



The National Peace and Reconciliation Commission is recruiting the following posts for Head Office and Eastern Regional Office stationed in Mutare.

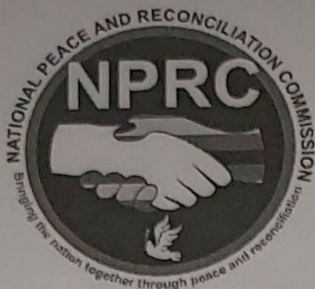
Post (s)	Location	Deadline
1 x Complaints Handling and Investigations Manager	Harare	12 February 2021
1 x Regional Coordination Manager	Mutare	12 February 2021
1 x Monitoring and Evaluation (M & E) Officer	Harare	12 February 2021
2 x Conflict Prevention, Management Resolution and Transformation Officer	Harare	12 February 2021
3 x Victim Support, Gender and Diversity Officer	Bulawayo Harare	12 February 2021
2 x Complaints Handling and Investigations Officer	Harare	12 February 2021
1 x Research and Knowledge Management Officer	Harare	12 February 2021
3 x Healing, Reconciliation and Rehabilitation Officer	Bulawayo Harare	12 February 2021
1 x Legal Services Officer	Harare	12 February 2021
1 x Human Resources Assistant	Harare	12 February 2021
1 x Internal Auditor	Harare	12 February 2021
1 x Media and Communications Officer	Harare	12 February 2021
1 x Regional Coordination Officer	Manicaland Province	12 February 2021
1 x Records and Information Assistant	Manicaland Province	12 February 2021
1 x Office Orderly	Manicaland Province	12 February 2021

Qualified and experienced people are encouraged to apply. For further details, kindly visit the NPRC website (www.nprc.org.zw) twitter (@NPRCZim) and facebook ([fb.com/NPRCZim](https://www.facebook.com/NPRCZim).)

Acting Executive Secretary

Approved/Not Approved





VACANCY

MEDIA AND COMMUNICATION OFFICER (NPRC/MCO/03)

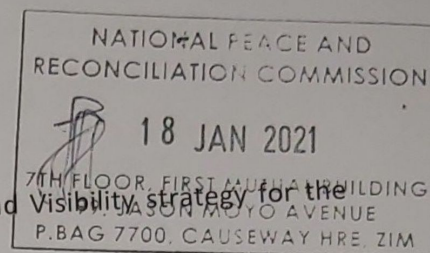
JOB DESCRIPTION

TITLE: MEDIA AND COMMUNICATION OFFICER

REPORTS TO: MEDIA AND COMMUNICATIONS MANAGER

MAIN DUTIES AND RESPONSIBILITIES:

- Ensure the implementation of a gender sensitive Media and Commission.
- Develop Media programmes to raise the visibility of the NPRC.
- Handle all the public relations functions for the Commission.
- Facilitate creation of partnership with the media to promote peace in the country.
- Communicate the programmes and achievements of the Commission.
- Liaise with all the media houses on behalf of the Commission.
- Keep stakeholders informed of the work of the Commission.
- Develop appropriate public relations strategies designed to promote the Commission's image and relations with all stakeholders.



SKILLS AND COMPETENCES

- A Bachelor's degree in Media and Communication, Journalism or equivalent
- Demonstrates integrity, equality, and desire to learn by modelling the NPRCs values and ethical standards
- Communication, innovation, organizational and coordination
- Communication and interpersonal skills
- Technical and professional capacity
- Integrity and respect for diversity.

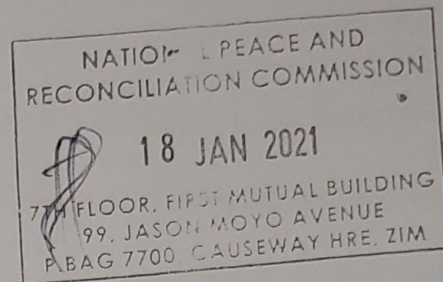
Interested and suitably qualified persons should submit applications **ELECTRONICALLY ONLY** to: hr@nprc.org.zw by **Friday 12 February 2021**.

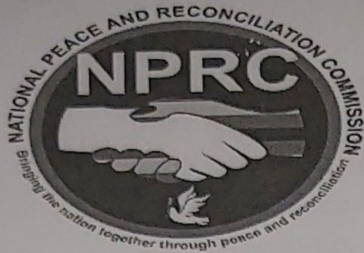
Suitably qualified women, youth, people with disabilities are encouraged to apply.

The application should comprise of:

- a) A brief covering letter stating your motivation to apply for this position
- b) An updated Curriculum Vitae (CV).
- c) Contact details of 3 referees.

Submission Deadline: **3pm Zimbabwe time of Friday 12 February 2021.** Please quote the Vacancy Position and reference number





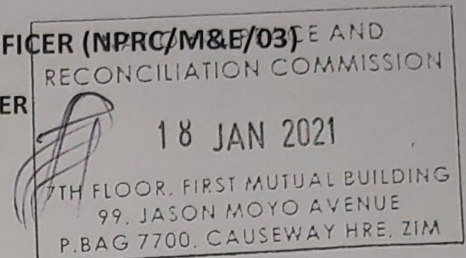
VACANCY

JOB TITLE:

MONITORING AND EVALUATION OFFICER (NPRC/M&E/03) PE AND
RECONCILIATION COMMISSION

REPORTS TO:

M & E Manager



Main Duties and Responsibilities

- ❖ Develop and strengthen Monitoring and Evaluation (M & E) systems within the NPRC and its Secretariat both at programmatic and strategic levels.
- ❖ Provide policy input, guidance and conceptual strategies on monitoring and evaluation of NPRC programmes
- ❖ Coordinate the process of developing baseline values, monitoring targets and key performance indicators using existing commission and contextual documentation as well as the relevant national policy documents.
- ❖ Coordinate baseline assessments, mid-term and end of evaluations, Government of Zimbabwe reviews, development partner reviews and evaluations. Coordinate overall M & E tools design, data collection, cleaning, analysis and reporting to stakeholders and donors, to ensure the achievement of NPRC goals.
- ❖ Develop and update specific Results Based M & E Frameworks and work plans for the NPRC and its Secretariat in Zimbabwe.
- ❖ Undertake and oversee regular field monitoring with the NPRC Secretariat to ensure technical compliance and timely execution of NPRC strategy and work plans. Design, develop and maintain monitoring systems (including monitoring questionnaires reporting formats, databases and guidelines), for all NPRC activities, ensuring that the activities are compliant with the Strategic Plan performance indicators and best practices.
- ❖ Support the preparation of relevant budgets and budget lines aligned to the various monitoring activities.
- ❖ Guide units with the preparation of relevant budgets and budget lines aligned to the various monitoring activities.
- ❖ Guide units with the preparation of NPRC Reports to ensure compliance with key Strategic Plan performance indicators and objectives. Devise and describe system for NPRC overall reporting, data sharing and feedback for M & E (as part of Quality Assurance).
- ❖ Any other duties as maybe assigned by Monitoring and Evaluation Manager

JOB SPECIFICATIONS

- ❖ A degree in Development studies, or any other field is mandatory
- ❖ Master's Degree in Development studies, or any other field is an added advantage.

- ❖ At least 2 or more years' experience supporting M & E in the field of peace building and governance is mandatory.
- ❖ A qualification in M & E is a must.
- ❖ Strong written and communication skills in English.
- ❖ The candidate should be fluent in any two of the languages as outlined in the Constitution.
- ❖ Knowledge of other ethnic languages and cultures is an added advantage.
- ❖ Ability to undertake data entry, cleaning and analysis using SPS, EPIINFOR, STATA, Excel and GIS is key. Capable to work with teams and able to communicate at various levels including making presentations for mature audiences.
- ❖ Excellent report writing and presentation skills.
- ❖ Clean Class 4 Driver's Licence a **must**.

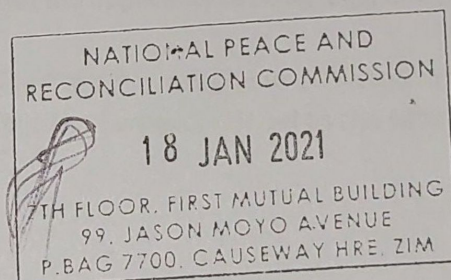
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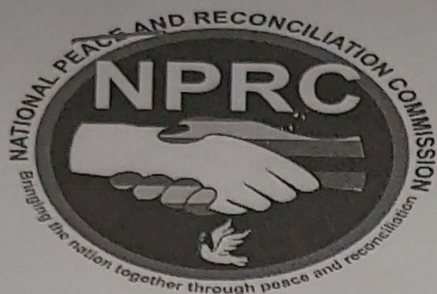
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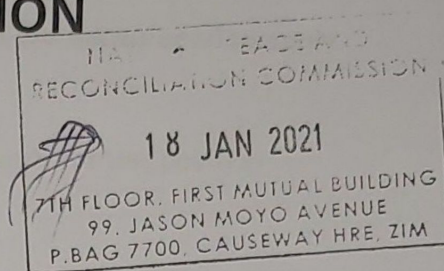


VACANCY

LEGAL SERVICES OFFICER (NPRC/LSO/03)

JOB DESCRIPTION/ SPECIFICATION

TITLE: LEGAL SERVICES OFFICER
REPORTS TO: LEGAL SERVICES MANAGER



DUTIES AND RESPONSIBILITIES:

- Rendering legal services, organizing provision of legal services to the NPRC and taking lead in guiding other legal staff, including case filing management and distribution of legal related assignments
- Ensuring effective internal communication on all legal matters related to the operations and programmes of the NPRC
- Assist the NPRC in effective performance management in accordance with the laws of Zimbabwe
- Support the NPRC in lawyer identification, sourcing and selecting cases for court litigation
- Ensure quality legal and litigation services
- Ensure quality external communication with the applicants seeking legal advice and litigation services
- Assist the NPRC in coordinating and facilitating other programme related activities such as training programmes for stakeholders on the legal aspects related to the NPRC's mandate
- Maintain the records on legal cases

SKILLS AND COMPETENCES

- ❖ A degree in Law and related disciplines from a reputable University.
- ❖ Master's degree is an added advantage.
- ❖ Minimum 2 years of professional and extensive experience practicing law, as well as in rendering legal services.
- ❖ Professional work on legal related matters in Zimbabwe
- ❖ Knowledge and experience with Legal matters related to Peace, Healing and Reconciliation.
- ❖ Strong written and verbal communication skills in English
- ❖ Research skills a must.
- ❖ Knowledge of court processes.
- ❖ The candidate should be fluent in any two of the languages as outlined in the Constitution.
- ❖ Knowledge of other ethnic languages and cultures is an added advantage.
- ❖ Demonstrates integrity by modelling the NPRC's values and ethical standards
- ❖ Promotes the vision, mission and strategic goals of the NPRC.

- ❖ Displays cultural, gender, religion, race, and age sensitivity and adaptability
- ❖ Treats all people fairly without favouritism
- ❖ Integrity and respect for diversity.

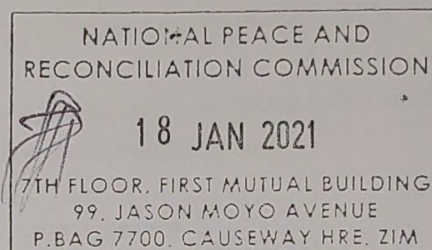
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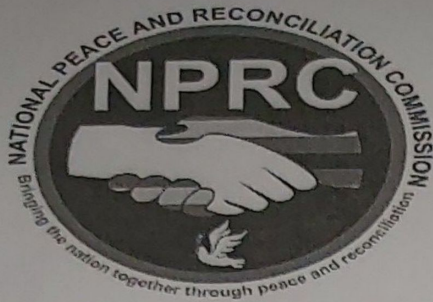
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VACANCY

INTERNAL AUDITOR (NPRC/IAUD/03)

JOB DESCRIPTION/SPECIFICATION

JOB TITLE: INTERNAL AUDITOR
REPORTS TO: MANAGER INTERNAL AUDIT

Key Duties and Responsibilities

- ❖ Plan and review audit programmes for assigned work.
- ❖ Review and evaluate Internal Control systems and make recommendations
- ❖ Gather audit evidence and write reports on audited activities for submission to the Internal Audit manager.
- ❖ Carry out investigations/reviews as and when assigned and produce reports.
- ❖ Make follow up on outgoing audit issues and ensure implementation of recommendations regarding audited activities.
- ❖ Analyse audit responses and ensure compliance with standing rules and regulations and correct interpretation of Treasury Instructions as well as circulars.
- ❖ Attend exit briefing interviews
- ❖ Any other duties that may be assigned by management.

SPECIFICATIONS

- ❖ A Degree in Accounting or Finance or full qualification in any of the following; CA(Z), ZIPFA, CIS, CIMA, ACCA.
- ❖ A minimum of 2 years' experience in auditing with thorough knowledge of Public Service Accounting and Audit regulations
- ❖ Good analytical skills in auditing
- ❖ Good communication and interpersonal skills
- ❖ Good team player and computer literacy a necessity.

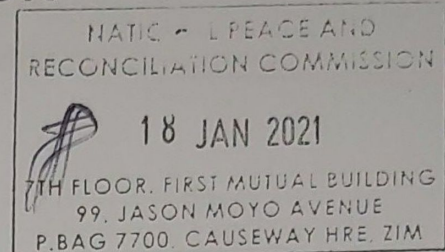
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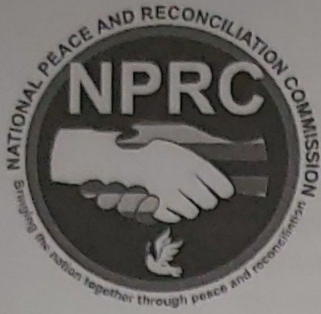
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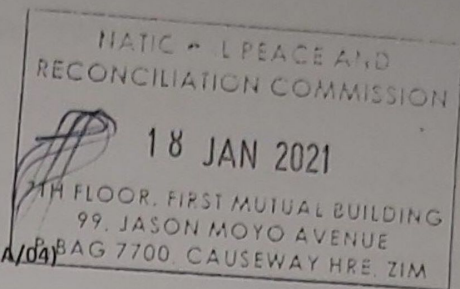
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VACANCY

HUMAN RESOURCES OFFICER (NPRC/HRA/04)



JOB DESCRIPTION

JOB TITLE:

HUMAN RESOURCES ASSISTANT

REPORTS TO:

MANAGER, HUMAN RESOURCES & ADMINISTRATION

Key Duties and Responsibilities

- Updating and maintenance of the NPRC's Establishment Strength.
- Prepare and submit monthly payroll and Human Resources and Administration returns to the Human Resources Manager, the General Manager, and the Executive Secretary and to the National Peace and Reconciliation Commission.
- Coordinates all Human resources Development and training plans and activity needs for the year.
- Coordinates job interviews for lower level employees.
- Minutes Secretary for the Human Resources Management meetings as well as Senior Management job interviews, disciplinary hearings and investigations.
- Coordinates and consolidates performance appraisals and reports for onward submission by the HR Manager to the General Manager, the Executive Secretary, the Commission and to the Salary Services Bureau.
- Supervise and appraise subordinates within the Human Resources and Administration Department.
- Facilitates the administration of Salaries and wages.
- Performs any other duties as directed by management.

SKILLS AND COMPETENCES

- A Bachelor of Science degree in Human Resources or any Social Science degree
- IPMZ Diploma an added advantage
- At least 2 years experience working in Multicultural setups, Government and parastatals.
- Team player with a flexible and adaptable approach to working with people of diverse cultures and background.
- Strong written, analytical and verbal communication skills.
- Must demonstrate integrity, equality and aspiration to learn by modelling the NPRCs values, principles, mission and ethical standards.

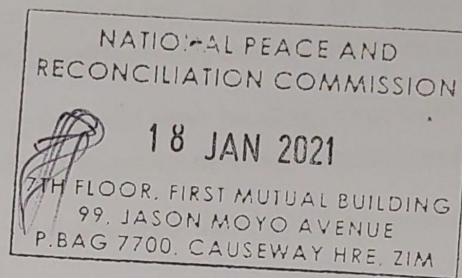
- Ability to treat all people fairly without discrimination, with integrity and professionalism and respect for all diverse groups.
- Display cultural, gender, religious, race and age sensitivity and adaptability.

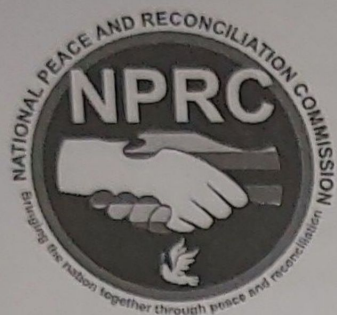
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VACANCY

HEALING, RECONCILIATION AND REHABILITATION OFFICER (NPRC/HRR/03)

JOB DESCRIPTION

TITLE: HEALING RECONCILIATION AND REHABILITATION (HRR) OFFICER

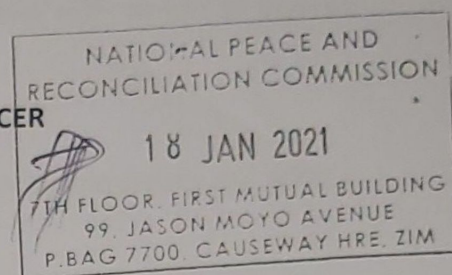
REPORTS TO: MANAGER HRR

MAIN DUTIES AND RESPONSIBILITIES:

- Provide support and analysis on issues relating to healing, reconciliation and rehabilitation to enable the NPRC to effectively deliver on its mandate
- Provide in-depth advice on on-going and new healing, reconciliation and rehabilitation efforts in the country to bring about togetherness and social interrelations
- Assisting the Manager and General Manager HRR in all programmatic initiatives as well as to fulfil the NPRC's mandate
- Assist in the development of key guidelines, procedures, programmes and projects and provide valuable guidance to their implementation
- Prepare and participate in peace building, reconciliation and rehabilitation initiatives
- Be a resourceful person with the ability to coordinate national partners, institutions and initiatives in order to promote an inclusive and comprehensive approach to healing and reconciliation in Zimbabwe

Competencies

- A bachelor of Social sciences degree in Peace and Governance, Social Work, Development studies, Sociology and Gender Development or equivalent.
- At least 5 years' experience working on peace related issues, gender and development, healing and reconciliation.
- Experience in designing and implanting healing, reconciliation and rehabilitation programmes.



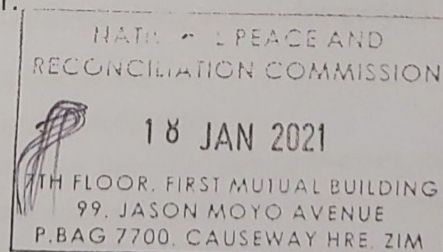
- Experience working in Zimbabwe with and coordinating a wide range of stakeholders including Government, Civil Society and Traditional Leaders in the field of healing, reconciliation and rehabilitation.
- Fluency in Ndebele and Shona or any other 2 national languages as provided in the Constitution of Zimbabwe.
- Team player with a flexible and adaptable approach to working with people of diverse cultures and background.
- Strong written, analytical and verbal communication skills.
- Must demonstrate integrity, equality and aspiration to learn by modelling the NPRCs values, principles, mission and ethical standards.
- Ability to treat all people fairly without discrimination, with integrity and professionalism and respect for all diverse groups.
- Display cultural, gender, religious, race and age sensitivity and adaptability.

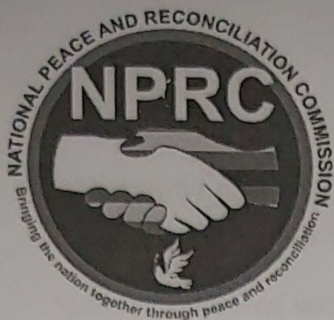
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VACANCY

COMPLAINTS HANDLING AND INVESTIGATIONS OFFICER{NPRC/CHI/03}

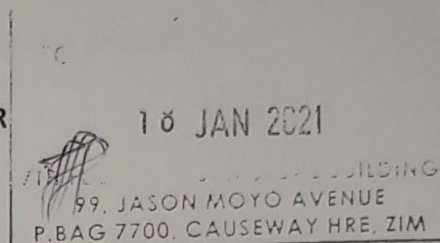
JOB DESCRIPTION

TITLE: COMPLAINTS HANDLING AND INVESTIGATIONS OFFICER

REPORTS TO: MANAGER CHI

MAIN DUTIES AND RESPONSIBILITIES:

- Conducts complaints handling and investigations as directed by Manager CHI
- Carries out complaints handling and investigations in a victim centered and gender sensitive manner
- Gathers information on incident scenes and physical evidence analyses and completes investigations where needed in accordance with the Act, Regulations and Policies
- Ensures thorough and timely written gender-sensitive reports on the CHI processes
- Participates in public awareness campaigns and ensures that the citizens are conversant with the CHI processes and procedures from time to time
- Collaborates with State and non-State actors during NPRC investigations
- Supports the NPRC's CHI Committee and ensures that recommendations are auctioned
- Performs any other duties assigned from time to time by CHI management



Competencies

- Any Social Sciences degree in Development Studies, Social Work, Public Administration, Peace and Governance, Sociology, Psychology or equivalent
- Investigative skills highly recommended
- At least 2 years' experience in complaints handling and investigations.
- Demonstrates the highest level of ethical behaviour
- Strong investigative, research and data analysis skills
- Ability to effectively collaborate with other agencies during investigations
- Strong appreciation of victim centeredness and gender sensitivity during investigations
- Strong written communication skills in English
- Fluency in any two of the 16 languages in the Constitution of Zimbabwe and knowledge of other ethnic cultures will be an added advantage.

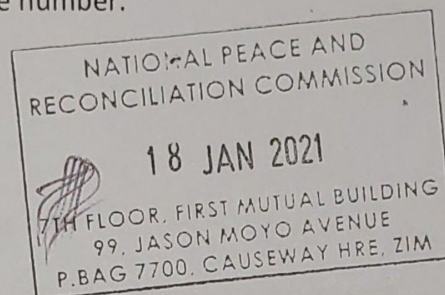
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VACANCY

OFFICE ORDERLY (NPRC/OFO/05)

JOB DESCRIPTION

JOB TITLE: OFFICE ORDERLY

REPORTS TO: REGIONAL COORDINATION MANAGER

STATION: MANICALAND PROVINCE

Key Duties and Responsibilities

- Cleaning offices
- Preparing and serving tea
- Delivering mail and publications
- Responsible for the movement of office furniture and equipment
- Any other duties as delegated by the management.

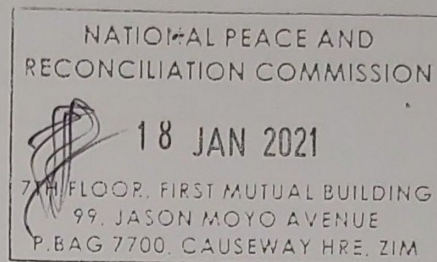
Competencies

- At least 5 O Levels including English Language and fluent in at least 3 local languages in the region.
- Good interpersonal skills
- Good customer care skills and have a pleasant personality.
- Be knowledgeable of Government Ministries and Departments.
- Confidentiality is a must
- Being able to maintain good hygiene.
- Be physically fit.

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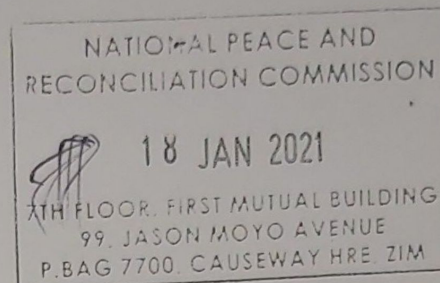
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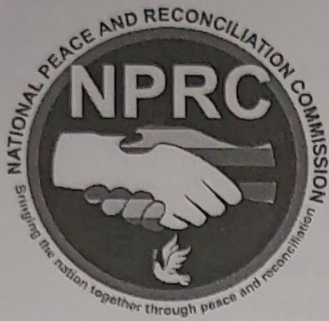
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VACANCY

RECORDS AND INFORMATION ASSISTANT (NPRC/RCA/04)

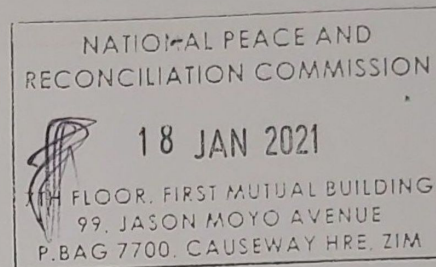
JOB DESCRIPTION

JOB TITLE: RECORDS AND INFORMATION ASSISTANT (BASED IN MANICALAND)

REPORTS TO: REGIONAL COORDINATION MANAGER

DUTIES:

- Processing incoming and outgoing mail
- Filing documents
- Compiling running files
- File tracking/Audit
- Opening and closing files/repair
- Maintenance of Master files
- Dispatching urgent mail and documents
- Any other duties assigned by Management.



SKILLS AND COMPETENCES

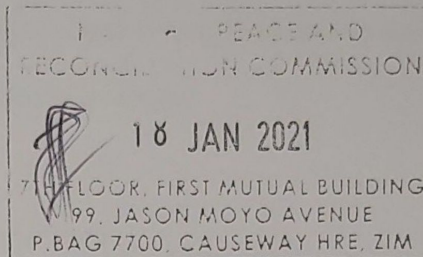
- National Diploma in Records and Information Management.
- HND/Degree in Records and Archives is an added advantage.
- At least 2 years' experience working in Multicultural setups, Government and parastatals.
- Team player with a flexible and adaptable approach to working with people of diverse cultures and background.
- Strong written, analytical and verbal communication skills.
- Must demonstrate integrity, equality and aspiration to learn by modelling the NPRCs values, principles, mission and ethical standards.
- Maintain confidentiality.
- Ability to treat all people fairly without discrimination, with integrity and professionalism and respect for all diverse groups.
- Display cultural, gender, religious, race and age sensitivity and adaptability.

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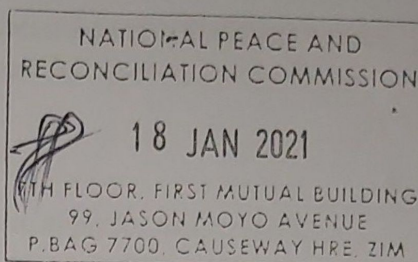
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VACANCY

REGIONAL OFFICER (NPRC/RO/03)



JOB DESCRIPTION

JOB TITLE: REGIONAL COORDINATION OFFICER- EASTERN REGION (MANICALAND)

REPORTS TO: REGIONAL COORDINATION MANAGER

Key Duties and Responsibilities

- Facilitate the implementation of NPRC programmes
- Support and facilitate the coordination between various project stakeholders
- Facilitate meetings with stakeholders
- Undertake field visits to ensure that NPRC programs are on schedule
- Support and facilitate in the identification of challenges and constraints faced during the implementation
- Support or undertake specific assignments in other regions based on project requirements and workload.
- Carry out awareness campaigns in the region.
- Carry out any other duties assigned by Regional Coordination Manager

SKILLS AND COMPETENCES

- A degree in Development Studies, Public Administration or any other Social Sciences degree
- At least 2 years' experience working with Civil Society, International organizations and Government institutions.
- Proven leadership and managerial skills.
- Team player with a flexible and adaptable approach to working with people of diverse cultures and background.
- Undertake creative and innovative methods for NPRC Programmes implementation.
- Strong written, analytical and verbal communication skills in English and two regional languages
- Ability to coordinate different stakeholders in a complex work environment.
- Experience in the usage of computers and office software packages (MS Word, Excel SPPS).
- Must demonstrate integrity, equality and aspiration to learn by modelling the NPRCs values, principles, mission and ethical standards.
- Ability to treat all people fairly without discrimination, with integrity and professionalism and respect for all diverse groups.

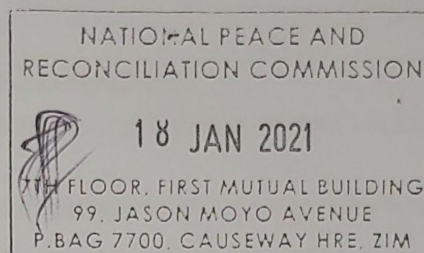
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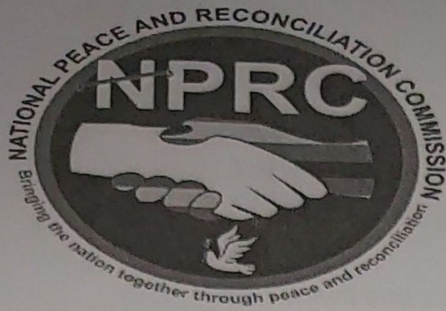
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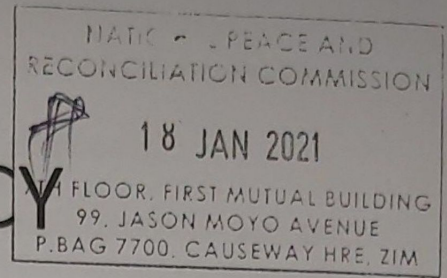
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Submission Deadline: 3pm **Zimbabwe time of Friday 12 February 2021**. Please quote the Vacancy Position and reference number.





VACANCY



REGIONAL COORDINATION MANAGER (NPRC/RO/02)

JOB DESCRIPTION

JOB TITLE: REGIONAL COORDINATION MANAGER (EASTERN REGION (MANICALAND))

REPORTS TO: EXECUTIVE SECRETARY

Key Duties and Responsibilities

- Facilitate the implementation of NPRC programmes
- Provide administrative and operational support to the overall implementation process of programs in the region
- Support and facilitate the coordination between various project stakeholders
- Facilitate meetings with stakeholders
- Provide overall coordination with relevant project stakeholders in the region
- Undertake field visits to ensure that NPRC programs are on schedule
- Support and facilitate in the identification of challenges and constraints faced during the implementation
- Support or undertake specific assignments in other regions based on project requirements and workload.
- Carry out awareness campaigns in the region.

SKILLS AND COMPETENCES

- A Master's degree in Development Studies, Public Administration or any other Social Sciences degree
- Clean class 4 driver's licence a must.
- At least 2 years' experience working with Civil Society, International organisations and Government institutions.
- Proven leadership and managerial skills.
- Team player with a flexible and adaptable approach to working with people of diverse cultures and background.
- Undertake creative and innovative methods for NPRC Programmes implementation.
- Strong written, analytical and verbal communication skills in English and two regional languages
- Ability to coordinate different stakeholders in a complex work environment.
- Experience in the usage of computers and office software packages (MS Word, Excel SPPS).
- Must demonstrate integrity, equality and aspiration to learn by modelling the NPRCs values, principles, mission and ethical standards.

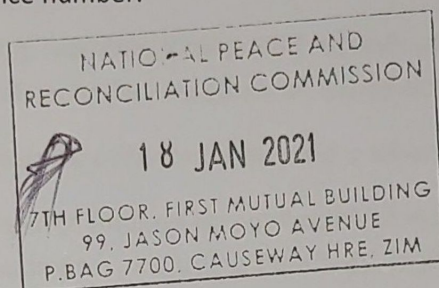
- Ability to treat all people fairly without discrimination, with integrity and professionalism and respect for all diverse groups.
- Display cultural, gender, religious, race and age sensitivity and adaptability.

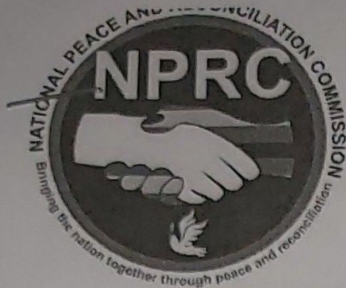
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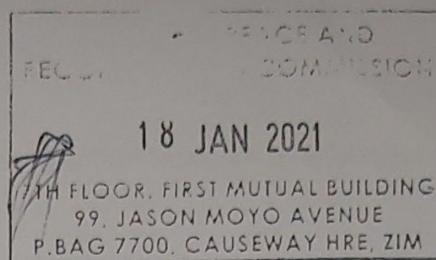
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VACANCY



RESEARCH AND KNOWLEDGE MANAGEMENT OFFICER (NPRC/RKM/03)

JOB DESCRIPTION

JOB TITLE: RESEARCH AND KNOWLEDGE MANAGEMENT OFFICER

REPORTS TO: MANAGER Research and Knowledge Management

MAIN DUTIES AND RESPONSIBILITIES

- Assist in initiating, planning, commissioning and coordinating processes leading to gender-sensitive primary and secondary research on issues related to the NPRC Mandate
- Carry out field work and supervise other team members where necessary.
- Assist in dissemination of research findings through publications and other media formats appropriate to the target audiences, including meetings, briefings, seminars and visual media.
- Assist with the implementation of effective monitoring and evaluation plans of projects.
- Assist in selecting the best tools to interrogate data that produces evidence to track trends and patterns that help NPRC with answers to critical questions to allow timely adaptation and responses mechanisms.
- Ensure gender sensitive related project data and knowledge align with organizational requirements, and its stored/archived appropriately
- Support the Research and Knowledge Management Committee of the NPRC- including ensuring coordinated follow up on key recommendations

SKILLS AND COMPETENCES

- A Social Sciences degree in Development Studies, Public Administration, Peace and Governance, Sociology, Psychology or equivalent
- Diploma in Project Management an added advantage
- Strong project management skills including the ability to design and implement complex research projects/events with multiple partners in a timely manner.
- Ability to work under pressure, quickly and accurately and to meet tight deadlines

- Understand and have practical experience of undertaking action research to inform peace building and conflict prevention efforts
- Experience and willingness to work on complex issues in a diverse team
- Robust knowledge of Zimbabwe and ongoing discourses of peace and governance trajectory
- Willingness to travel for long periods in rural areas.
- Strong written and verbal communication skills in English. The candidate should also be fluent in Shona, Ndebele, Knowledge of other ethnic languages such as Tonga will be added advantage.

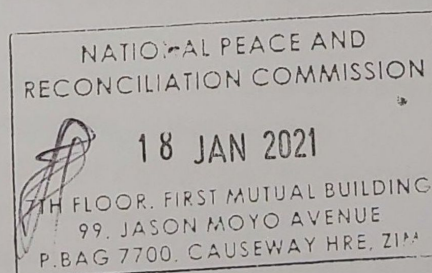
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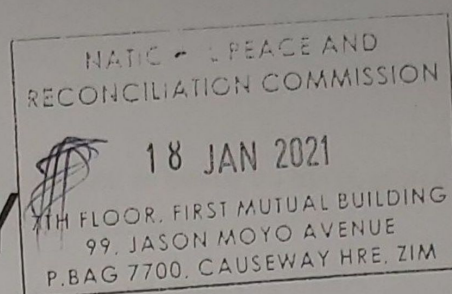
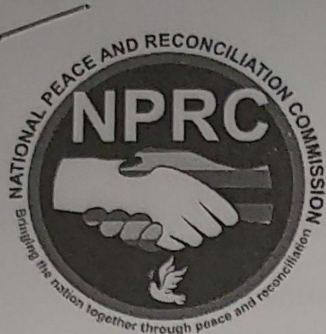
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VACANCY

VICTIM SUPPORT, GENDER AND DIVERSITY OFFICER (NPRC/VSGD/03)

JOB TITLE: Victim Support, Gender and Diversity Officer

REPORTS TO: Victim Support, Gender and Diversity Manager

MAIN DUTIES AND RESPONSIBILITIES:

- Working closely with the General Manager of the National Peace and Reconciliation Commission (NPRC)'s Victim Support, Gender and Diversity Committee, ensure that the NPRC's Victim Support, Gender and Diversity Strategy Standards, procedures and referral systems are developed, observed and implemented
- Implement guidelines and support the training on safe contact methods with all victims, respecting confidentiality, following agreed processes for contacting victims of sexual violence, domestic violence, people bereaved by violence, women, young people and children
- ensure the actualization of spaces and practices, confidentiality and information sharing that encourages the public and stakeholders to engage with the NPRC
- Support the Manager and General Manager in promoting compliance with legal, regulatory, ethical, and social requirements of the Victim Support, Gender and Gender Diversity Committee of the NPRC while ensuring that the key recommendations are followed through and acted upon
- To provide support to the Victim Support, Gender and Diversity Committee of the NPRC while ensuring that the key recommendations and acted upon
- To support the coordination of partnerships with government entities, CSOs, FBOs and any other key partners to advance the mandate of the NPRC
- To implement productive gender, victim and diversity sensitive principles and ensure their enforcement within the NPRC

Competencies

- Any Social Sciences degree in Development Studies, Public Social Work, Peace and Governance, Sociology, Psychology or equivalent
- Experience in providing victim support in the context of healing and reconciliation programmes.

- Minimum of 2 years' experience working on issues related to peace building, women and gender, peace and security, justice, rule of law and human rights.
- Demonstrate integrity, equality, and desire to learn by modelling the NPRCs values and ethical standards.
- Strong written and verbal communication skills in English
- Fluency in any two of the 16 languages in the Constitution of Zimbabwe and knowledge of other ethnic cultures will be an added advantage.

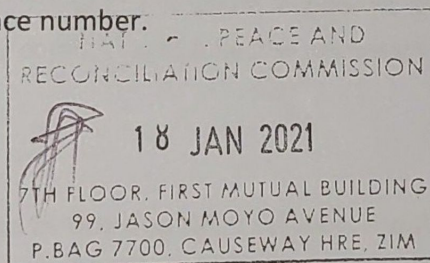
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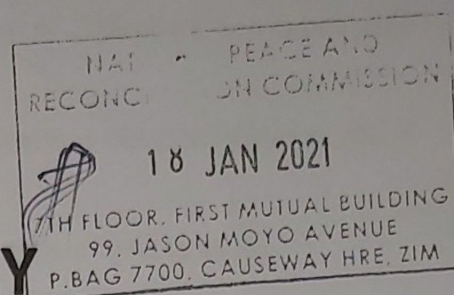
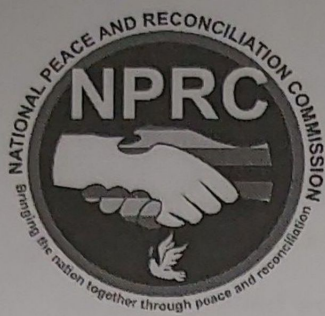
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VACANCY

CONFLICT PREVENTION MANAGEMENT RESOLUTION AND TRANSFORMATION (NPRC/CPMRT/03)

TITLE: CONFLICT PREVENTION MANAGEMENT RESOLUTION AND TRANSFORMATION OFFICER (CPMRT) OFFICER

REPORTS TO: MANAGER CPMRT

MAIN DUTIES AND DESCRIPTION:

- To ensure the delivery of activities to enhance capacities among key stakeholders for dialogue, mediation, negotiation, strategic planning on reconciliation and the building of collaborative capacities
- To ensure that structures developed by the Commission for dialogue, peace building and conflict prevention are capacitated, operational and effective
- Ensure that necessary steps are taken to mitigate or resolve conflicts
- To ensure systematic monitoring of the social, economic and political environment with a view to identify possible conflicts and take the necessary steps to mitigate the effects of the conflict.

Competencies

- **Any Social Sciences degree in Development Studies, Public Administration, Peace and Governance, Sociology, Psychology or equivalent**
- Demonstrated field experience in conflict sensitive programming, dialogue processes and capacity building in post conflict environments.
- Well-developed skills and demonstrated experience in facilitation, consensus building, multi stakeholder dialogue processes, mediation, negotiation, dispute resolution.
- Training skills to impart conflict resolution methodologies to a range of national and local actors, mediators and future trainers
- Strong analytical, advocacy and interpersonal skills

- Fluency in any two of the 16 languages in the Constitution of Zimbabwe and knowledge of other ethnic cultures will be an added advantage.

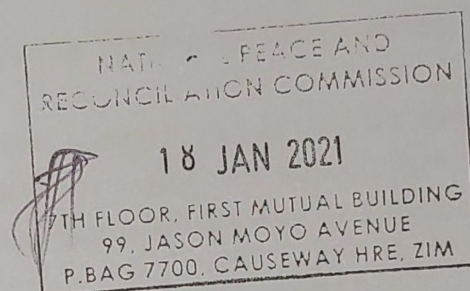
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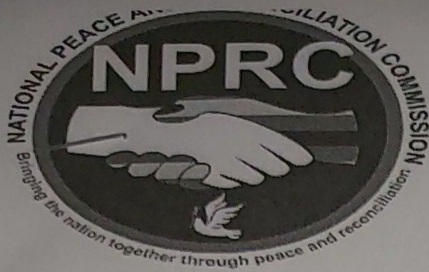
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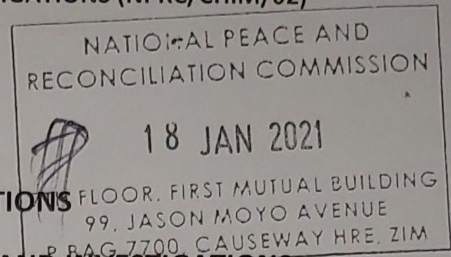
VACANCY

COMPLAINTS HANDLING AND INVESTIGATIONS (NPRC/CHIM/02)

JOB DESCRIPTION

TITLE: MANAGER: COMPLAINTS HANDLING AND INVESTIGATIONS

REPORTS TO: GENERAL MANAGER COMPLAINTS HANDLING AND INVESTIGATIONS



OVERALL JOB PURPOSE

Handling complaints and carrying out investigations is a key function of the NPRC and provides the baseline upon which programmes and responses to the needs of affected persons will be met.

MAIN DUTIES AND RESPONSIBILITIES:

- Provide leadership and analysis on issues relating to CHI to enable the NPRC to effectively deliver on its mandate.
- Support and oversee the CHI department and work closely with the General Manager to ensure implementation of programmes in accordance with the NPRC'S mandate.
- Manage complaints handling and investigative (CHI) teams in a victim-cantered and gender –sensitive manner.
- Gather information on incident scenes and physical evidence, analysis and complete investigations where needed in accordance with the NPRC Act, Regulations and Policies.
- Ensure that complaints handling and investigation team members have clearly defined responsibilities and performance objectives.
- Evaluate all CHI outcomes meets the required standards in methodology and design.
- Develop and continually modify best practices in CHI training manual and materials.
- Develop and maintain strong relationships with state and non-state actors.
- Review the operations and administration of the CHI department of the organization and provides the Commission with periodical reports.

SPECIFICATIONS

- ❖ A degree in Social Sciences or related fields
- ❖ Master's Degree is an added advantage.
- ❖ Minimum 5 years progressing work experience in complaints handling and investigations in peace and reconciliation or related field.
- ❖ Demonstrate effective communication, negotiation and people management skills
- ❖ Capable to work with teams and able to communicate at various levels including making presentations for mature audiences
- ❖ Strong inter-personal and communication skills

❖ Integrity, high ethical standards

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