



**JOB POSITIONS DUTIES AND RESPONSABILITIES**

POSITION	ROLES AND RESPONSIBILITIES
<p><b>Planning and M&amp;E Specialist</b></p>	<ul style="list-style-type: none"> <li>• Coordinate the strategic and operational plans elaboration including Institutional Strategic Plans (SP), Medium Term Expenditure Framework (MTEF), and Annual Action Plans and Budgets (AAP &amp; B);</li> <li>• Develop a Results Monitoring Framework (RMF), report formats, and guide the process of tracking activity implementation across all functional Divisions/Units in the Office;</li> <li>• Consolidate and ensure quality assurance of Institutional plans of the Office;</li> <li>• Collect, analyse and provide statistics related to the Office’s activities;</li> <li>• Prepare and submit weekly, monthly and quarterly plans;</li> <li>• Prepare and submit weekly, monthly, quarterly, and annual progress reports on the implementation of the Office’s activities;</li> <li>• Monitor and Evaluation of Government/Parliament and other institutions recommendations that are related to the Office’s mandate;</li> <li>• Monitor the implementation of recommendations and resolutions of the Ombudsman Bureau and Management Committee Meetings;</li> <li>• Monitor the implementation of recommendations and resolutions of the Office to other institutions and citizens complaints;</li> <li>• Coordinate annual reviews of approved Action Plans in the Office;</li> <li>• Design tools and instruments of planning, budgeting and monitoring the implementation of the Office activities;</li> <li>• Participate in the budget preparation, allocation, revision and reallocation;</li> </ul>

	<ul style="list-style-type: none"> <li>• Avail the formats to be used in drafting weekly, monthly, quarterly and annual reports;</li> <li>• Coordinate the elaboration of the quarterly and annual reports;</li> <li>• Manage the equipment and materials put at his/her disposal;</li> <li>• Performs other duties assigned by the supervisor.</li> </ul>
<b>Declaration of Assets Division Manager</b>	<ul style="list-style-type: none"> <li>• Ensure overall management, operation and oversight of the Declaration of Assets Division;</li> <li>• Set the Declaration of Assets Division work program including the performance objectives of staff and regularly provide feedback, coaching and evaluation;</li> <li>• Work with the Planning and M&amp;E Specialist in the process of preparing strategic and operational plans of the Office;</li> <li>• Coordinate, organize, plan, and manage the daily tasks and operations of the Declaration of Assets Division including the activities related to the receipt, review, verification and disclosure of declarations;</li> <li>• Assist and advise the Office in the implementation of the declaration of assets;</li> <li>• Ensure security of the Declaration of Assets System; Prepare and submit weekly, monthly, quarterly plans;</li> <li>• Propose trainings for Staff under his/her responsibility</li> <li>• Prepare and submit, weekly, monthly, quarterly, and annual progress reports on the implementation of the Division's activities;</li> <li>• Evaluate the Division's performance and identify areas of improvement as well as innovation;</li> <li>• Ensure that staff members comply with the policies and procedures of the Declaration of Assets Division;</li> <li>• Assist in employee recruitment, as well as training of the Division staff members;</li> <li>• Manage the process of administrative sanctions provided for by declaration of assets law;</li> <li>• Work with the finance department to plan and develop the Division's annual budget;</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide statistics related to assets declaration;</li> <li>• Review the Division operations and report any issue to Senior Management;</li> <li>• Manage the equipment and materials put under his/her Division;</li> <li>• Performs other duties assigned by the supervisor.</li> </ul>
<b>Asset Declaration and Verification Specialist</b>	<ul style="list-style-type: none"> <li>• Receive and examine the declarations for compliance, ensure completeness, accuracy, consistency and validity of information;</li> <li>• Analyse declared assets of Officials provided for by law to identify patterns that may indicate fraudulent facts;</li> <li>• Perform financial audits of Political Organizations and provide recommendations;</li> <li>• Contribute to the required upgrade of the Online Declarations of Assets System;</li> <li>• Assist the Declarers during the declaration of assets process and provide relevant information;</li> <li>• Conduct verification and provide consistent reports of the declared assets;</li> <li>• Prepare the documents and reports of the declaration of assets;</li> <li>• Conduct and contribute to researches commended by the Office of the Ombudsman;</li> <li>• Provide expertise and advice on compliance in asset declaration;</li> <li>• Manage the equipment and materials put at his/her disposal;</li> <li>• Performs other duties assigned by the supervisor.</li> </ul>
<b>Asset Declaration IT System Specialist</b>	<ul style="list-style-type: none"> <li>• Work with the Assets Declaration Division Manager Asset Declaration and Verification Specialists to handle all declarers' queries related to Online Declaration of Assets System;</li> <li>• Interact with declarers and Asset Declaration and Verification Specialists to address errors, omissions or minor non-compliance issues;</li> <li>• Ensure security of the Declaration of Assets System and other IT Systems of the Office;</li> <li>• Provide support and assistance to the Office management in all matters relating to IT systems and equipment;</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop and maintain databases of the Office;</li> <li>• Build, maintain, regularly update the Office's hardware, software and IT equipment that are related to declaration of assets and propose upgrade of the systems;</li> <li>• Evaluate the organization's software, hardware and IT equipment requirements and participate in their acquisition;</li> <li>• Safeguard the organization's goals, the risks it faces, compliance issues, and set up plans that minimize costs and risks for IT infrastructure;</li> <li>• Troubleshoot all technical issues related to IT systems of the Office;</li> <li>• Assist and advise the Office on projects related to the Online Declaration of Assets System and other IT systems;</li> <li>• Ensure stability and ease-of-use for the Online Declaration of Assets System and other IT systems within the Office;</li> <li>• Prepare timely and concise reports and relevant information on activities related to the declaration of assets;</li> <li>• Assist in the formulation of policies and strategies of the Office;</li> <li>• Manage the equipment and materials put at his/her disposal;</li> <li>• Performs other duties assigned by the supervisor.</li> </ul>
<p><b>Preventing and Fighting Injustice Division Manager</b></p>	<ul style="list-style-type: none"> <li>• Ensure overall management, operation and oversight of the Preventing and Fighting Injustice Division;</li> <li>• Set the Preventing and Fighting Injustice Division work program including the performance objectives of staff and regularly provide feedback, coaching and evaluation;</li> <li>• Scrutinise the injustice case management system</li> <li>• Ensure that all injustice cases received are timely handled and completed and provide relevant progress reports</li> <li>• Follow up the progress of injustice cases submitted to other institutions;</li> <li>• Assess policies, laws and programs and provide advice or propose actions to be taken;</li> <li>• Cyber-Cafes (coordination)</li> </ul>



	<ul style="list-style-type: none"> <li>• Monitor the performance of institutions in charge of addressing citizens' complaints</li> <li>• Organize and conduct outreach programmes</li> <li>• Work with the Planning and M&amp;E Specialist in the process of preparing strategic and operational plans of the Office;</li> <li>• Manage complaints database and ensure its regular update;</li> <li>• Coordinate, organize, plan, and manage the daily tasks and operations of the Preventing and Fighting Injustice Division;</li> <li>• Assist and advise the Office in the implementation of policies and strategies for preventing and fighting injustice;</li> <li>• Provide statistics related to injustice;</li> <li>• Coordinate the education and awareness activities;</li> <li>• Propose trainings for Staff under his/her responsibility</li> <li>• Prepare and submit weekly, monthly, quarterly, and annual progress reports on the implementation of the Division's activities;</li> <li>• Evaluate the Division's performance and identify areas of improvement;</li> <li>• Ensure that staff members comply with the policies and procedures related to preventing and fighting injustice;</li> <li>• Assist in employee recruitment, as well as training of the Division staff members;</li> <li>• Work with the finance department to plan and develop the Division's annual budget;</li> <li>• Review the Division operations and report any issue to Senior Management;</li> <li>• Manage the equipment and materials put under his/her Division;</li> <li>• Performs other duties assigned by the supervisor.</li> </ul>
<b>Injustice Prevention Policy Advisory &amp; Review Specialist</b>	<ul style="list-style-type: none"> <li>• Prepare, draft and produce documents, notes, guidelines related to preventing and fighting injustice policies and strategies;</li> <li>• Analyse internal and external reports and documents related to injustice and provide corrective measures to the Office/Government;</li> <li>• Initiate and coordinate researches to inform policy/strategy formulation and guidance;</li> </ul>

	<ul style="list-style-type: none"> <li>• Contribute to the assessment of policies, laws and programs and provide advice or propose actions to be taken</li> <li>• Conduct comparative analysis and propose innovation and best practices at national and international levels;</li> <li>• Contribute to the process of analysing, improving and adapting policies, strategies and programs for preventing and fighting injustice;</li> <li>• Contribute to the evaluation of policies, strategies and programs of preventing and fighting injustice;</li> <li>• Contribute to the preparation of briefing notes, presentations and speeches for relevant events and activities;</li> <li>• Support stakeholders in the development of policies, programmes and initiatives related to preventing and fighting injustice;</li> <li>• Provide advice to any issue related to preventing and fighting injustice;</li> <li>• Manage the equipment and materials put at his/her disposal;</li> <li>• Perform other duties assigned by the supervisor.</li> </ul>
<b>Injustice Cases Administration Specialist</b>	<ul style="list-style-type: none"> <li>• Review and analyse complaints cases received from citizens and propose appropriate action;</li> <li>• Conduct and organize the mediation and prepare the reports</li> <li>• Conduct citizens hearing and prepare the reports;</li> <li>• Update complaints database and provide reports on monthly basis;</li> <li>• Monitor and follow up the Cyber-Cafes functioning;</li> <li>• Manage complaints database and ensure its regular update</li> <li>• Provide statistics related to injustice;</li> <li>• Monitor, document and follow up injustice cases hand over to local authorities and to ensure that they are completely solved;</li> <li>• Establish weekly, monthly, annual activities reports;</li> <li>• Manage the equipment and materials put at his/her disposal;</li> <li>• Performs other duties assigned by the supervisor.</li> </ul>

<b>Court Judgment Review Analyst</b>	<ul style="list-style-type: none"> <li>• Coordinate the activities of Court judgment review;</li> <li>• Provide guidance and instructions to the Court Judgment Review Specialists;</li> <li>• Review and analyse the Court judgment review cases submitted by the Court Judgment Review Specialists before submission to the Division Manager;</li> <li>• Ensure that Court judgment review cases are timely completed;</li> <li>• Update complaints database;</li> <li>• Monitor, document and follow up Court judgment review cases and to ensure that they are timely completed</li> <li>• for the Court Judgments Review Specialists;</li> <li>• Review and implement best practices, work methods related to Court judgment review to improve performance;</li> <li>• Identify problems within the Court judgment review process and propose related solutions to the competent authority;</li> <li>• Verify the accuracy of information provided by parties and advise them accordingly;</li> <li>• Identify issues and problems, and formulate recommendations to improve the Court judgment review process;</li> <li>• Manage the equipment and materials put under his/her disposal;</li> <li>• Performs other duties assigned by the supervisor.</li> </ul>
<b>Court Judgement Review Specialist</b>	<ul style="list-style-type: none"> <li>• Analyse and prepare the report for Court judgments review cases assigned;</li> <li>• Conduct field visits to collect further information to complete the cases analysed and prepare reports;</li> <li>• Contribute to the development of policies and procedure manuals for court judgments review processing;</li> <li>• Prepare the reply to the analysed cases and make the follow up to the clients;</li> <li>• Analyse proposed legislation, judicial processes, and procedures for possible impact on the court judgment review process;</li> <li>• Collect and analyse information related to Court judgments review cases and submit them to the relevant authority;</li> <li>• Manage the equipment and materials put at his/her disposal;</li> </ul>

<p><b>Preventing and Fighting Corruption Division Manager</b></p>	<ul style="list-style-type: none"> <li>• Perform other duties assigned by the supervisor.</li> <li>• Ensure the overall management, operation and oversight of the Preventing and Fighting Corruption Division;</li> <li>• Set the Preventing and Fighting Corruption Division work program including the performance objectives of staff and regularly provide feedback, coaching and evaluation;</li> <li>• Work with the Planning and M&amp;E Specialist in the process of preparing strategic and operational plans of the Office;</li> <li>• Coordinate, organize, plan, and manage the daily tasks and operations of the Preventing and Fighting Corruption Division;</li> <li>• Assist and advise the Office in the implementation of policies, strategies and tools for preventing and fighting corruption;</li> <li>• Assess policies, laws and programs and provide advice or propose actions to be taken;</li> <li>• Provide statistics related to corruption;</li> <li>• Coordinate the education and awareness activities;</li> <li>• Propose training for Staff under his/her responsibility;</li> <li>• Anti-Corruption Committees / Clubs</li> <li>• Monitor the performance of institutions in charge of preventing and fighting corruption</li> <li>• Annual status/barometer of corruption such Rwanda Bribery Index</li> <li>• Prepare and submit weekly, monthly, quarterly, and annual progress reports on the implementation of the Division's activities;</li> <li>• Evaluate the Division's performance and identify areas of improvement;</li> <li>• Ensure that staff members comply with the policies and procedures related to preventing and fighting corruption;</li> <li>• Assist in employee recruitment, as well as training of the Division staff members;</li> <li>• Work with the finance department to plan and develop the Division's annual budget;</li> <li>• Review the Division operations and report any issue to Senior Management;</li> </ul>
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	<ul style="list-style-type: none"> <li>• Manage the equipment and materials put under his/her division;</li> <li>• Performs other duties assigned by the supervisor.</li> </ul>
<p><b>Corruption Prevention Policy and Regulation Enhancement Specialist</b></p>	<ul style="list-style-type: none"> <li>• Conduct legal and compliance risk / gap analyses, corruption risk assessments and other analytical work, eventually in collaboration with stakeholders;</li> <li>• Prepare, draft and produce documents, notes, guidelines related to preventing and fighting corruption policies and strategies;</li> <li>• Analyse internal and external reports, documents and information related to corruption and propose corrective measures to the Office/Government;</li> <li>• Initiate and coordinate researches to distil relevant lessons from assessments and information related to corruption for policy/strategy formulation and guidance;</li> <li>• Contribute to the evaluation of policies, strategies and programs of preventing and fighting corruption;</li> <li>• Contribute to the assessment of policies, laws and programs and provide advice or propose actions to be taken;</li> <li>• Conduct comparative analysis and propose innovation and best practices at national and international levels;</li> <li>• Contribute to the process of analysing, improving and adapting policies, strategies and programs of preventing and fighting corruption;</li> <li>• Contribute to the preparation of briefing notes, presentations and speeches on preventing and fighting corruption;</li> <li>• Contribute to the development of policies, programmes and initiatives related to preventing and fighting corruption;</li> <li>• Provide advice on any issue related to corruption;</li> <li>• Conduct researches on matters related to preventing and fighting corruption;</li> <li>• Collect and analyse regional and international data and best practices to inform national anti-corruption policies and strategies;</li> <li>• Manage the equipment and materials put at his/her disposal;</li> <li>• Performs other duties assigned by the supervisor.</li> </ul>

NO

<b>Corruption Prevention &amp; Risk Assessment Specialist</b>	<ul style="list-style-type: none"> <li>• Conduct legal and compliance analyses, corruption risk assessments and other analytical assignment;</li> <li>• Provide evidence based reports and recommendations arising from matters relating to corruption risks and control strategies to facilitate decision making;</li> <li>• Provide information to the media on strategies and activities to prevent and fight corruption;</li> <li>• Implement capacity development initiatives related to preventing and fighting corruption, and promoting integrity, transparency and public accountability in public and private sectors;</li> <li>• Review and assess public and private institutions, Government projects/programs performance, identify loopholes of corruption, and formulate recommendations to relevant decision makers;</li> <li>• Assess corruption risk exposures and provide recommendations on policies, strategies, practices, procedures, systems or controls mechanisms for preventing and fighting corruption;</li> <li>• Prepare a corruption prevention and fighting plan to implement identified policies and strategies;</li> <li>• Anti-Corruption Committees / Clubs</li> <li>• Manage the equipment and materials put at his/her disposal;</li> <li>• Performs other duties assigned by the supervisor.</li> </ul>
<b>Corruption Information Analysis &amp; Monitoring Specialist</b>	<ul style="list-style-type: none"> <li>• Receive and search information related to corruption;</li> <li>• Conduct analysis on alleged corruption information and produce the report on findings to be submitted to the competent institutions;</li> <li>• Contribute to the process of analysing, improving and adapting policies and strategies for preventing and fighting corruption;</li> <li>• Follow up the outcomes of cases submitted to competent institutions;</li> <li>• Provide technical advice and assistance on corruption prevention strategies;</li> <li>• Contribute to capacity development initiatives related to preventing and fighting corruption and promoting integrity, transparency and public accountability;</li> </ul>

	<ul style="list-style-type: none"> <li>• Manage the equipment and materials put at his/her disposal;</li> <li>• Performs other duties assigned by the supervisor.</li> </ul>
<b>Educational and Awareness Specialist</b>	<ul style="list-style-type: none"> <li>• Develop training materials and tools related to preventing and fighting injustice and corruption;</li> <li>• Conduct trainings, awareness campaigns and capacity building programs related to the missions of the Office;</li> <li>• Deliver education programs and facilitate training sessions to the community;</li> <li>• Make presentations, facilitate meetings, seminars, and workshops related to the missions of the Office;</li> <li>• Elaborate necessary documentation (concept notes, advisory notes, memos, meeting debriefs, topical briefs, activity plans) to operationalize education and sensitization activities;</li> <li>• Identify best practices in training and evaluate the effectiveness of education and training strategies;</li> <li>• Contribute to development of training modules to build public officials' capacities to implement policies and strategies to prevent and fight injustice and corruption;</li> <li>• Support the development and implementation of educational policies and programmes related to preventing and fighting injustice and corruption;</li> <li>• Research, develop, and update training modules on preventing and fighting injustice and corruption;</li> <li>• Organize events such Anti-Corruption Week</li> <li>• Evaluate education programmes and make recommendations related to preventing and fighting injustice and corruption for improvement;</li> <li>• Manage the equipment and materials put at his/her disposal;</li> <li>• Performs other duties assigned by the supervisor.</li> </ul>
<b>Advisor to the Ombudsman</b>	<ul style="list-style-type: none"> <li>• Assist the Ombudsman in his/her daily duties;</li> <li>• Analyse and make the summary of the documents to submit to the Ombudsman;</li> <li>• Give comments and advices on documents assigned to him/her by the Ombudsman;</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify priority documents to be given to the Ombudsman;</li> <li>• Control the good functioning of Ombudsman's secretariat;</li> <li>• Register, handle and file the confidential documents of the Ombudsman;</li> <li>• Take the minutes of meetings chaired by the Ombudsman;</li> <li>• Analyse, investigate and make reports on cases of injustice and corruption assigned by the Ombudsman;</li> <li>• Prepare Ombudsman's speeches;</li> <li>• Manage the equipment and materials put at his/her disposal;</li> <li>• Perform any other duties assigned by the supervisor.</li> </ul>
<b>Director of Administration and Finance Unit</b>	<ul style="list-style-type: none"> <li>• Oversee the annual planning and budgeting processes and prepare the annual operating budget;</li> <li>• Prepare monthly and annual financial statements and budget execution report;</li> <li>• Coordinate and facilitate internal and external audits;</li> <li>• Oversee the preparation and payment of salaries and benefits related to bonus and horizontal promotions;</li> <li>• Create and maintain excellent financial controls, policies and procedures;</li> <li>• Ensure efficient functioning and documentation for all financial systems including receipts, disbursements, billing, bookkeeping, budgeting and accounting;</li> <li>• Oversee office operations and matters relating to facilities related to insurance, equipment acquisition and maintenance;</li> <li>• Oversee compensation, recruitment, performance appraisal, and staff training and development activities;</li> <li>• Advise staff on HR management policies and procedures including compensation, recruitment and performance appraisal;</li> <li>• Manage the equipment and materials put under his/her Unit;</li> <li>• Perform other duties as assigned.</li> </ul>
<b>Human Resource Management Specialist</b>	<ul style="list-style-type: none"> <li>• Conduct and/or supervise research, policy and strategy analysis on matters of HR in the institution;</li> </ul>



	<ul style="list-style-type: none"> <li>• Design policy and strategy proposals as well as programs and projects in matters of HR in the public service;</li> <li>• Analyse job requirements and prepare job descriptions and job specifications for recruitment, job evaluation and other purposes;</li> <li>• Identify strategic and operational capacity building and development needs of the Office;</li> <li>• Formulate staff development strategies and programs especially in staff training and supervise its implementation;</li> <li>• Provide advice to the Office on recruitment, performance management including evaluation, HR needs assessment, HR forecasting, planning and management, capacity development and training, scholarship schemes, competence profiling, skills inventory, HRM information systems, leadership development and other aspects of HRM including pension schemes, payroll management, incentives, utilization of ICT to manage HR;</li> <li>• Initiate budget proposals for HR department;</li> <li>• Enforce and coordinate periodic performance appraisal / evaluation exercise;</li> <li>• Play an advisory role for Institution's staff on HR policies and procedures;</li> <li>• Monitor or establish payment statements (staff salaries and benefits) and regularly verify statutory contributions and all legal deductions;</li> <li>• Prepare, Monitor and evaluate the organization's recruitment and selection process to ensure that the organization recruits the best people for advertised jobs and ensure the compliance with legislation and best practice related to equal opportunities;</li> <li>• Play advocacy role &amp; ensure the staff's welfare;</li> <li>• Manage the equipment and materials put at his/her disposal</li> <li>• Perform any other duties assigned by the supervisor</li> </ul>
<b>Legal Affairs Officer</b>	<ul style="list-style-type: none"> <li>• Collect and keep in records all laws, decisions related to jurisprudence in the area of complaints of interest to the institution;</li> <li>• Analyse files to ensure legal compliance;</li> <li>• Provide practical legal opinions to ensure that the appropriate legal approach is taken on arising matters in accordance with existing laws;</li> </ul>



	<ul style="list-style-type: none"> <li>• Provide legal advice on public procurement documents;</li> <li>• Review ongoing cases and advice management accordingly;</li> <li>• Review and advise the management on the compliance to policies and procedures;</li> <li>• Ensure proper recording of all legal documents and precedents where the institution was involved;</li> <li>• Provide legal advice on contract disputes settlement;</li> <li>• Draft legislative instruments (rules and regulations, MoU);</li> <li>• Ensure proper legal compliance on documents produced within the institution with legal implications;</li> <li>• Represent the institution in forums when legal affairs are discussed;</li> <li>• Carry out legal research and highlight potential problems that may engage the liability of the institution;</li> <li>• Manage the equipment and materials put at his/her disposal</li> <li>• Perform any other duties assigned by the supervisor</li> </ul>
<b>Secretary of National Anti-Corruption and Anti-Injustice Advisory Council</b>	<ul style="list-style-type: none"> <li>• Receive and register the documents related to the Anti-Corruption and Anti-Injustice Advisory Council;</li> <li>• Maintain the secretarial documents related to the Anti-Corruption and Anti-Injustice Advisory Council;</li> <li>• Maintain correspondences with institutions members of the Anti-Corruption and Anti-Injustice Advisory Council;</li> <li>• Report and taking minutes of meeting of the Anti-Corruption and Anti-Injustice Advisory Council meeting;</li> <li>• Take minutes of Anti-corruption technical committee;</li> <li>• Organise press conference on the occasion of Anti-Corruption Advisory Council;</li> <li>• Monitor the functioning and reporting of the Anti-Injustice and Anti-Corruption Advisory Councils at local levels;</li> <li>• Manage the equipment and materials put at his/her disposal;</li> <li>• Perform any other duties assigned by the supervisor</li> </ul>



<b>Public Relations and Communication Officer</b>	<ul style="list-style-type: none"> <li>• Follow up and raise awareness of national and international meetings and conferences in which the Office is involved;</li> <li>• Prepare the reports of audiences and press conferences given by Officials of the Office;</li> <li>• Maintain close relationship with various media;</li> <li>• Participating in the preparation of meetings of the Office with different partners;</li> <li>• Prepare message and press releases of the Office of the Ombudsman;</li> <li>• Initiate information programs in order to keep the public aware of the activities and achievements of the Office of the Ombudsman;</li> <li>• Publish and broadcast the messages, speeches and talks delivered by the Office;</li> <li>• Make critical analysis of the national and international media news and publications, and prepare technical information notes to the Ombudsman;</li> <li>• Manage the equipment and materials put at his/her disposal;</li> <li>• Perform any other duties assigned by the supervisor.</li> </ul>
<b>Accountant</b>	<ul style="list-style-type: none"> <li>• Reconcile bank accounts at least monthly, verify deposits, and address inquiries from banks.</li> <li>• Carry out accounting entries in relevant books of accounts;</li> <li>• Record revenues and expenditures and to file supporting documents;</li> <li>• Record all bank and cash transactions;</li> <li>• Prepare periodic (monthly, quarterly and annual) financial statements and budget execution reports;</li> <li>• Maintain the general ledger;</li> <li>• Verify payment of invoices and accounts payable and ensures payments are charged to the appropriate accounts.</li> <li>• Provide outside auditors with assistance; gathers necessary account information and documents to perform annual audit;</li> <li>• Produce reports of activities;</li> <li>• Manage the equipment and materials put at his/her disposal</li> </ul>



	<ul style="list-style-type: none"> <li>• Perform any other duties assigned by the supervisor</li> </ul>
<b>IT Help Desk Officer</b>	<ul style="list-style-type: none"> <li>• Support personnel, and act as focal point when end-users face hardware, software, or system issues;</li> <li>• Administer desktop computers, printers, IP telephony, servers and related equipment (monitor, hard drive, keyboard, etc..), software deployment, security updates and patches;</li> <li>• Keep inventory of all equipment, software, and licenses;</li> <li>• Monitor and work on responding quickly to incoming requests related to IT issues;</li> <li>• Maintain user PC, including upgrades and needed configurations;</li> <li>• Monitor the LAN or WAN infrastructure in the office;</li> <li>• Make sure the PC's/ Laptop's function properly, take measures to avoid downtime and monitor to keep things smoothly;</li> <li>• Taking care of all the networking issues and troubleshoot it as soon as possible;</li> <li>• Maintaining and creating a document management system to protect and restore the data;</li> <li>• Provide phone, remote access, and desktop support of Intel based hardware and software systems;</li> <li>• Track assigned tasks throughout problem solving life cycle using the firm's Help Desk system. Must maintain accurate and timely service tickets;</li> <li>• Maintain licensing compliance and asset tracking databases of hardware and software;</li> <li>• Serve as local data recovery expert of failed hard drives and PC based systems;</li> <li>• Assist users in configuring approved wireless devices;</li> <li>• Produce reports of activities;</li> <li>• Manage the equipment and materials put at his/her disposal</li> <li>• Perform any other duties assigned by the supervisor</li> </ul>

<b>Internal Auditor</b>	<ul style="list-style-type: none"> <li>• Ensure the regularity of expenses, payments and operations with regards to laws and procedures governing the public expenditures;</li> <li>• Carry out a control a posteriori of the budget execution or during its execution on a special request of the permanent secretary;</li> <li>• Check whether accounting books are regularly filled and ensure that operations are promptly recorded, for their exact amounts, in appropriate ledger accounts, and for the accounting period during in which they have been made;</li> <li>• Ensure that access to assets is only possible with the authorization of the competent authorities;</li> <li>• Check whether the accounting records of assets transactions are reconciled at a reasonable interval; whether those assets exist and that appropriate measures are taken for any difference observed;</li> <li>• Submit a monthly report and an annual summary report and as much time as needed;</li> <li>• Audit all Office's services including the projects of the Office to ensure efficiency and effectiveness of their functioning;</li> <li>• Check that funds spent are used according to the programs of the Office;</li> <li>• Produce reports of activities;</li> <li>• to manage the equipment and materials put at his/her disposal</li> <li>• Perform any other duties assigned by the supervisor.</li> </ul>
<b>Logistics Officer</b>	<ul style="list-style-type: none"> <li>• Responsible for tracking, receiving, and stocking all items ordered;</li> <li>• Ensure materials are appropriately stored;</li> <li>• Manage the repair of equipment;</li> <li>• Responsible for supervising and accounting for an inventory;</li> <li>• Carry out annual property inventory and provide other report in his area of responsibility;</li> <li>• Liaise and negotiate with local vendors regarding proposals and information for the purchase of equipment, materials and services;</li> <li>• Provide assistance on office moves, reallocations and general distribution of Logistics general supplies;</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain Logistics related databases and have experience with inventory management software;</li> <li>• Participate in technical evaluations and post-tender preparations as well as contract management;</li> <li>• Produce reports of activities;</li> <li>• Manage equipment and materials put at his/her disposal;</li> <li>• Perform any other duties assigned by the supervisor.</li> </ul>
<b>Procurement Officer</b>	<ul style="list-style-type: none"> <li>• Ensure the procurement of goods and services with the right quantity and quality;</li> <li>• Establish annually a consolidated procurement plan;</li> <li>• Prepare the technical specifications;</li> <li>• Make the follow up of orders and delivery of suppliers and keep records on procured goods and services;</li> <li>• Prepare the necessary documents for the payment of suppliers of goods and services;</li> <li>• Collect the bills and verify their conformity with the quality and quantity of the received material;</li> <li>• Transmit to entitled authorities all the support documents for signature and approbation before any expense is committed;</li> <li>• Participate in the Tender committee meetings and assure its secretariat;</li> <li>• Prepare the documents needed in the tender committee meeting;</li> <li>• Collect the pro-forma invoice from the selected potential suppliers;</li> <li>• Establish the tables of variation of prices;</li> <li>• Establish monthly, quarterly and annual reports on the procurement of goods and services;</li> <li>• Produce reports of activities;</li> <li>• Manage the equipment and materials put at her /his disposal;</li> <li>• Perform any other duties assigned by the supervisor.</li> </ul>



<b>Administrative Assistant to the Ombudsman</b>	<ul style="list-style-type: none"> <li>• Manage the secretariat of the Ombudsman;</li> <li>• Schedule appointments and maintain calendars of the Ombudsman;</li> <li>• Register, handle and file the documents within the Cabinet of the Ombudsman;</li> <li>• Orient visitors having appointments with the Ombudsman;</li> <li>• Prepare communications such as memos, emails reports and other correspondences;</li> <li>• Write and edit communications, from letters to reports and instructional documents;</li> <li>• Manage the Diary of the Ombudsman;</li> <li>• Manage the equipment and materials put at the disposal of the Cabinet of the Ombudsman;</li> <li>• Produce reports of activities;</li> <li>• Manage equipment and materials put at his/her disposal;</li> <li>• Perform any other duties assigned by the supervisor.</li> </ul>
<b>Administrative Assistant to the Deputy Ombudsman in charge of Preventing and Fighting Injustice</b>	<ul style="list-style-type: none"> <li>• Manage the secretariat of the Deputy Ombudsman;</li> <li>• Schedule appointments and maintain calendars of the Deputy Ombudsman;</li> <li>• Register, handle and file the documents within the Cabinet of the Deputy Ombudsman;</li> <li>• Orient visitors having appointments with the Deputy Ombudsman;</li> <li>• Prepare communications such as memos, emails reports and other correspondences;</li> <li>• Write and edit communications, from letters to reports and instructional documents;</li> <li>• Manage the Diary of the Ombudsman;</li> <li>• Manage the equipment and materials put at the disposal of the cabinet of the Deputy Ombudsman;</li> <li>• Produce reports of activities;</li> <li>• Manage equipment and materials put at his/her disposal;</li> <li>• Perform any other duties assigned by the supervisor.</li> </ul>


<b>Administrative Assistant to the Deputy Ombudsman in charge of Preventing and Fighting Corruption</b>	<ul style="list-style-type: none"> <li>• Manage the secretariat of the Deputy Ombudsman;</li> <li>• Schedule appointments and maintain calendars of the Deputy Ombudsman;</li> <li>• Register, handle and file the documents within the Cabinet of the Deputy Ombudsman;</li> <li>• Orient visitors having appointments with the Deputy Ombudsman;</li> <li>• Prepare communications such as memos, emails reports and other correspondences;</li> <li>• Write and edit communications, from letters to reports and instructional documents;</li> <li>• Manage the Diary of the Deputy Ombudsman;</li> <li>• Manage the equipment and materials put at the disposal of the cabinet of the Ombudsman;</li> <li>• Produce reports of activities;</li> <li>• Manage equipment and materials put at his/her disposal;</li> <li>• Perform any other duties assigned by the supervisor.</li> </ul>
<b>Administrative Assistant to the Permanent Secretary</b>	<ul style="list-style-type: none"> <li>• Manage the secretariat of the Permanent Secretary;</li> <li>• Schedule appointments and maintain calendars of the Permanent Secretary;</li> <li>• Register, handle and file the documents within the Permanent Secretariat;</li> <li>• Orient visitors having appointments with the Permanent Secretary;</li> <li>• Prepare communications such as memos, emails reports and other correspondences;</li> <li>• Write and edit communications, from letters to reports and instructional documents;</li> <li>• Manage the Diary of the Permanent Secretary;</li> <li>• Manage the equipment and materials put at the disposal of the Permanent Secretariat;</li> <li>• Produce reports of activities;</li> <li>• Manage equipment and materials put at his/her disposal;</li> <li>• Perform any other duties assigned by the supervisor.</li> </ul>

<b>Call Center Operator</b>	<ul style="list-style-type: none"> <li>• Answer calls from clients and address their needs, complaints, or other issues or services;</li> <li>• Respond efficiently and accurately to callers, clarify information, explain possible solutions, and ensure that clients feel supported and valued;</li> <li>• Utilize software, databases and tools appropriately;</li> <li>• Propose recommendations for products or services that may better suit client needs;</li> <li>• Adhere to policies and procedures related to call center management;</li> <li>• Produce reports of activities;</li> <li>• Manage equipment and materials put at his/her disposal;</li> <li>• Perform any other duties assigned by the supervisor.</li> </ul>
<b>Front Desk Officer</b>	<ul style="list-style-type: none"> <li>• Receive clients, responds to their inquiries and advise them on the way forward</li> <li>• Inform and orient the clients to the relevant offices;</li> <li>• Dispatch the clients' dossiers to different offices and make a follow up for the feedback;</li> <li>• Seek and maintains clients' appointments/schedules and keep the Official/employees in charge informed;</li> <li>• Produce reports of activities;</li> <li>• Manage equipment and materials put at his/her disposal;</li> <li>• Perform any other duties assigned by the supervisor.</li> </ul>
<b>Documentarist</b>	<ul style="list-style-type: none"> <li>• Maintain and develop the documentation collections for academic and public users;</li> <li>• Maintain and oversee access to documentation resources;</li> <li>• Maintain and update documentation databases;</li> <li>• Promote documentation services inside and outside of the Office;</li> <li>• Discuss documentation policies and procedures with new employees, and oversee their implementation;</li> <li>• Work closely the Public Relations and Communication Officer to build and maintain an organized and well catalogued documentation;</li> </ul>

	<ul style="list-style-type: none"> <li>• Produce reports of activities;</li> <li>• Manage equipment and materials put at his/her disposal;</li> <li>• Perform any other duties assigned by the supervisor.</li> </ul>
<b>Head of Central Secretariat</b>	<ul style="list-style-type: none"> <li>• Organise and supervise operations and activities of the Central Secretariat;</li> <li>• Manage, orient and follow up on whether the incoming and outgoing correspondences reach their destination and make sure that their dispatching system and routing within the institution is smoothly operational;</li> <li>• Coordinate the filing of documents;</li> <li>• Initiate and operationalize, in collaboration with concerned staff modern/computerized tools of correspondences and mails / courier management;</li> <li>• Prepare reports and minutes of the meetings;</li> <li>• Manage the equipment and materials put at his/her disposal;</li> <li>• Produce reports of activities;</li> <li>• Perform any other duties as assigned.</li> </ul>
<b>Secretary in the Central Secretariat</b>	<ul style="list-style-type: none"> <li>• Receive and transfer/orient incoming and outgoing couriers and ensure the maintenance of the recording system;</li> <li>• Carry out fast and accurate computer-based capturing of information and mails of the Office;</li> <li>• Classify and maintain files and documents according to the information classification or filing practices in use within the Office;</li> <li>• Filing and orienting outgoing and incoming documents;</li> <li>• Produce reports of activities;</li> <li>• Manage equipment and materials put at his/her disposal;</li> <li>• Perform any other duties assigned by the supervisor.</li> </ul>
<b>Secretary to Finance</b>	<ul style="list-style-type: none"> <li>• Carry out fast and accurate computer-based capturing of finance-related documents, information and mails of the unit;</li> <li>• Classify and maintain finance-related files and documents according to the information classification or filing practices in use within the Office;</li> <li>• Receive and verify all invoices from suppliers</li> </ul>

- Prepare travel clearances for all staff;
- Facilitate audits by ensuring proper filing of finance records;
- Check the invoice with supporting documents.
- Record and stamp all the received invoices in the register.
- Produce reports of activities;
- Manage equipment and materials put at his/her disposal;
- Perform any other duties assigned by the supervisor.

Done at Kigali, 8<sup>th</sup> February 2024

  
**NIRERE Madeleine**  
**Chief Ombudsman**

