practice in the NRA.
e) Duties and Responsibilities

i. To assist Senior Internal Investigator in preparing internal investigation plans.
ii. To provide inputs in performing fraud risk assessments and submit inputs for drawing proactive investigation action plan.
iii. To participate in conducting investigation based on the approved investigation plans.
iv. To assist in conducting a risk based verification of employees' assets and liability declarations.
v. To compile evidence and review its sufficiency, relevancy, and reliability.
vi. To maintain and make use of investigation diaries.
vii. To prepare investigation files and arrange investigation work papers and evidences.
viii. To assist Investigation Team leader in drafting investigation reports.
ix. To appear before courts or disciplinary committees for adducing evidence.
x. Perform other duties as assigned by the supervisor.

f) Qualifications and Experience

Holder of Bachelor Degree or Advanced Diploma in one of the following fields; Law, Education, Sociology, Law Enforcement, Criminology, Police Studies, Public Administration, Business Administration, Human Resources Management or its equivalent from a recognized University/Institution.

g) Mode of Entry
i) In-service

Not promotional.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Assistant Internal Investigator is eligible for promotion to the grade of an Internal Investigator after having served a minimum of 4 years satisfactory service; and must pass a promotion interview

9.6 Chief Ethics Assurance Officer I

i) Job Title: Chief Ethics Assurance Officer
j) Grade Level: 5
k) Reports to: Respective Assistant Commissioner
l) Job Purpose

To provide lead role in internal affairs matters practice in the NRA.

m) Duties and Responsibilities

Ethical Conducts

i. To conduct Corruption Risk Assessment in the Authority's operational areas;
ii. To ensure implementation of the Authority's Anti-corruption strategies;
iii. To monitor preparation corruption prevention plans and establish time tables for implementing the plans;
iv. To conduct Ethics awareness programs aiming at increasing awareness to internal and external stakeholders;
v. To receive and compile quarterly reports submitted by Ethics Committees;
vi. To ensure that Ethics Committees are consistently and effectively evaluated;
vii. To conduct staff vetting and Integrity Testing; and
viii. To perform other duties as assigned by the supervisor.

n) Qualifications and Experience

Holder of Bachelor Degree in one of the following fields; Law, Education, Sociology, Law Enforcement, Criminology, Police Studies, Public Administration, Business Administration, Human Resources Management or its equivalent from a recognized University/Institution. Ethics Officer must have Certification or training in Corruption Studies or Certificate in Corporate Governance or its equivalent with working experience of at least sixteen (16) years in related field.

o) Mode of Entry

iii) In-service

An Principal Ethics Assurance Officer who has served a minimum of 13 years is eligible for promotion to the grade of Chief Ethics Assurance Officer; and must pass a promotion interview

iv) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

p) Career Progression

This is a terminal grade.

9.7 Principal Ethics Assurance Officer

i) Job Title: Principal Ethics Assurance Officer
j) Grade Level: 6
k) Reports to: Respective Supervisor
l) Job Purpose
To provide hands on lead role in internal affairs matters practice in the NRA.
m) Duties and Responsibilities

Ethical Conducts

i. To conduct Corruption Risk Assessment in the Authority's operational areas;
ii. To ensure implementation of the Authority's Anti-corruption strategies;
iii. To prepare corruption prevention plans and establish time tables for implementing the plans;
iv. To conduct Ethics awareness programs aiming at increasing awareness to internal and external stakeholders;
v. To receive and compile quarterly reports submitted by Ethics Committees;
vi. To ensure that Ethics Committees are consistently and effectively evaluated;
vii. To conduct staff vetting and Integrity Testing and
viii. To perform other duties as assigned by the supervisor.

n) Qualifications and Experience
Holder of Bachelor Degree in one of the following fields; Law, Education, Sociology, Law Enforcement, Criminology, Police Studies, Public Administration, Business Administration, Human Resources Management or its equivalent from a recognized University/Institution. Ethics Officer must have Certification or training in Corruption Studies or Certificate in Corporate Governance or its equivalent with working experience of at least ten (10) years in related field.

o) Mode of Entry

iii) In-service

A Senior Ethics Assurance who has served a minimum of 10 years is eligible for promotion to the grade of Principal Ethics Assurance Officer; and must pass a promotion interview

iv) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview.

p) Career Progression

A Principal Ethics Assurance Officer is eligible for promotion to the grade of a Principal Ethics Assurance Officer after having served a minimum of 10 years satisfactory service; and must pass a promotion interview

9.8 Senior Ethics Assurance Officer

i) Job Title: Senior Ethics Assurance Officer
j) Grade Level: 7
k) Reports to: Respective Supervisor
l) Job Purpose

To provide operational support in internal affairs matters practice in the NRA.

m) Duties and Responsibilities

Ethical Conducts

i. To conduct Corruption Risk Assessment in the Authority's operational areas.
ii. To ensure implementation of the Authority's Anti-corruption strategies;
iii. To participate in preparation of corruption prevention plans and establish time tables for implementing the plans;
iv. To conduct Ethics awareness programs aiming at increasing awareness to internal and external stakeholders;
v. To receive and compile quarterly reports submitted by Ethics Committees;
vi. To ensure that Ethics Committees are consistently and effectively evaluated;
vii. To conduct staff vetting and Integrity Testing; and
viii. Perform other duties as assigned by the supervisor.

n) Qualifications and Experience

Holder of Bachelor Degree or Advanced Diploma in one of the following fields; Law, Education, Sociology, Law Enforcement, Criminology, Police Studies, Public Administration, Business Administration, Human Resources Management or its equivalent from a recognized University/Institution. Security. Ethics Officer must have Certification or training in Corruption Studies or Certificate in Corporate Governance or its equivalent with working experience of at least seven (7) years in related field.

o) Mode of Entry

iii) In-service

An Ethics Assurance Officer who has served a minimum of 7 years is eligible for promotion to the grade of Senior Ethics Assurance Officer; and must pass a promotion interview

iv) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

p) Career Progression

A Senior Internal Affairs Officer is eligible for promotion to the grade of a Principal Internal Affairs Officer after having served a minimum of 5 years satisfactory service; and must pass a promotion interview

9.9 Ethics Assurance Officer

i) Job Title: Ethics Assurance Officer
j) Grade Level: 8
k) Reports to: Respective Supervisor
l) Job Purpose

To support in provision of internal affairs services to the NRA.

m) Duties and Responsibilities

Ethical Conducts

i. To promote employees' compliance to ethical core values through sensitization of governance policies and Anti-Corruption programs;
ii. To participate in conduct Corruption Risk Assessment in various organizational functional areas;
iii. To provide inputs in development of Authority's governance policies and Anti-Corruption programs;
iv. To follow up the performance of Ethics Committees;
v. To participate in conduct Ethics training and awareness sessions to external stakeholders;
vi. To participate conducting staff vetting and conducting integrity testing;
vii. To compile and handle internal and external stakeholders' complaints raised during ethics sensitization programs; and
viii. To perform other duties as assigned by the supervisor.

n) Qualifications and Experience

Holder of Bachelor Degree or Advanced Diploma in one of the following fields; Law, Education, Sociology, Law Enforcement, Criminology, Police Studies, Public Administration, Business Administration, Human Resources Management or its equivalent from a recognized University/Institution. Ethics Officer Certification or training in Corruption Studies or Certificate in Corporate Governance with working experience of at least four (4) years in related field.

o) Mode of Entry

iii) In-service

An Assistant Ethics Assurance Officer who has served a minimum of 4 years is eligible for promotion to the grade of Ethics Assurance Officer; and must pass a promotion interview

iv) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

p) Career Progression

An Ethics Assurance Officer is eligible for promotion to the grade of a Senior Ethics Assurance Officer after having served a minimum of 5 years satisfactory service; and must pass a promotion interview.

9.10 Assistant Ethics Assurance Officer

i) Job Title: Assistant Ethics Assurance Officer
j) Grade Level: 9
k) Reports to: Respective Supervisor
l) Job Purpose

To provide hands on support in internal affairs matters practice in the NRA.

m) Duties and Responsibilities

Ethical Conducts

i. To promote employees' compliance to ethical core values through sensitization of governance policies and Anti-Corruption programs;
ii. To assist in conducting Corruption Risk Assessment in various organizational functional areas;
iii. To provide inputs in development of Authority's governance policies and Anti-Corruption programs;
iv. To participate in conducting Ethics training and awareness sessions to external stakeholders;
v. To participate in conducting staff vetting and conducting integrity testing;
vi. To compile and handle internal and external stakeholders' complaints raised during ethics sensitization programs; and
vii. To perform other duties as assigned by the supervisor.

n) Qualifications and Experience

Holder of Bachelor Degree or Advanced Diploma in one of the following fields; Law, Education, Sociology, Law Enforcement, Criminology, Police Studies, Public Administration, Business Administration, Human Resources Management or its equivalent from a recognized University/Institution.

o) Mode of Entry

iii) In-service

Not promotional.

iv) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

p) Career Progression

An Assistant Ethics Assurance Officer is eligible for promotion to the grade of an Ethics Assurance Officer after having served a minimum of 4 years satisfactory service; and must pass a promotion interview

10. SCHEME OF SERVICE FOR ICT STAFF

Designation	Salary Grade Level
Chief ICT Officer	5
Principal ICT Officer	6
Senior ICT Officer	7
ICT Officer	8
Assistant ICT Officer	9
IT Technician I	10
IT Technician II	11

10.1 Chief ICT Officer

a) Job Title: Chief ICT Officer

b) Grade Level: 5

c) Reports to: Assistant Commissioner ICT

d) Job Purpose

To direct, supervise and coordinate NRA- wide Information technology system

e) Duties and responsibilities

Infrastructure

i. To plan and lead the implementation security on the entire network infrastructure;
ii. To supervise on field development and implementation of network system and end user security requirements;
iii. To ensure storage, archiving, back-up and recovery procedures from internal and external servers are functioning correctly;
iv. To develop and oversee the adherence to maintenance and performance standards of data, voice or video network hardware and systems;
v. To continue to monitor developments in software and hardware to improve systems and services;
vi. To research and analyse data or voice networking technologies to remain pro-active and current in the industry;
vii. To troubleshoot highly complex data, voice or video network and hardware problems;
viii. To design and develop appropriate management processes to ensure the security and integrity of all corporate databases and ensure that all availability and performance targets are met;
ix. To coordinate and Monitor a Business Continuity and Disaster Recovery Plan; and
x. Perform other duties as assigned by the supervisor.

Systems and Applications

i. To oversee development and implementation of ICT system and user security requirements;
ii. To supervise the process of interviewing and gathering client requirements to translate into detailed project plans that meet budgets;

iii. To interface with clients to scope projects, manage budgets and direct the development cycle from inception to completion;
iv. To control, manage, and oversee the development and deployment of ICT applications;
v. To evaluate the effectiveness of development tools and processes;
vi. To provide technical expertise as well as technical leadership in relation to ICT application development projects;
vii. To advice on policies and strategies for Web Applications Development;
viii. To oversee the preparation of functional, content, testing and technical specifications;
ix. To advises on the technical and design aspects of independently developed web sites planning to tie into an organization's web sites;
x. To advise on the technical and design aspects on ICT application development and deployment; and
xi. To perform other duties as assigned by the supervisor

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Computer Science, Information and Communications Technology, Software Engineering, Systems Engineering, System Security, Network Administration, Database Administration, or equivalent qualifications from recognized Institutions with working experience of at least sixteen (16) years in related field.

g) Mode of Entry

i. In-service

A Principal ICT Officer who has served a minimum of 13 years is eligible for promotion to the grade of Chief ICT Officer; and must pass a promotion interview

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview.

h) Career Progression

This is a terminal grade

10.2 Principal ICT Officer

a) Job Title: Principal ICT officer

b) Grade Level: 6

c) Reports to: Chief ICT Officer

d) Job Purpose

To direct, supervise and coordinate NRA- wide Information technology system

e) Duties and responsibilities

Infrastructure

i. To develop, plan and implement the overall strategic goals of the network system;
ii. To supervise design, implementation and management of the network infrastructure for local and wide area networks (LAN/WAN) for the NRA's communication
iii. To provide technical support for maintenance of NRA's intranet, website and other online platforms in support of the communications department of the NRA.
iv. To supervise, evaluate network infrastructure performance and recommend changes to current and future network requirements to meet needs;
v. To lead the administration and maintenance of network infrastructure with an emphasis on improving the wide area network;
vi. To ensure that the database and the data analysis software operates to its full potential and that day to-day administration and security is carried out effectively
vii. To coordinate database activities (e.g. security, upgrades, populating, refreshing, repairing database systems, cataloguing, access rights, etc.);
viii. To design the physical implementation of logical database requirements, to include de-normalization when required;
ix. To implement database back-up and recovery plans, and performs database recoveries and coordination with other ICT departments within Government;
x. To design and implement the data protection and security strategy to ensure data security and disaster recovery measures are in place;
xi. To ensure disaster recovery systems are fully operational at all times to assure business continuity of digital information in the NRA;

Systems and Applications

i. To supervise business automation processes by conducting feasibility studies, requirement analysis, and cost comparison and benefit analysis;
ii. To document and map user and technical requirements for office automation;
iii. To control, manage, and supervise development and deployment of ICT applications;
iv. To coordinate various development teams and ensure adherence of ICT development standards;
v. To provide technical expertise in relation to ICT application development projects, keeping abreast of the latest technologies, methodologies & standards;
vi. To ensure media production and acquisitions meet legal and copyright requirements;
vii. To develop and perform usability and testing integration of multimedia systems;
viii. To develop test and acceptance plan;
ix. To oversee management of web servers and web content;
x. To advice on policies and strategies for Web Applications Development;
xi. To ensure staff development and arrange for user training program to ascertain that all systems users are conversant with the relevant skills necessary to the output on assignments;
xii. To manage service level agreements and other contract for the ICT in order to acquire comprehensive service delivery;
xiii. To supervise application and enforcement of the ICT procedures for the efficient operation of all the NRA systems; and
xiv. To perform other duties as assigned by the supervisor

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Computer Science, Information and Communications Technology, Software Engineering, Systems Engineering, System Security, Network Administration, Database Administration, or equivalent qualifications from recognized Institutions with working experience of at least ten (10) years in related field.

g) Mode of Entry

i. In-service

An Senior ICT Officer who has served a minimum of 10 years is eligible for promotion to the grade of Principal ICT Officer; and must pass a promotion interview

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Principal ICT Officer is eligible for promotion to the grade of a Chief ICT Officer after having served a minimum of 13 years satisfactory service; and must pass a promotion interview.

10.3 Senior ICT Officer

a) Job Title: Senior ICT Officer

b) Grade Level: 7

c) Reports to: Respective Supervisor

d) Job Purpose

To provide ICT Support to ensure reliable local communications and connectivity of NRA.

e) Duties and responsibilities

Infrastructure

i. To review, plan, implement and evaluate network systems performance to ensure network optimisation plan;
ii. To develop and evaluate network maintenance and upgrade plans;
iii. To perform System back-ups on internal and external network servers;
iv. To oversee develop and implement network system and user security requirements;
v. To monitor and maintain software and hardware for optimal network performance;
vi. To test and implement security plans, products and controls;
vii. To assess ICT security risk/exposure to new and existing infrastructure and perform appropriate corrective actions for ICT security incidents;
viii. To assist in design and development of database systems.
ix. To develop database functions, scripts, stored procedures and triggers to support application development.
x. To implement and Control access permissions and privileges;
xi. To manage and test back-up and recovery plans;
xii. To maintain data integrity by establishing and implementing regular system checks;

Systems and Applications

i. To analyse business processes and document workflows and results of business analysis and obtain sign-off from the client on the specifications;
ii. To develop and review test plans, test procedures, acceptance plan and performance assessment requirements;
iii. To review installation and upgrade guidelines and document computer systems configuration;
iv. To develop software development metrics to ensure that desired deliverables are achieved;
v. To review technical considerations and constraints in application development and deployment;
vi. To perform day-to-day change requests in relation to the project plans to ensure agreed deadlines are met.
vii. To develop website architecture, application models and user interface specifications;
viii. To provide the link between the customer, development team and any third party regarding software functionality, throughout the development lifecycle;
ix. To install, configure and maintain ICT systems;
x. To ensure proper system back-ups on internal and external systems; and
xi. To perform other duties as assigned by the supervisor

f) Qualifications and Experience

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Computer Science, Information and Communications Technology, Software Engineering, Systems Engineering, System Security, Network Administration, Database Administration, or equivalent qualifications from recognized Institutions with working experience of at least seven (7) years in the related field.

g) Mode of Entry

i. In-service

An ICT Officer who has served a minimum of 7 years is eligible for promotion to the grade of Senior ICT Officer; or pass a promotion interview

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview.

h) Career Progression

A Senior ICT Officer is eligible for promotion to the grade of a Principal ICT Officer after having served a minimum of 10 years satisfactory service; and must pass a promotion interview

10.4 ICT Officer

a) Job Title: ICT Officer

b) Grade Level: 8

c) Reports to: Respective Supervisor

d) Job Purpose

To support the provision of ICT services to the NRA**.**

e) Duties and responsibilities

Infrastructure

i. To diagnose, resolve, and document hardware and software network problems in a timely and accurate fashion, and provide end user training and support where required;
ii. To administer and maintain of LAN, WAN and other network infrastructure managed by the Authority.
iii. To interact with internal clients to resolve escalated help desk issues;
iv. To install, configure and maintain the network;
v. To troubleshoot systems backups, archiving, and disaster recovery;
vi. To implement ICT security measures as well as services and to address and mitigate ICT security risks;
vii. To deal with the troubleshooting, backup, archiving, and disaster recovery;
viii. To implement and maintain of systems, programs, hardware and software;
ix. To create of network and email accounts, setting up laptops/desktops, and updating company phone lists and email address books;
x. To identify and rectify database errors in a timely manner;
xi. To assist documentations of database design, configuration and change management tasks;
xii. To participate in implementing a Business Continuity and Disaster Recovery Plan and
xiii. To perform other duties as assigned by the supervisor.

Systems and Applications

i. To define system and software application requirements;
ii. To identify system platform, components and dependencies;
iii. To determine software that ensures the quality, reliability and system security;
iv. To identify and design solution to meet user requirements;
v. To establish detailed program specification through discussion with system end-users;
vi. To perform systems testing (Software validation & verification) and document test results;
vii. To code, test, debug and install application programmes;
viii. To configure appropriate application servers based installed application program;
ix. To write and review detailed program documentation;
x. To develop and review installation and upgrade guidelines and document computer systems configuration;
xi. To develop application architecture, models and user interface specifications;
xii. To develop test plans, test procedures, acceptance plan and performance assessment requirements;
xiii. To participate in design review and provide input for user documentation;
xiv. To assist in capturing user requirements (Customer Requirement Specifications);
xv. To Liaise with user support staff in supporting end users;
xvi. Participate in development of user training plans;
xvii. To help programmers during system development, example provide use cases, flowcharts;
xviii. To participate in development website and other multimedia applications;
xix. To develop, evaluate and revise multimedia graphics, text and scripts;
xx. To identify available media and content sources;
xxi. To identify multimedia and implement corrective actions for performance improvements;

xxii. To assist in training system end users for effective utilisation of deployed systems; and
xxiii. To perform other duties as assigned by the supervisor

f) Qualifications and Experience

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Computer Science, Information and Communications Technology, Software Engineering, Systems Engineering, System Security, Network Administration, Database Administration, or equivalent qualifications from recognized Institutions with working experience of at least four (4) years in related field.

g) Mode of Entry

i) In-service

An Assistant ICT Officer who has served a minimum of 4 years is eligible for promotion to the grade of ICT Officer; or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An ICT Officer is eligible for promotion to the grade of a Senior ICT Officer after having served a minimum of 7 years satisfactory service; and must pass a promotion interview.

10.5 Assistant ICT Officer

a) Job Title: Assistant ICT Officer

b) Grade Level: 9

c) Reports to: Respective Supervisor

d) Job Purpose

To provide hands on support in the provision of ICT services in the NRA

e) Duties and responsibilities

Infrastructure

i. To installs and configures LAN and WAN infrastructure;
ii. To tests network equipment and devices;
iii. To troubleshoot all network related problems;
iv. To maintain and repair of Network active and passive equipment;
v. To undertake day to day management of LAN, wireless systems, telephone systems, leased lines, etc.;
vi. To document and communicate network related problems, solutions and the implementation process;
vii. To provide Database Client and User Services;

viii. To maintain databases operations performance to meet Authority needs and expectations;
ix. To conduct monitoring of System Databases to ensure it achieves the set service levels and performance indicators;
x. To perform Database Administration and Maintenance;
xi. To install, configure, and update antivirus software;
xii. To alert users on various security risks, threats and vulnerabilities;
xiii. To identify, assess and reduce ICT related risk within levels of tolerance set by Authority;
xiv. To protect information systems and technology from malware (e.g. viruses, worms, spyware, and spam) and over all methods of connectivity; and
xv. To perform other duties as assigned by the supervisor.

Systems and Applications

i. To assists in capturing user Customer Requirement Specifications;
ii. To performs systems analysis and design;
iii. To implement software systems (Write and document code);
iv. To perform systems testing (Software validation & verification) and document test results;
v. To configure appropriate application servers based installed application program;
vi. To assist in conducting user acceptance test;
vii. To participate in design review and provide input for user documentation;
viii. To Liaises with user support staff in supporting end users;
ix. To maintains and support various business process applications;
x. To establish solutions for the identified Authority's requirements covering design and development;
xi. To implement solution components progressively in accordance with detailed applications designs following enterprise architecture, documentation standards, quality assurance (QA) requirements and approval standards;
xii. To assist to procure solution components based on the acquisition plan in accordance with requirements and detailed applications designs, architecture principles and standards, and the Authority's overall procurement and contract procedures, QA requirements, and approval standards;
xiii. To develop related reporting and analysis functionality for operational and historical data in ICT systems to enable production of reports and analysis for effective decision making;
xiv. To implement the escalated service development related problems (2nd and/or 3rd level) and their root causes to provide timely resolution to prevent recurring incidents;
xv. To provide descriptions and relationships between service development related key resources and capabilities required to deliver ICT-enabled services;
xvi. To install and configure new hardware/software, remote administration, train and support end users;
xvii. To apply operating system upgrades, updates, and configuration changes; and
xviii. To perform other duties as assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Computer Science, Information and Communications Technology, Software Engineering, Systems Engineering, System Security, Network Administration, Database Administration, or equivalent qualifications from recognized Institutions.

g) Mode of Entry

i. In-service

Not promotional.

ii. Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Assistant ICT Officer is eligible for promotion to the grade of an ICT Officer after having served a minimum of 4 years satisfactory service; and must pass a promotion interview

10.6 IT Technician I

a) Job Title: ICT Technician I

b) Grade Level: 10

c) Reports to: Assistant ICT Officer

d) Job Purpose

To provide lead role in the support the professional leadership to manage IT issues.

e) Duties and responsibilities

i. To produces draft technical reports;
ii. To coordinates the activities of sub-professional IT to resolve all IT issues;
iii. To assists to update staff records in the database;
iv. To collates and analyses information from help-desk to support decision making;
v. To Appraises direct reports and undertakes any other tasks that may be assigned.

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f) Qualifications and Experience

Holder of Diploma in one of the following fields; Computer Science, IT, Information Management or equivalent qualifications from recognized Institutions. Ability to use different Accounting packages/software is an added advantage.

g) Mode of Entry

i) In-service

An IT Technician II who has served a minimum of 4 years is eligible for promotion to the grade of IT Technician I; or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade

10.7 IT Technician II

a) Job Title: ICT Technician II

b) Grade Level: 11

c) Reports to: Respective Supervisor

d) Job Purpose

To support the professional leadership to manage IT tasks.

e) Duties and responsibilities

i. To coordinate the preparation of the unit's periodic reports;
ii. To assist in the installation and implementation of newly procured IT system;
iii. To execute authorized IT system upgrades;
iv. To provide technical support for the delivery of end-users training;
v. To appraise direct reports and undertake any other tasks that may be assigned

f) Qualifications and Experience

Holder of Diploma in one of the following fields; Computer Science, Information Technology, Information Science or equivalent qualifications from recognized Institutions.

g) Mode of Entry

i) In-service

An ICT Technician III who has served a minimum of 7 years is eligible for promotion to the grade of ICT Technician II; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An ICT Technician II is eligible for promotion to the grade of an ICT Technician I after having served a minimum of 10 years satisfactory service; and must pass a promotion interview

10.8 IT Technician III

a) Job Title: ICT Technician III

b) Grade Level: 11

c) Reports to: Respective Supervisor

d) Job Purpose

To provide frontline IT services for efficient performance of all tasks.

e) Duties and responsibilities

vi. To coordinate the preparation of the unit's periodic reports;
vii. To assist in the installation and implementation of newly procured IT system;
viii. To execute authorized IT system upgrades;
ix. To provide technical support for the delivery of end-users training;
x. To appraise direct reports and undertake any other tasks that may be assigned

f) Qualifications and Experience

Holder of Diploma in one of the following fields; Computer Science, Information Technology, Information Science or equivalent qualifications from recognized Institutions.

g) Mode of Entry

iii) In-service

An ICT Technician IV who has served a minimum of 4 years is eligible for promotion to the grade of ICT Technician III; and must pass a promotion interview

iv) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An ICT Technician III is eligible for promotion to the grade of an ICT Technician II after having served a minimum of 7 years satisfactory service; and must pass a promotion interview

10.9 IT Technician IV

a) Job Title: ICT Technician IV

b) Grade Level: 11

c) Reports to: Respective Supervisor

d) Job Purpose

e) To support the provision of frontline IT support services

f) Duties and responsibilities

xi. To coordinate the preparation of the unit's periodic reports;
xii. To assist in the installation and implementation of newly procured IT system;
xiii. To execute authorized IT system upgrades;
xiv. To provide technical support for the delivery of end-users training;
xv. To appraise direct reports and undertake any other tasks that may be assigned

g) Qualifications and Experience

Holder of Diploma in one of the following fields; Computer Science, Information Technology, Information Science or equivalent qualifications from recognized Institutions.

h) Mode of Entry

v) In-service

Not promotional.

vi) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

i) Career Progression

An ICT Technician IV is eligible for promotion to the grade of an ICT Technician II after having served a minimum of 4 years satisfactory service; and must pass a promotion interview

11. SCHEME OF SERVICE FOR LEGAL STAFF

Designation	Salary Grade Level
Chief legal counsel	5
Principal legal counsel	6
Senior legal counsel	7
legal counsel	8
Assistant legal counsel	9

11.1 Chief Legal Counsel

a) Job Title: Chief Legal Counsel
b) Grade Level: 5
c) Reports to: Respective Assistant Commissioner
d) Job Purpose

To provide lead role in all legal matters practice in the NRA.

e) Duties and responsibilities

i. To interpret all tax laws administered by NRA and advice on the proper application of such laws;
ii. To provide legal opinion on all legal matters as may be directed by the supervisor;
iii. To litigate or prosecute cases which involve NRA and report the progress as well as the final outcome as soon as practicable;
iv. To review proposed amendment of various tax laws administered by NRA;
v. To facilitate pleadings, witnesses and appearance of counsels in courts and other judicial bodies;
vi. To ensure collaboration with other institutions in handling tax cases;
vii. To communicate court decisions to relevant stakeholders;
viii. To supervise draft various legal documents and provide legal interpretation of documents;
ix. To monitor the process of identifying risks in relation to activities of the department and propose measures to manage or prevent such risks;
x. To prepare monthly, quarterly and annual report of the department; and
xi. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders Bachelor Degree in Law or equivalent qualifications from recognized Institutions who are registered as Advocate of the High Court of South Sudan with working experience of at least thirteen (13) years in related field.

g) Mode of Entry

i) In-service

A Principal Legal Counsel who has served a minimum of 13 years is eligible for promotion to the grade of Chief Legal Counsel upon satisfactory recommendation from the supervisor or pass a promotion interview.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is terminal grade.

11.2 Principal Legal Counsel

a) Job Title: Principal Legal Counsel
b) Grade Level: 6
c) Reports to: Respective Supervisor
d) Job Purpose

To provide lead role in all legal matters practice in the NRA.

e) Duties and responsibilities

i. To provide interpretation of applicable laws including those administered by NRA;
ii. To monitor pleadings, witnesses and appearance of counsels in courts and other judicial bodies;
iii. To monitor compilation of court decisions for subsequent communication to relevant stakeholders;
iv. To collaborate with other institutions in handling tax cases;
v. To identify potential risks in relation to activities of the department;
vi. To review draft the legal documents as may be required by the supervisor;
vii. To monitor process of handling correspondence on legal issues between the Authority, taxpayers and other clients;
viii. To provide legal advice to other NRA departments on issues as may be required;
ix. To review of cases and propose cases suitable for settlement out of judicial processes;
x. To prepare monthly, quarterly and annual performance reports; and
xi. To perform other duty assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in Law or equivalent qualifications from recognized Institutions who are registered as Advocate of the High Court of South Sudan with working experience of at least ten (10) years in related field.

g) Mode of Entry

i) In-service

An Senior Legal Counsel who has served a minimum of 7 years is eligible for promotion to the grade of Principal Legal Counsel; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (e) and must pass a selection interview

h) Career Progression

A Principal Legal Counsel is eligible for promotion to the grade of a Chief Legal Counsel after having served a minimum of 13 years satisfactory service; and must pass a promotion interview

11.3 Senior Legal Counsel

a) Job Title: Senior Legal Counsel
b) Grade Level: 7
c) Reports to: Respective Supervisor
d) Job Purpose

To provide operational support in legal services provision in the NRA.

e) Duties and responsibilities

i. To provide interpretation of applicable laws including those administered by NRA;
ii. To provide inputs in identification of potential risks in relation to activities of the department;
iii. To prepare pleadings, witnesses and appearance of counsels in courts and other judicial bodies;
iv. To compile court decisions for subsequent communication to relevant stakeholders;
v. To draft the legal documents as may be required by the supervisor;
vi. To handle correspondence on legal issues between the Authority, taxpayers and other clients;
vii. To provide legal advice to other NRA departments on issues as may be required;
viii. To recommend cases suitable for settlement out of judicial processes;
ix. To prepare monthly, quarterly and annual performance reports; and
x. To perform other duty assigned by the supervisor.

f) Qualifications Experience

Holders of Bachelor Degree in Law or equivalent qualifications from recognized Institutions who is recognized as a notary public by the High Court of South Sudan with working experience of at least seven (7) years in related field.

g) Mode of Entry

i) In-service

A Legal Counsel who has served a minimum of 7 years is eligible for promotion to the grade of Senior Legal Counsel upon satisfactory recommendation from the supervisor or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview.

h) Career Progression

A Senior Legal Counsel is eligible for promotion to the grade of a Principal Legal Counsel after having served a minimum of 10 years satisfactory service; and must pass a promotion interview.

11.4 Legal Counsel

a) Job Title: Legal Counsel
b) Grade Level: 8
c) Reports to: Respective Supervisor
d) Job Purpose

To support the provision of legal services to the NRA.

e) Duties and responsibilities

i. To participate in identification of court cases which are suitable for settlement out of judicial processes and recommend to the supervisor;
ii. To provide inputs in drafting legal documents as may be assigned;
iii. To provide inputs in preparation of pleadings, witnesses and appearance of counsels in courts and other judicial bodies
iv. To give legal opinions or advise on matters related to functions and operations of NRA;
v. To assist in compilation of court decisions for subsequent communication to relevant stakeholders;
vi. To propose amendment and give interpretation of laws administered by NRA;
vii. To handle administrative activities of the department as may be directed;
viii. To identify potential risks in relation to activities of the department and report to the supervisor;
ix. To prepare monthly, quarterly and annual performance reports; and
x. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in Law or equivalent qualifications from recognized Institutions who is recognized as a notary public by the Higher Court of South Sudan with working experience of at least four (4) years in related field.

g) Mode of Entry

i) In-service

An Assistant Legal Counsel who has served a minimum of 4 years is eligible for promotion to the grade of Legal Counsel; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview.

h) Career Progression

A Legal Counsel is eligible for promotion to the grade of a Senior Legal Counsel after having served a minimum of 7 years satisfactory service; or pass a promotion interview

11.5 Assistant Legal Counsel

a) Job Title: Assistant Legal Counsel
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands on support in the provision of legal services to NRA

e) Duties and responsibilities

i. To identify Court cases which are suitable for settlement out of judicial processes and recommend to the supervisor;
ii. To assist in gathering information for draft legal documents;

iii. To compile information relevant in providing legal opinions or advise on matters related to functions and operations of NRA;
iv. To propose amendment and give interpretation of laws administered by NRA.
v. To handle administrative activities of the department as may be directed;
vi. To identify potential risks in relation to activities of the department and report to the supervisor;
vii. To provide inputs in preparation of monthly, quarterly and annual performance reports; and
viii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in Law or equivalent qualifications from recognized Institutions who is recognized as a notary public by the High Court of South Sudan.

g) Mode of Entry

i) In-service

Not promotional.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Assistant Legal Counsel is eligible for promotion to the grade of Legal Counsel after having served a minimum of 4 years satisfactory service; or pass a promotion interview

12. SCHEME OF SERVICE FOR FINANCE STAFF

Designation	Salary Grade Level
Accountants	
Chief Accountant	5
Principal Accountant	6
Senior Accountant	7
Accountant	8
Assistant Accountant	9
Accounting Technicians	
Accounting Technician I	9
Accounting Technician II	10
Accounting Technician III	11
Accounting Technician IV	12

12.1 Chief Accountant

a) Job Title: Chief Accountant
b) Grade Level: 5
c) Reports to: Assistant Commissioner for Finance or Finance and Administration
d) Job Purpose

To provide lead role in all accountancy matters practice in the NRA.

e) Duties and responsibilities

i. To oversee preparation of monthly expenditure reports for the Authority;
ii. To supervise implementation financial policies, procedures and systems for effective and efficient financial management;
iii. To supervise collection and accounting for all government revenue;
iv. To supervise collection and accounting for all NRA income;
v. To coordinate reconciliation of government revenue records;
vi. To review of non- current asset schedules and stock taking reports prior to inclusion of the same in NRA's financial statements;
vii. To coordinate preparation of revenue reports and statements;
viii. To coordinate preparation financial statements and management reports;
ix. To supervise bank reconciliation reports;
x. To check and consolidate budget for departments/units;
xi. To monitor timely capturing of all expenditure records in computerized expenditure accounting system;
xii. To verify, approve and post transactions in expenditure accounting system as per NRA Financial Regulation;
xiii. To verify completeness of supporting documents required for registration of non-current assets acquired in the department;
xiv. To supervise stock taking activities in liaison with Procurement Management Department
xv. To monitor payment of NRA staff allowances and benefits
xvi. To attend audit queries and observation relating to Finance Department;
xvii. To ensure timely filling of performance report as per established standards; and

xviii. To perform other duties assigned by the supervisor.

f) Direct Qualifications and Experience

Holder of Masters or Postgraduate Diploma in one of the following fields; Accounting, Finance, Commerce or Business Administration majoring in Accounting or Finance or equivalent qualifications from recognized Institutions plus professional qualification such as CPA, ACCA or ACA, with working experience of thirteen (13) years in related field.

g) Mode of Entry

i) In-service

A Principal Accountant who has served a minimum of 13 years is eligible for promotion to the grade of Chief Accountant; or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade.

12.2 Principal Accountant

a) Job Title: Principal Accountant
b) Grade Level: 6
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands on lead role in all accountancy matters practice in the NRA.

e) Duties and responsibilities

i. To supervise preparation of Financial Statements (Interim and Final Accounts) in compliance with the NRA policies and procedures, South Sudan Governing Legislation and accounting standards;
ii. To make follow up on timely submission of monthly expenditure reports from the Authority's cost centres;
iii. To analyse monthly expenditure accounting reports from the Authority's Cost Centres;
iv. To provide feedback and advice to the cost centres on solving anomalies in the accounting system;
v. To monitor collection and accounting for all NRA income;
vi. To review reconciliation of government revenue records;
vii. To monitor collection and accounting for all NRA income;
viii. To review of non- current asset schedules and stock taking reports prior to inclusion of the same in NRA's financial statements;
ix. To review bank reconciliation reports for bank accounts;
x. To update chart of accounts in the expenditure accounting system;

xi. To make follow-up and attend expenditure accounting system application problems reported by cost centres; and
xii. To perform any other duties assigned by the supervisor.

f) Qualifications and Experience

Holder of Master or Postgraduate Diploma in one of the following fields; Accounting, Finance, Commerce or Business Administration majoring in Accounting or Finance or equivalent qualifications from recognized Institutions plus professional qualifications such as CPA, ACCA or ACA, with working experience of at least ten (10) years in related field.

g) Mode of Entry

i) In-service

A Senior Accountant who has served a minimum of 5 years is eligible for promotion to the grade of Principal Accountant; or pass a promotion interview.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Principal Accountant is eligible for promotion to the grade of a Chief Accountant after having served a minimum of thirteen (13) years satisfactory service; or pass a promotion interview

12.3 Senior Accountant

a) Job Title: Senior Accountant
b) Grade Level: 7
c) Reports to: Respective Supervisor
d) Job Purpose

To provide operational support in the provision of accounting services in the NRA.

e) Duties and responsibilities

i. To prepare Financial Statements (Interim and Final Accounts) in compliance with the NRA policies and procedures, South Sudan Governing Legislation and accounting standards;
ii. To submit monthly expenditure reports timely;
iii. To analyse monthly expenditure accounting reports from the Authority's Cost Centres.
iv. To provide feedback and advice to the cost centres on solving anomalies in the accounting system.
v. To perform reconciliation of government revenue records;
vi. To collect and account for all NRA income;
vii. To prepare non- current asset schedules and stock taking reports prior to inclusion of the same in NRA's financial statements;

viii. To prepare bank reconciliation reports for bank accounts
ix. To update chart of accounts in the expenditure accounting system.
x. To follow-up and attend expenditure accounting system application problems reported by cost centres.
xi. To follow-up and report on any technical problems reported by cost centres to ICT Helpdesk and liaise with ICT Department on their timely attendance.
xii. To prepare monthly cash position reports for cost centres;
xiii. To review training materials for existing accounting system and organise training to newly employed staff;
xiv. To perform any other duties assigned by the supervisor.

f) Qualifications and Experience

Holder of Bachelor Degree or Advanced Diploma in one of the following fields; Accounting, Finance, Commerce or Business Administration majoring in Accounting or Finance or equivalent qualifications from recognized Institutions plus professional qualifications CPA or ACCA or ACA, with minimum working experience of at least seven (7) years in related field.

g) Mode of Entry

i) In-service

An Accountant who has served a minimum of 7 years is eligible for promotion to the grade of Senior Accountant; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Senior Accountant is eligible for promotion to the grade of a Principal Accountant after having served a minimum of 10 years satisfactory service; or pass a promotion interview

12.4 Accountant

a) Job Title: Accountant
b) Grade Level: 8
c) Reports to: Respective Supervisor
d) Job Purpose

To support the provision of accounting services to the NRA.

a) Duties and responsibilities

i. To check the correctness of claims and verify payments.
ii. To ensure that expenditures fall within the budget limits.
iii. To perform periodic reconciliation of government revenue records;
iv. To participate in quarterly stock taking exercise.
v. To prepare monthly expenditure reports and supporting schedules.
vi. To prepare budget /virement for Finance Unit in NRA Tax States.

vii. To extract, review aged receivables report and take appropriate action to ensure timely recover of outstanding balances.
viii. To consolidate budget for NRA State operations and submit to respective States for review.
ix. To consolidate physical performance reports on quarterly basis.
x. To prepare budget performance reports on quarterly basis.
xi. To perform any other duties assigned by the supervisor.

a) Qualifications and Experience

Holder of Bachelor Degree Advanced Diploma in one of the following fields; Accounting, Finance, Commerce or Business Administration majoring in Accounting or Finance or equivalent qualifications from recognized Institutions with a minimum working experience of at least four (4) years in related field.

b) Mode of Entry

i) In-service

An Assistant Accountant who has served a minimum of 4 years is eligible for promotion to the grade of Accountant; and must pass a promotion interview.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

c) Career Progression

An Accountant is eligible for promotion to the grade of a Senior Accountant after having served a minimum of seven (7) years satisfactory service; or pass a promotion interview.

12.5 Assistant Accountant

a) Job Title: Assistant Accountant
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands on support in the provision of accounting services to NRA

e) Duties and responsibilities

i. To prepare weekly/monthly revenue collection, transfers, revenue float and tax exemption reports;
ii. To capture invoices, payment vouchers and credit memos in the expenditure accounting system;
iii. To prepare salary journal vouchers, deduction schedules, print salary slips and distribute to regions and departments;
iv. To participate in preparation of monthly expenditure reports and supporting schedules;
v. To participate in preparation of budget and physical performance report for the Finance Unit on quarterly basis;
vi. To participate in quarterly stock taking exercise;
vii. To ensure that all over-the-counter receipts are banked intact and promptly; and
viii. To perform any other duties assigned by the supervisor.

f) Qualifications

Holder of Bachelor Degree Advanced Diploma in one of the following fields; Accounting, Finance, Commerce or Business Administration majoring in Accounting or Finance or equivalent qualifications from recognized Institutions.

g) Mode of Entry

i) In-service

Not promotional.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Assistant Accountant is eligible for promotion to the grade of an Accountant after having served a minimum of four (4) years satisfactory service; or pass a promotion interview.

12.6 Accounting Technician I

a) Job Title: Accounting Technician I
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose

To provide lead role in support the professional leadership in provision of accounting services.

e) Duties and responsibilities

i. To receive and register cash/cheques / bank draft/ postal and money orders, issue receipts for the same and capture them timely in the expenditure accounting system;
ii. To maintain petty cash and bank all cash/cheques collected intact.
iii. To collect bank statements, bank Pay-in slips and other documents from banks.
iv. To record revenue transactions in cash books;
v. prepare revenue analysis journals and daily cash/cheque receipts sheets .
vi. To maintain a cheque payment register where the signatories shall sign; and cheque dispatch register for payees to sign.
vii. To generate payments and print cheques in expenditure accounting system.
viii. To dispatch cheques to staff and suppliers; and the cheque lists to banks.
ix. To stamp "PAID" all paid vouchers and their supporting documents; and file them in ascending order of disbursement numbers.
x. To make follow up to ensure collection of receipts for cheques dispatched to suppliers.
xi. To report any discovered loss/ shortage of cash/cheque/receipts.
xii. To perform any other duties assigned by the supervisor.

f) Qualifications and Experience

Holder of Diploma in one of the following fields; Accounting, Finance, Business Administration majoring in Accounting or Finance or equivalent qualifications from recognized Institutions.

g) Mode of Entry

i) In-service

No promotion

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade.

12.7 Accounting Technician II

a) Job Title: Accounting Technician
b) Grade Level: 10
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands on lead role in support the professional leadership in provision of accounting services

e) Duties and responsibilities

i. To receive and register cash/cheques / bank draft/ postal and money orders, issue receipts for the same and capture them timely in the expenditure accounting system;
ii. To maintain petty cash and bank all cash/cheques collected intact.
iii. To collect bank statements, bank Pay-in slips and other documents from banks.
iv. To record revenue transactions in cash books;
v. prepare revenue analysis journals and daily cash/cheque receipts sheets .
vi. To maintain a cheque payment register where the signatories shall sign; and cheque dispatch register for payees to sign.
vii. To generate payments and print cheques in expenditure accounting system.
viii. To dispatch cheques to staff and suppliers; and the cheque lists to banks.
ix. To stamp "PAID" all paid vouchers and their supporting documents; and file them in ascending order of disbursement numbers.
x. To make follow up to ensure collection of receipts for cheques dispatched to suppliers.
xi. To report any discovered loss/ shortage of cash/cheque/receipts.
xii. To perform any other duties assigned by the supervisor.

f) Qualifications and Experience

Holder of Diploma in one of the following fields; Accounting, Finance, Business Administration majoring in Accounting or Finance or equivalent qualifications from recognized Institutions.

g) Mode of Entry

iii) In-service

An Accounts Technician III who has served a minimum of 7 years is eligible for promotion to the grade of Accounting Technician II; and must pass a promotion interview

iv) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Accounting Technician II is eligible for promotion to the grade of an Accounting Technician I after having served a minimum of 10 years satisfactory service; and must pass a promotion interview

12.8 Accounting Technician III

a) Job Title: Accounting Technician III
b) Grade Level: 10
c) Reports to: Respective Supervisor
d) Job Purpose

To provide frontline accounting services for efficient performance of all tasks.

e) Duties and responsibilities

i. To receive and register cash/cheques / bank draft/ postal and money orders, issue receipts for the same and capture them timely in the expenditure accounting system;
ii. To maintain petty cash and bank all cash/cheques collected intact.
iii. To collect bank statements, bank Pay-in slips and other documents from banks.
iv. To record revenue transactions in cash books;
v. prepare revenue analysis journals and daily cash/cheque receipts sheets .
vi. To maintain a cheque payment register where the signatories shall sign; and cheque dispatch register for payees to sign.
vii. To generate payments and print cheques in expenditure accounting system.
viii. To dispatch cheques to staff and suppliers; and the cheque lists to banks.
ix. To stamp "PAID" all paid vouchers and their supporting documents; and file them in ascending order of disbursement numbers.
x. To make follow up to ensure collection of receipts for cheques dispatched to suppliers.
xi. To report any discovered loss/ shortage of cash/cheque/receipts.
xii. To perform any other duties assigned by the supervisor.

f) Qualifications and Experience

Holder of Diploma in one of the following fields; Accounting, Finance, Business Administration majoring in Accounting or Finance or equivalent qualifications from recognized Institutions.

g) Mode of Entry

v) In-service

An Accounting Technician IV who has served a minimum of 4 years is eligible for promotion to the grade of Accounting Technician III; and must pass a promotion interview

vi) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Accounting Technician III is eligible for promotion to the grade of an Accounting Technician II after having served a minimum of 7 years satisfactory service; and must pass a promotion interview

12.9 Accounting Technician IV

a) Job Title: Accounting Technician
b) Grade Level: 10
c) Reports to: Respective Supervisor
d) Job Purpose

To support the provision of frontline accounting support services

e) Duties and responsibilities

i. To receive and register cash/cheques / bank draft/ postal and money orders, issue receipts for the same and capture them timely in the expenditure accounting system;
ii. To maintain petty cash and bank all cash/cheques collected intact.
iii. To collect bank statements, bank Pay-in slips and other documents from banks.
iv. To record revenue transactions in cash books;
v. prepare revenue analysis journals and daily cash/cheque receipts sheets .
vi. To maintain a cheque payment register where the signatories shall sign; and cheque dispatch register for payees to sign.
vii. To generate payments and print cheques in expenditure accounting system.
viii. To dispatch cheques to staff and suppliers; and the cheque lists to banks.
ix. To stamp "PAID" all paid vouchers and their supporting documents; and file them in ascending order of disbursement numbers.
x. To make follow up to ensure collection of receipts for cheques dispatched to suppliers.
xi. To report any discovered loss/ shortage of cash/cheque/receipts.
xii. To perform any other duties assigned by the supervisor.

f) Qualifications and Experience

Holder of Diploma in one of the following fields; Accounting, Finance, Business Administration majoring in Accounting or Finance or equivalent qualifications from recognized Institutions.

g) Mode of Entry

vii) In-service

No promotion

viii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Accounting Technician IV is eligible for promotion to the grade of an Accounting Technician III after having served a minimum of 4 years satisfactory service; and must pass a promotion interview

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13. SCHEME OF SERVICE FOR INTERNAL AUDITORS

13.1 Scheme of services for Internal Auditor - Operations

Designation	Salary Grade Level
Chief Internal Auditor	5
Principal Internal Auditor	6
Senior Internal Auditor	7
Internal Auditor	8
Assistant Internal Auditor	9

13.1.1 Chief Internal Auditor

a) Job Title: Chief Internal Auditor
b) Grade Level: 5
c) Reports to: Assistant Commissioner Responsible for Internal Audit Operations
d) Job Purpose
To provide lead role in internal audit matters practice in the NRA.

e) Duties and responsibilities

i. To supervise audit teams in the preliminary surveys, risk assessment and analysis;
ii. To draw audit objective plans and programmes for audit assignments and executes audits according to the applicable auditing standards;
iii. To communicate to auditees and other auditors on the scope, audit objectives, timing and venue of opening and closing of audit assignments conferences;
iv. To evaluates systems of internal controls effectiveness in the assigned auditable area through application of knowledge of business systems and understanding of auditing techniques;
v. To assign duties to the audit team members matching with their skills and perform constant reviews of audit work papers to ensure the quality of audit;
vi. To review draft audit report and perform team members' appraisals after each assignment;
vii. To monitor implementation of the previous audit recommendations; and
viii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Auditing, Accounting, Finance, Commerce or Business Administration majoring in Auditing, Accounting or Finance or equivalent qualifications from recognized Institutions plus professional qualifications such as CPA, ACCA, CISA or CIA with working experience of at least ten (10) years in related field.

g) Mode of Entry

i) In-service

A Principal Internal Auditor who has served a minimum of 10 years is eligible for promotion to the grade of Chief Internal Auditor upon satisfactory recommendation from the supervisor or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade.

13.1.2 Principal Internal Auditor

a) Job Title: Principal Internal Auditor
b) Grade Level: 6
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands on lead role in internal audit matters practice in the NRA.

e) Duties and responsibilities

i. To participate in preliminary surveys, risk assessments and analysis.
ii. To observe actual practices and evaluate operating techniques to identify existing and potential problem areas.
iii. To evaluate internal control systems and compliance with them.
iv. To participate in the formulation of audit plans and programmes
v. To perform audit tests and procedures and guide internal auditors on proper auditing techniques, data gathering and analysis methods and the quality of documentation and prepare audit findings and timesheet reports.
vi. To review audit working papers and audit evidence and evaluate work of assigned staff, their findings and recommendations, sufficiency of supporting documents and ensure that the working papers are assembled and filled correctly.
vii. To follow-up on the implementation of previous audit recommendations.
viii. To review summarized audit findings and recommendations and prepare draft audit reports.
ix. To perform special investigations on management's request.
x. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Auditing, Accounting, Finance, Commerce or Business Administration majoring in Auditing, Accounting or Finance or equivalent qualifications from recognized Institutions plus professional qualification such as CPA or ACCA or CISA or CIA with working experience of at least eight (8) years in related field.

g) Mode of Entry

i) In-service

A Senior Internal Auditor who has served a minimum of 10 years is eligible for promotion to the grade of Principal Internal Auditor upon satisfactory recommendation from the supervisor or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Principal Internal Auditor is eligible for promotion to the grade of a Chief Internal Auditor after having served a minimum of 10 years upon satisfactory recommendation from the supervisor or pass a promotion interview

13.1.3 Senior Internal Auditor

a) Job Title: Senior Internal Auditor
b) Grade Level: 7
c) Reports to: Respective Supervisor
d) Job Purpose

To provide operational support in internal audit services in the NRA.

e) Duties and responsibilities

i. To conduct preliminary surveys, risk assessments and analysis;
ii. To analyse actual practices and evaluate operating techniques to identify existing and potential problem areas;
iii. To formulate audit plans and programmes
iv. To evaluate the internal control systems and compliance on them;
v. To perform audit tests procedures and guide internal auditors on proper auditing techniques, data gathering and analysis methods and the quality of documentation and prepare audit findings and timesheet reports;
vi. To maintain work papers and audit evidence and evaluate work of assigned staff, their findings and recommendations, sufficiency of supporting documents and ensure that the working papers are assembled and filled correctly;
vii. To follow-up on the implementation of previous audit recommendations;
viii. To prepare summarized audit findings, recommendations, and draft audit reports;
ix. To carryout special investigations on management's request; and
x. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Auditing, Accounting, Finance, Commerce or Business Administration majoring in Auditing, Accounting or Finance or equivalent qualifications from recognized Institutions plus professional qualifications such as CPA, ACCA, CISA or CIA with working experience of at least seven (7) years in related field.

g) Mode of Entry

i) In-service

An Internal Auditor who has served a minimum of 7 years is eligible for promotion to the grade of Senior Internal Auditor upon satisfactory recommendation from the supervisor or pass a promotion interview.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Senior Auditor is eligible for promotion to the grade of a Principal Internal Auditor after having served a minimum of 7 years satisfactory service; or pass a promotion interview

13.1.4 Internal Auditor

a) Job Title: Internal Auditor
b) Grade Level: 8
c) Reports to: Respective Supervisor
d) Job Purpose

To support the provision of internal audit services to the NRA.

e) Duties and responsibilities

i. To participate in the initial planning and preliminary survey of the audit of organization key activities;
ii. To provide inputs in formulation audit plans and programmes;
iii. To provide inputs in evaluation of the internal control systems and compliance with them;
iv. To evaluate the efficiency and effectiveness of the internal control system;
v. To conduct audit tests and procedures in compliance with the audit programme;
vi. To participate in special investigations on management's request;
vii. To prepare audit findings data sheet;
viii. To prepare draft audit reports; and
ix. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Auditing, Accounting, Finance, Commerce or Business Administration majoring in Auditing, Accounting or Finance or equivalent qualifications from recognized Institutions plus professional qualification such as CPA, ACCA, CISA or CIA with working experience of at least four (4) years in related field.

g) Mode of Entry

i) In-service

An Assistant Internal Auditor who has served a minimum of 4 years is eligible for promotion to the grade of Internal Auditor upon satisfactory recommendation by supervisor, or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Internal Auditor is eligible for promotion to the grade of a Senior Internal Auditor after having served a minimum of 7 years satisfactory service; or pass a promotion interview

13.1.5 Assistant Internal Auditor

a) Job Title: Assistant Internal Auditor
b) Grade Level: 9
c) Job Purpose

To provide hands on support in internal audit matters practice in the NRA.

d) Direct Entry Qualifications

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Auditing, Accounting, Finance, Commerce or Business Administration majoring in Auditing, Accounting or Finance or equivalent qualifications from recognized Institutions and registered as Authorized Auditor.

e) Duties and responsibilities

i. To provide inputs in the initial planning and preliminary survey of the audit of organization key activities, thus giving input to the audit plan and programme.
ii. To evaluate the efficiency and effectiveness of the internal control system.
iii. To conduct audit tests and procedures in compliance with the audit programme.
iv. To prepare audit findings data sheet.
v. To prepare draft audit reports.
vi. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

By re-categorization of any staff who has attained Bachelor Degree or Advanced Diploma in one of the following fields; Auditing, Accounting, Finance, Commerce or Business Administration majoring in Auditing, Accounting or Finance or equivalent qualifications from recognized Institutions.

g) Mode of Entry

i) In-service

Not promotional.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Assistant Internal Auditor is eligible for promotion to the grade of an Internal Auditor after having served a minimum of 4 years satisfactory service; and must pass a promotion interview

13.2 Scheme of Service for Information Systems Auditors

Designation	Salary Grade Level
Chief Information systems Auditor	5
Principal Information systems Auditor	6
Senior Information systems Auditor	7
Information systems Auditor	8
Assistant Information systems Auditor	9

13.2.1 Chief Information System Auditor

a) Job Title: Chief Information systems Auditor
b) Grade Level: 5
c) Reports to: Assistant Commissioner for Information Systems Audit
d) Job Purpose

To provide lead role in internal audit matters practice in the NRA.

e) Duties and responsibilities

i. To coordinate assessment and analysis of risks pertinent to the organisations' Information Systems;
ii. To supervise information systems, audit teams in the preliminary surveys, risk assessment and analysis;
iii. To review audit objective plans and programmes for Information Systems audit assignments and executes audits according to the applicable auditing standards;
iv. To evaluate the adequacy and effectiveness of the Information Systems controls;
v. To ensure audit tests and procedures necessary to establish compliance with Information Systems operating practices and standards are conducted;
vi. To follow-up on the implementation of previous audit recommendations;
vii. To review audit report and perform team members' appraisals after each assignment.
viii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree in one of the following fields; Information Technology, Information Systems, Computer Science or equivalent qualifications from recognized Institutions with working experience of at least thirteen (13) years in related field and possession of Certificate in Information System Audit – CISA

g) Mode of Entry

i) In-service

A Principal Information Systems Auditor who has served a minimum of 13 years is eligible for promotion to the grade of Principal Information Systems Auditor upon satisfactory recommendation from the supervisor; or pass a promotion interview.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

This is a terminal grade.

13.2.2 Principal Information System Auditor

a) Job Title: Principal Information System Auditor
b) Grade Level: 6
c) Reports to: Respective Supervisor
d) Job Purpose
To provide hands on lead role in internal audit matters practice in the NRA.

e) Duties and responsibilities

i. To assess and analyse risks pertinent to the organisations' Information Systems;
ii. To draw plans and programmes for Information Systems audits;
iii. To evaluate the adequacy and effectiveness of the Information Systems controls;
iv. To conduct audit tests and procedures necessary to establish compliance with Information Systems operating practices and standards;
v. To follow-up on the implementation of previous audit recommendations;
vi. To prepare draft Information Systems audit reports; and
vii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience
Holders of Bachelor Degree or Postgraduate Diploma in one of the following fields; Information Technology, Information Systems, Computer Science or equivalent qualifications from recognized Institutions with working experience of at least ten (10) years in related field.

g) Mode of Entry
i) In-service

A Senior Information Systems Auditor who has served a minimum of 10 years is eligible for promotion to the grade of Principal Information Systems Auditor; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Principal Information Systems auditor is eligible for promotion to the grade of a Chief Information systems Auditor after having served a minimum of 13 years satisfactory service; and must pass a promotion interview

13.2.3 Senior Information System Auditor

a) Job Title: Senior Information System Auditor
b) Grade Level: 7
c) Reports to: Respective Supervisor
d) Job Purpose

To provide operational support in information systems audit services in the NRA.

e) Duties and responsibilities

i. To carryout assessment and analysis of risks pertinent to the organisations' Information Systems;
ii. To provide inputs in drawing plans and programmes for Information Systems and audits;
iii. To evaluate the adequacy and effectiveness of the Information Systems controls;
iv. To carryout audit tests and procedures necessary to establish compliance with Information Systems operating practices and standards;
v. To follow-up on the implementation of previous audit recommendations;
vi. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Information Technology, Information Systems, Computer Science or equivalent qualifications from recognized Institutions with working experience of at least seven (7) years in related field.

g) Mode of Entry

i) In-service

An Information Systems Auditor who has served a minimum of 7 years is eligible for promotion to the grade of Senior Information Systems Auditor; or pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

A Senior Information Systems Auditor is eligible for promotion to the grade of a Senior Principal Information Systems Auditor after having served a minimum of 5 years satisfactory service; or pass a promotion interview

13.2.4 Information System Auditor

a) Job Title: Information System Auditor
b) Grade Level: 8
c) Reports to: Respective Supervisor
d) Job Purpose

To support the provision of information audit services to the NRA.

e) Duties and responsibilities

i. To participate in assessment and analysis of risks pertinent to the organisations' Information Systems;
ii. To participate in drawing plans and programmes for Information Systems and audits;
iii. To evaluate the adequacy and effectiveness of the Information Systems controls;
iv. To carryout substantive audit tests and procedures necessary to establish compliance with Information Systems operating practices and standards;

v. To document audit findings in a format designed by the organization;
vi. To follow-up on the implementation of previous audit recommendations;
vii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Information Technology, Information Systems, Computer Science or equivalent qualifications from recognized Institutions with working experience of at least four (4) years in related field.

g) Mode of Entry

i) In-service

An Assistant Information Systems Auditor who has served a minimum of 4 years is eligible for promotion to the grade of Information Systems Auditor; and must pass a promotion interview

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview.

h) Career Progression

An Information Systems Auditor is eligible for promotion to the grade of a Senior Information Systems Auditor after having served a minimum of 7 years satisfactory service; or pass a promotion interview.

13.2.5 Assistant Information Systems Auditor

a) Job Title: Assistant Information System Auditor
b) Grade Level: 9
c) Reports to: Respective Supervisor
d) Job Purpose

To provide hands on support in internal audit matters practice in the NRA.

e) Duties and responsibilities

i. To participate in assessment and analysis of risks pertinent to the organisations' Information Systems;
ii. To provide inputs in drawing plans and programmes for Information Systems and audits;
iii. To carryout substantive audit tests and procedures necessary to establish compliance with Information Systems operating practices and standards;
iv. To document audit findings in a format designed by the organization;
v. To maintain updated register of the audit activities performed by the unit;
vi. To follow-up on the implementation of previous audit recommendations; and
vii. To perform other duties assigned by the supervisor.

f) Qualifications and Experience

Holders of Bachelor Degree or Advanced Diploma in one of the following fields; Information Technology, Information Systems, Computer Science or equivalent qualifications from recognized Institutions.

g) Mode of Entry

i) In-service

Not promotional.

ii) Direct Entry

By external advertisement and interview based on the qualifications and experience stated above (f) and must pass a selection interview

h) Career Progression

An Assistant Information Systems Auditor is eligible for promotion to the grade of Information Systems Auditor after having served a minimum of 4 years satisfactory service; and/or pass a promotion interview