



## **NATIONAL SOCIAL SECURITY FUND**

### **ANNOUNCEMENT OF VACANCIES**

The National Social Security Fund (NSSF) is a State Corporation established under the National Social Security Act that is responsible for providing social security protection to workers in the formal and informal sectors through member registration, receiving contributions, managing funds of the scheme and timely pay out of benefits to eligible members or dependents.

To fulfil its mandate, NSSF wishes to engage suitably qualified and highly motivated persons for the positions listed below.

### **ICT DEPARTMENT**

#### **1. ICT OFFICER II**

**Posts: 3**

**Job Grade:** NSSF Grade 8

**Location:** Head Office

This is the entry grade for degree holders in this cadre. An officer in this level will be under the guidance of a senior officer and may be deployed in any of the following operational areas to perform the duties specified thereof.

#### **Duties & Responsibilities**

Specific duties and Responsibilities will entail:

##### **A. Enterprise Business Systems Support.**

- (i) Installing and updating antivirus programs on all ICT devices;
- (ii) Creating user accounts and assigning privileges;
- (iii) Monitoring network and core systems performance;
- (iv) Maintaining an incidences directory and responding to user queries or complaints, taking corrective action and escalating to relevant IT staff and/or external service providers;
- (v) Responding to requests from users and providing support as per ICT policy;
- (vi) Conducting periodic preventive maintenance of computers, printers, VoIP phone and computer equipment;
- (vii) Remotely providing technical support to all NSSF branches countrywide;
- (viii) Escalating issues related to departmental business administrators, System Administrators and Infrastructure to the relevant offices and track the reported issues/jobs;
- (ix) Informing the user on job completion, then closing the user request in the work log register; and
- (x) Troubleshooting software problems, resolving or escalating issues beyond own capability to specialist.

## **B. Governance and Enterprise Architecture**

- (i) Providing architectural consulting expertise, direction, and assistance to Systems Analysts, Systems Engineers, and Systems Architects;
- (ii) Developing and managing an infrastructure and capacity plan;
- (iii) Documenting, communicating and enforcing a technology standards policy;
- (iv) Developing, documenting, making recommendations, and communicating plans for investing in IT infrastructure, including analysis of cost reduction opportunities;
- (v) Designing, developing, and overseeing the implementation of end-to-end integrated systems;
- (vi) Developing and executing test plan to check infrastructure and systems technical performance, reporting findings, and making recommendations for improvement.
- (vii) Collaborating with end users and senior management to define business requirements for complex systems development and gains buy-in for all infrastructure plans;
- (viii) Participating in creating, building and maintaining the enterprise architecture and capability;
- (ix) Constructing and maintaining the SOA and applications architecture landscapes and roadmaps; and
- (x) Facilitating the creation, maintenance and adherence to Architectural principles with a specific focus on the creation and maintenance of the SOA principles.

### **Requirements for Appointment**

- (i) Bachelor's Degree in Computer Science, Information Technology or related field from a recognized institution; and
- (ii) Proficiency in computer applications.

## **REGISTRATION & COMPLIANCE DEPARTMENT**

### **1. COMPLIANCE OFFICER II**

**Posts:** 41

**Job Grade:** NSSF Grade 8

**Location:** Head Office / Field Offices

This is the entry grade for degree holders in this cadre. An officer at this level will work under the supervision of a senior officer.

#### **Duties & Responsibilities**

Specific duties and responsibilities will entail:

- (i) Undertaking inspection of employer records to ensure that the provisions of the NSSF ACT are complied with;
- (ii) Facilitating registration of new employers, employees and voluntary contributors in collaboration with the Registration Officer;
- (iii) Updating and maintaining zonal records including employers lists contribution registers, defaulters list, penalty and bounced cheques;

- (iv) Monitoring and following up on employer compliance;
- (v) Preparing inspection and zonal reports;
- (vi) Attending to member and employer Complaints;
- (vii) Attending to member and employer Complaints; and
- (viii) Validating employer returns and creating UPNs for cash receipting.

### **Requirements for Appointment**

For appointment to this grade, an officer must have:

- (i) Bachelor's Degree in any of the following disciplines: Social Sciences; Business Administration; Law, Public Relations; Marketing or related field from a recognized Institution; and
- (ii) Proficiency in computer applications.

## **2. FINGERPRINTS OFFICER II**

**Posts:** 14

**Job Grade:** NSSF Grade 8

**Location:** Head Office/ Field Offices

This is the entry grade for degree holders in this cadre. An officer at this level will work under the supervision of a senior officer.

### **Duties & Responsibilities**

Specific duties and responsibilities will entail:

- (i) Classifying and fill fingerprint records as per their patterns and formations;
- (ii) Identifying NSSF members for purposes of benefits processing;
- (iii) Identifying NSSF members for issuance of duplicate membership cards;
- (iv) Amending member records;
- (v) Carrying out searches for members who have lost their membership numbers;
- (vi) Searching, extending, and giving alternatives to fingerprint formulae;
- (vii) Mending and repairing binders of fingerprint slips as well as impaired ones;
- (viii) Arranging and labelling fingerprint binders for ease of filing and retrieving;
- (ix) Checking misfiles on lettered groups; and
- (x) Carrying out on-the-job practical training for Fingerprints trainees.

### **Requirements for Appointment**

For appointment to this grade, an officer must have:

- (i) Bachelor's Degree in Forensic Science or related field from a recognized Institution; and
- (ii) Proficiency in computer applications.

## MEMBER RECORDS DEPARTMENT

### 1. ASSISTANT RECORDS MANAGEMENT OFFICER III

**Posts:** 2

**Job Grade:** NSSF Grade 9

**Location:** Nairobi

The officer at this level will work under the supervision of a senior officer.

#### **Duties & Responsibilities**

Specific duties and responsibilities will entail:

- (i) Participating in the preparation, updating of file indices, conducting records surveys and appraisals;
- (ii) Preparing and implementing records retention and disposal schedules;
- (iii) Implementing procedures for classification, maintenance, protection and disposition;
- (iv) Retrieving, amalgamating and receipting of files in the register and the system;
- (v) Capturing the requests, complaints and complements in the records management system (TQM, Register);
- (vi) Preparing and updates records management system;
- (vii) Searching for records/files in the system for retrieval of records;
- (viii) Processing and indexing files/records to dispatch to the customers;
- (ix) Sorting, arranges serially and return files into the shelves; and
- (x) Tracing/tracking overdue/delayed files.

#### **Requirements for Appointment:**

- (i) Diploma in any of the following disciplines: Information Sciences; Records Management and Information Technology, Archives and Records Management or related field from a recognized Institution; and
- (ii) Proficiency in computer applications.

## HUMAN RESOURCE DEPARTMENT

### 1. HUMAN RESOURCE OFFICER II

**Posts:** 1

**Job Grade:** NSSF Grade 8

**Location:** Head Office

This is the entry grade for degree holders in this cadre. An officer at this level will work under the supervision of a senior officer and may be deployed in any of the following three (3) operational areas to perform the duties specified thereof.

#### **Duties & Responsibilities**

The specific duties and responsibilities at this level will entail:

### **A. Talent Acquisition & Organizational Development**

- (i) Checking and confirming new employees' documents on reporting date, opening files and maintaining employees records in the system;
- (ii) Monitoring the expiry date of the probation period for new employees and initiating confirmation process after expiry of probation period;
- (iii) Administering of leave in the system and attending to staff queries regarding leave;
- (iv) Capturing manually applied for absences such as sick leave, exam leave, compassionate leave and unpaid leave applications in the SAP system;
- (v) Processing pay change advice (PCA) for staff changes; and
- (vi) Processing staff clearance and handling enquiries on staff separation.

### **B. Talent Development**

- (i) Participating in carrying out Training Needs analysis annually;
- (ii) Preparing Agenda for Human Capital Management Committee;
- (iii) Analyzing requests on incremental credits and tuition refund;
- (iv) Receiving invoices from training providers for processing of payment;
- (v) Compiling and submitting applications for training reimbursements to NITA;
- (vi) Distributing training certificates to participants;
- (vii) Participating in cascading of departmental performance objectives;
- (viii) Participating in preparation of departmental annual workplan; and
- (ix) Participating in collating staff appraisal reports.

### **C. Operations**

- (i) Handling enquiries from medical service providers, Administrator and employees;
- (ii) Clearing exiting staff and preparation of schedule for payment of final dues; retrieve their medical smart cards;
- (iii) Data entry and upload for internal customers e.g. pay change advice on promotions, TPS, salary advances & transfer allowances;
- (iv) Data entry for external customers e.g. bank loans, insurance premiums, SACCO deductions in the system;
- (v) Dispatching of ready clearance cheques from cash office to the respective payees;
- (vi) Receiving loan applications, open and/or retrieve staff loan files and appraise staff loan applications;
- (vii) Drafting response letters to applicants based on committee resolutions;
- (viii) Delivering confidential/personal files to line managers as required;

- (ix) Liaising with Medical Scheme Administrator on staff medical enquiries;
- (x) Drafting summaries and letters for disciplinary cases;
- (xi) Liaising with Medical administrator and medical service providers on wellness programs; and
- (xii) Participating in Collective Bargaining Agreement (CBA) and Joint Industrial Council Meetings.

### **Requirements for Appointment**

For appointment to this grade, an officer must have:

- (i) Bachelor's Degree in Human Resource Management or its equivalent from a recognized institution; and
- (ii) Proficiency in computer applications.

## **ADMINISTRATION DEPARTMENT**

### **1. OFFICE ADMINISTRATOR II**

**Posts:** 35

**Job Grade:** NSSF Grade 8

**Location:** Head Office/ Field Offices

This is the entry grade for degree holders in this cadre. An officer at this level will work under the supervision of a senior officer.

### **Duties & Responsibilities**

Specific duties and responsibilities at this level will entail;

- (i) Preparing and processing documents;
- (ii) Composing correspondences for the respective Officer's signature;
- (iii) Formatting, proofreading and assembling correspondence reports;
- (iv) Arranging for photocopies and telephone 'callbacks' where necessary;
- (v) Screening and forwarding calls, re-routing calls, taking messages and scheduling appointments;
- (vi) Maintaining the Officer's diary, coordinating schedules of meetings, appointments, arranges meeting venues and prepares meeting files;
- (vii) Managing clients' hospitality and providing backup data as needed;
- (viii) Responsible for the filing and retrieval system;
- (ix) Management of office materials and stationery through purchase requisition, and managing imprest for office use; and
- (x) Ensuring the security of office records, equipment and documents including classified materials.

### **Requirements for Appointment**

For appointment to this grade, an officer must have:

- (i) Bachelors' Degree in Secretarial Studies or related field from a recognized institution; and
- (ii) Proficiency in computer applications.

## **2. DRIVER II**

**Posts: 23**

**Job Grade:** NSSF Grade 11

**Location:** Head Office/ Field Offices

An officer at this level will work under the supervision of a senior officer.

### **Duties & Responsibilities**

Specific duties and responsibilities at this level will entail;

- (i) Driving Fund vehicles;
- (ii) Loading, unloading, and performing necessary handling operations in connection with materials being transported;
- (iii) Verifying descriptions and quantities of all items picked up or delivered;
- (iv) Maintaining motor vehicles and related equipment by identifying, scheduling and/or reporting necessary repairs;
- (v) Repairing minor faults and cleaning Fund vehicles;
- (vi) Performing necessary clerical tasks incidental to the operation of motor vehicles and related equipment for example makes entries in the work ticket as required; and
- (vii) Performing clerical duties in field offices.

### **Requirements for Appointment**

For appointment to this grade, an officer must have:

- (i) KCSE D (Plain) or its equivalent qualification;
- (ii) Valid Driving License;
- (iii) At least two (2) years driving experience;
- (iv) Suitability Trade Test for Drivers
- (v) First Aid Certificate Course
- (vi) A valid certificate of good conduct
- (vii) Proficiency in Computer Applications.
- (viii) Practical test for drivers conducted by the ministry responsible for transport.

### **3. OFFICE ASSISTANT II**

**Posts:** 11

**Job Grade:** NSSF Grade 12

**Location:** Head Office/ Field Offices

This is the entry and training grade for this cadre. An officer at this level will work under the supervision of a senior officer.

#### **Duties & Responsibilities**

Specific duties and responsibilities at this level will entail:

- (i) Performing tasks of sweeping, dusting and vacuuming;
- (ii) Maintaining safe custody of office keys during working hours;
- (iii) Delivering files to designated offices;
- (iv) Furnishing staff with office supplies as instructed;
- (v) Ensuring facilitation of opening and closing of offices; and
- (vi) Delivering mail and messages

#### **Requirements for Appointment**

For appointment to this grade, an officer must have:

- (i) KCSE D- (minus) or its Equivalent;
- (ii) Proficiency in Computer Applications.

## **SECURITY DEPARTMENT**

### **1. SECURITY OFFICER II**

**Posts:** 1

**Job Grade:** NSSF Grade 8

**Location:** Head Office

This is the entry grade for a degree holder in this cadre. An officer at this level will work under the supervision of a senior officer.

#### **Duties & Responsibilities**

Specific duties and responsibilities will entail:

- (i) Ensuring protection of NSSF property, office premises, assets, both developed and undeveloped;
- (ii) Liaising with Law Enforcement Agencies on cases affecting the organization;
- (iii) Supervising and training contracted security guards on the Fund's core security requirements;
- (iv) Coordinating training of staff and other stakeholders on safety, health, security awareness;
- (v) Drafting and forwarding investigation reports to senior officer security services;
- (vi) Identifying security hazards and report to officer in charge of security services;
- (vii) Conducting Spot Checks to Assess/Evaluate Performance of Contracted security service providers;



- (viii) Maintaining incident, occurrence and confidential register;
- (ix) Conducting surveillance on the Fund's undeveloped properties to gather intelligence on potential security threats to the Fund's assets and personnel; and
- (x) Organizing the annual emergency drill and participating in the management of emergency situations.

### **Requirements for Appointment**

For appointment to this grade, an officer must have:

- (i) Bachelor's Degree in Criminology or any security-related field from a recognized institution; and
- (ii) Proficiency in computer applications from a recognized institution.

### **HOW TO APPLY**

1. Details of the vacancies and the application procedure are available on the Fund's website [www.nssf.or.ke/careeropportunities](http://www.nssf.or.ke/careeropportunities)
2. Qualified and interested candidates should submit a cover letter, curriculum vitae, **certified** copies of certificates/testimonials and a **certified** copy of National ID Card by either Post Office or Hand delivery in an envelope indicating the position applied for.
3. If applying for more than one position each application should be in a **separate envelope** clearly indicating the position on the envelope.
4. Hand delivery applications should be dropped at the **Mail Registry, Ground Floor, Block A - Western Wing, Social Security House, Bishops Road.**
5. Application letters and envelopes should be addressed to:

**The Managing Trustee/CEO  
National Social Security Fund (NSSF)  
PO. Box 30599 – 00100 NAIROBI**
6. Applications should be received by or before **Monday, 9<sup>th</sup> September, 2024** latest **5:00pm** (EAT)
7. The **successful candidate(s)** shall be required to provide the following documents **before issuance of the offer letter** in compliance with Chapter 6 of the Constitution 2010:
  - i. Police Clearance Certificate from the Directorate of Criminal investigations (DCI)
  - ii. Clearance Certificate from the Higher Education Loans Board (HELB)
  - iii. Tax Compliance Certificate from Kenya Revenue Authority (KRA)
  - iv. Clearance form stamped by the Ethics & Anti-corruption Commission (EACC)
  - v. Clearance certificate from a recognized Credit Reference Bureau (CRB)
8. The Fund offers a competitive salary, comprehensive benefits package and opportunities for professional growth in line with approved Policies.

9. The Fund is committed to protect the privacy and security of all personal data provided by applicants which shall be handled in accordance with the Data Protection Act, 2019.

***NSSF is an equal opportunity employer therefore persons with Disabilities, the marginalized and the minorities are encouraged to apply.***

***Canvassing in any form will lead to automatic disqualification.***