



## **JOB DESCRIPTION**

**TITLE: COMPLAINTS HANDLING AND INVESTIGATIONS OFFICER**

**REPORTS TO: MANAGER CHI**

### **DUTIES AND RESPONSIBILITIES:**

- Conducts complaints handling and investigations as directed by Manager CHI.
- Carries out complaints handling and investigations in a victim centred and gender sensitive manner
- Gathers information on incident scenes and physical evidence analyses and completes investigations where needed in accordance with the NPRC Act 2018, NPRC Regulations 2018 and Internal NPRC 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, Law, Public Administration, Peace and Governance, Sociology, Psychology or equivalent
- Investigative skills a requirement.
- Demonstrates the highest level of ethical behaviour.
- 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.

Interested and suitably qualified persons should submit applications **ELECTRONICALLY ONLY** to [hr@nprc.org.zw](mailto:hr@nprc.org.zw) by **Wednesday 17 November 2021**.

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

