



## INTERNAL VACANCY ANNOUNCEMENT

### Background:

Joint Medical Store (JMS) is a Church founded **private not for profit** organization whose mission is ‘‘Provide value adding health solutions to accredited health units and other stakeholders’’

Following the recent Human Resource review process, undertaken to realign our workforce structure with the Strategic Plan 2025–2030, we are pleased to announce the opening of **internal job application opportunities** for all interested and qualified JMS internal staff.

The strategic realignment aims to ensure that JMS is optimally staffed with the right talent in the right roles to deliver effectively on our long-term goals. In this regard, a number of positions as given below, have been defined in line with the new structure and evolving JMS needs.

We therefore invite all interested JMS internal candidates who meet the qualifications and possess the required competencies as specified for each role; to apply for roles where they believe they can add the most value.

This process presents an opportunity for professional growth, career development, and meaningful contribution to our strategic vision. You are encouraged to either apply to a maximum of 2 positions only. You are also encouraged to express interest in only those job positions at your current job level or those that are one level above your current job level, of where you feel most competent.

## A. GENERAL MANAGEMENT DIRECTORATE

**Department;** OFFICE OF THE EXECUTIVE DIRECTOR

### 1. Job Title: Executive Assistant – (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Executive Assistant	<b>Job Grade:</b>	<b>Link for application</b>
<b>Department:</b> ED’s Office	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>
<b>Reports to / Title of Immediate Supervisor:</b> Executive Director	<b>Supervises:</b> Receptionist/ Administrative Assistant		
<b>Job Purpose:</b> The Executive Assistant will provide high-level administrative support to the ED and the Management team to successfully conduct the day-to-day management and delivery of all activities. S/he will also work with other JMS teams, JMS Board Committee Minute Secretary and external stakeholders to support the successful achievement of the organisational objectives by helping the ED specifically organise and manage his workload and time effectively.			
<b>Key Customer/s:</b> The Board  SMT  JMS Staff	<b><u>Stakeholders:</u></b>  Donors  General Assembly		
<b>Functional Outputs/Activities per key performance area:</b>			
<b>SMT Diary Management</b> <ul style="list-style-type: none"><li>• Manage and maintain SMT ' schedules.</li></ul>			

- Resolve time conflicts arising from the diaries
- Act as a liaison between the Executives and internal teams, external clients, and other stakeholders.
- Implement the stakeholder matrix by scheduling the respective engagements in consultation with the Corporate Communications Manager to ensure effective stakeholder engagements.

### **Meeting Management and Support**

- Prepare Agenda's for meetings.
- Ensuring that the ED has all the necessary background information to be effective in meetings.
- Research certain topics on behalf of the ED in preparation for meetings
- Attend meetings in order to record minutes.
- Compile, transcribe, and distribute minutes of meetings.
- Circulate actions from meetings.
- Follow up on closure of action arising from meetings.
- Confirm completion two weeks before the meetings.
- Review contents and quality of Board papers.
- Confirm that all approvals are appropriately signed.
- Format, review, and forward to the Board Minute Secretary.
- File all submissions and minutes onto a centralized internal portal.
- Leads the planning, preparation and coordination of meetings, conferences, and events sponsored by the ED.

### **Record and Correspondence Management**

- Serves as records custodian for the Office of the ED, ensuring that confidential and sensitive information is treated as such.
- Provides a bridge for smooth communication between the ED's office and internal departments; demonstrating leadership to maintain credibility, trust and support with senior management staff.
- Establishes and maintains general office and corporate documents for the ED.
- Maintains an electronic and paper-based centralized filing system of all reports, manuals, records, etc. for the ED using JMS supported IT systems and applications and in accordance with JMS policies and procedures.
- Sorts and files documents as needed
- Read and analyses incoming memos, submissions, and reports in order to determine their significance and plan their distribution.
- Open, sort, record and distribute incoming correspondence, including email.
- In consultation with SMT, reply to letters/queries on behalf of the SMT when appropriate.

**Office Management**

- Receive visitors and determine whether they should be given access to specific individuals.
- Prepare responses to correspondence containing routine inquiries.
- Complete a broad variety of administrative tasks that facilitate the ED's ability to effectively lead the organization, including assisting with special projects, designing and producing complex documents, reports, and presentations; collecting and preparing information for meetings with staff and outside parties; composing and preparing correspondence and maintaining contact lists.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- Draft well thought out reports, minutes and routine correspondences.
- Perform clerical tasks for the ED's Office, e.g., scanning, photocopying, binding, and dispatch documents.
- Maintain and coordinate appointment schedules and databases of activities for the ED
- Plan, organize, and coordinate Board committee meetings; prepare agendas, materials, minutes; manage correspondence and follow-up actions.

**Financial Management**

- Overall Accountability of the Budget of the Office of the ED.
- Develop budgets for the ED and BOD for the Financial Year.
- Monthly review of budget utilization

**Risk Management**

- Perform risk assessments for strategies, prior to implementation and develop a mitigation plan to manage the risks.

**Compliance**

- Maintaining adherence to JMS guidelines and protocols, including confidentiality.
- Adherence to all JMS Policies and Procedures

**Minimum Qualification Requirements:****Related Minimum Experience:**

<ul style="list-style-type: none"> <li>• Bachelor's Degree in relevant field (Humanities, Law, Social Sciences, Information Science, Office Management etc).</li> <li>• Post Graduate Training in Administrative Law or ICSA is an added advantage</li> <li>• Certification in Executive Assistance Training</li> </ul>	Minimum of five years of progressive work experience providing support to senior-level public health staff international, or public organizations is required.	
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Professionalism</li> <li>• Confidentiality</li> <li>• Attention to details</li> <li>• Love for people as face of the company</li> <li>• Integrity</li> <li>• Customer satisfaction</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Innovation</li> <li>• Proactive drive</li> <li>• Follow through</li> <li>• Customer focus</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Secretariat work</li> <li>• Stakeholders in the Uganda Health Sector</li> <li>• Crisis management</li> <li>• Risk management</li> <li>• Problem solving ability</li> </ul>		

<b>Skills</b> <ul style="list-style-type: none"> <li>• Office administration and secretarial skills</li> <li>• Organizing skills</li> <li>• Time Management</li> <li>• Building Strategic Work Relationships</li> <li>• Innovation skills</li> <li>• Communication skills both verbal and written</li> <li>• Research and analysis skills</li> </ul>	
<b>Attributes</b> <ul style="list-style-type: none"> <li>• Confidentiality</li> <li>• Reliability</li> <li>• Quality orientation</li> </ul>	

## 2. Job Title: Receptionist / Front Desk and Administration Assistant– (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Receptionist / Front Desk and Administration Assistant	<b>Job Grade:</b>	
<b>Department:</b> Human Resources	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>
<b>Reports to / Title of Immediate Supervisor:</b> Executive Assistant	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> The role will be the first point of contact for patients, visitors, and vendors. The primary responsibility is to ensure exceptional customer service and efficient administrative support at the organization's reception area.			

<b>Key Customer/s:</b> SMT JMS Staff Finance	<b><u>Stakeholders:</u></b> Organization Guests Suppliers	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Provide administrative support to ensure that the organization's operations are maintained in an effective and efficient manner</b> <ul style="list-style-type: none"> <li>• Warmly receive and attend to all visitors to the Administration block in a friendly manner and ensure their inquiries are handled appropriately</li> <li>• Attend to client enquiries regarding organization and departmental services via phone</li> <li>• Receive all mail from and to the Organization, acknowledge receipt, and ensure all mail is dispatched and recorded in the mail-out dispatch register</li> <li>• Receive schedules for meetings, organize venue and logistics for the Organization.</li> <li>• Maintain a proper filing system for all official correspondences</li> <li>• Under the supervision of the Executive Assistant – coordinate the transport and ensure efficient optimization of the available fleet.</li> <li>• Ensure that the waiting areas and workstation are tidy and well-arranged. This includes ensuring that furniture and equipment is not moved from the respective areas</li> </ul> <b>Manage office welfare to maintain a conducive working environment and efficient operations</b> <ul style="list-style-type: none"> <li>• Coordinate the general office cleanliness and cleaning services to enhance a good working environment</li> <li>• Coordinate all the divisional welfare activities including teas, meals, Water, and replenishment of the first aid box in liaison with other stakeholders from time to time.</li> <li>• Conduct periodic stock-taking of office items and update the inventory accordingly</li> </ul> <b>Support in the requisition system on time</b>		

<ul style="list-style-type: none"> <li>• Receive requests and make e-procurement requisitions. Follow up with the Procurement team on the requisitions made including (office supplies &amp; tea supplies) and ensure items requested are procured and delivered effectively.</li> <li>• Conduct periodic stock-taking of Office items and update inventory respectively regarding the front desk</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Provide input into the budget for the department as per the set guidelines.</li> <li>• Ensure Adherence to budget spend guidelines</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the procurement process.</li> <li>• Develop mitigation measures to curb the risk inherent in the procurement process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Maintain confidentiality of information</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
Bachelor's Degree in; <ul style="list-style-type: none"> <li>• Office Management or Business Administration.</li> <li>• Administration, Social sciences/Business Administration, or its equivalent.</li> </ul>	Minimum of two (2) years of working experience in managing a reception and customer services in the healthcare industry or similar organization.	



<p>Competencies Required:</p> <p><b>Behavioural</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>	
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Proficiency in budgeting, policy development, and staff management.</li> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>	
<p><b>Knowledge.</b></p> <ul style="list-style-type: none"> <li>• Knowledge of healthcare regulations and compliance standards.</li> <li>• Excellent Knowledge of Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>	
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<p><b>Attributes include:</b></p> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**Department:** HUMAN RESOURCES AND ADMINISTRATION

**1. Job Title: Human Resources Officer – (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Human Resources Officer	<b>Job Grade:</b>	
<b>Department:</b> Human Resources	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>
<b>Reports to / Title of Immediate Supervisor:</b> Human Resources and Administration Manager	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> Responsible for implementing and coordinating HR operations to ensure smooth and efficient processes. The role- will also focus on streamlining HR processes and supporting the implementation of strategic HR initiatives while ensuring compliance with labour laws and JMS policies.			
<b>Key Customer/s:</b>  SMT  JMS Staff  HR Team	<b><u>Stakeholders:</u></b>  JMS Board  Internal Auditor  External Auditor		
<b>Functional Outputs/Activities per key performance area:</b>			
<b>Recruitment</b> <ul style="list-style-type: none"> <li>• Develop an annual manpower Plan and ensure timely talent recruitment, management, selection, and deployment in line with business needs.</li> <li>• Periodically maintain updates and propose changes to the organization structure.</li> <li>• Collaborate with hiring managers to understand staffing needs and provide guidance on recruitment best practices.</li> </ul>			

- Support the development, implementation, and enforcement of HR policies and procedures to ensure compliance with local labor laws and organizational standards.
- Provide guidance and support to staff on HR policies and compliance-related issues.

### **Learning & Development**

- Implement the talent development and management strategy to ensure the organization has the leadership and technical capability to meet current and future needs
- Lead the development, commissioning and delivery of programs to improve and enhance management and leadership capabilities across the organization.
- Contribute to the development and promotion of a learning and development plan which supports strategic objectives and drives the skills and competencies required by the organization as well as taking into consideration the outputs of the training needs analysis.
- Develop, implement and improve induction processes that ensure all new staff are welcomed and receive effective and appropriate onboarding.
- Identify L&D needs in collaboration with line managers and through analysis of personal development objectives identified in the performance management process.
- Manage the mandatory training requirements for the organization, ensuring face-to-face and online courses as required. Manage procurement of effective learning providers.
- Design evaluations to measure and record the value and impact of L&D events and programs and ensure any actions are followed through.
- Review L&D and other relevant organization development policies to meet legal compliance and best practice.
- Manage L&D administration to ensure value for money, and that training records and reports ensure that training is maintained in line with internal and external requirements.

### **Performance Management**

- Leads on workforce performance management across JMS, designing and implementing performance improvement initiatives (e.g., competency frameworks and 360-degree feedback processes)

<ul style="list-style-type: none"> <li>• Support the performance management process, including coordinating performance reviews, providing guidance on setting performance goals, and tracking progress.</li> <li>• Ensure that performance management processes align with department goals and organizational standards.</li> <li>• Support the process of performance planning, performance review and end of year reviews in line with the performance management policies and procedures</li> </ul> <p><b>Payroll and Benefits Administration</b></p> <ul style="list-style-type: none"> <li>• Oversee the processing of staff salaries, benefits and statutory deductions in line with Policy and employment laws.</li> <li>• Review, monitor &amp; implement staff welfare, insurance policies, health &amp; safety schemes in line with the Human Resource Management manual.</li> <li>• Oversee the administration and monitoring of all staff leave.</li> <li>• Monitor Employee Relations, welfare and wellness programs.</li> </ul> <p><b>Employee Relations</b></p> <ul style="list-style-type: none"> <li>• Monitor and Implement Disciplinary and Grievance procedures and policies and report recurrent staff issues.</li> <li>• Serve as the first point of contact for employee relations issues, providing guidance and support to resolve conflicts and address employee concerns.</li> <li>• Ensure that employee relations practices align with organizational policies and legal requirements.</li> <li>• Foster a positive work environment and promote a culture of open communication and collaboration.</li> </ul> <p><b>Exit Management</b></p> <ul style="list-style-type: none"> <li>• Manage staff separation in line with the policies and employment laws.</li> <li>• Periodically monitor, analyse, and disseminate staff exit information to all key stakeholders.</li> </ul> <p><b>Time &amp; Attendance Management</b></p> <ul style="list-style-type: none"> <li>• Monitor and manage employee time and attendance, including tracking leave, and ensuring accurate and timely reporting.</li> </ul>	
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<ul style="list-style-type: none"><li>• Implement and maintain timekeeping systems (leave tracker) to ensure compliance with organizational policies and local labor laws.</li><li>• Address and resolve any time and attendance discrepancies in collaboration with relevant departments.</li></ul> <b>HR Records Management</b> <ul style="list-style-type: none"><li>• Update and maintain Human Resource Information system in line with HR policy</li><li>• Submit periodic reports as per department work plan.</li><li>• Maintain accurate and up-to-date HR records, including employee files, contracts, performance reviews, and timekeeping records.</li><li>• Ensure the confidentiality and security of all HR records in accordance with organizational policies and data protection regulations.</li><li>• Support the development and implementation of digital HR record-keeping systems</li></ul>		
<b>Financial Management</b> <ul style="list-style-type: none"><li>• Support the HR Budget Process as per the set guidelines.</li><li>• Monitor and control the allocated budget in line with metrics in the approved strategic plan</li></ul>		
<b>Risk Management</b> <ul style="list-style-type: none"><li>• Support implementation of HR risks various mitigations and keep track of them.</li></ul>		
<b>Compliance</b> <ul style="list-style-type: none"><li>• Ensure JMS HR policies and regulatory compliance in execution of activities.</li><li>• Adherence to all JMS Policies and Procedures</li></ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	

<ul style="list-style-type: none"><li>▪ Bachelor’s degree in Human Resource Management, Industrial or organizational Psychology, Business Administration (HR Option), Business Management, related Social Sciences like Psychology, Sociology, Social Work and Social Administration, or related disciplines.</li><li>▪ Professional affiliation to any nationally recognized Human Resource Management body is preferred.</li><li>▪ A master’s degree in human resource management is an added advantage.</li><li>▪ Professional Human Resource Certification is an added advantage</li></ul>	<ul style="list-style-type: none"><li>▪ Minimum of Five (5) years’ experience in learning and development from a reputable Institution</li></ul>	
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"><li>▪ Integrity</li><li>▪ Trustworthiness</li><li>▪ Professionalism</li><li>▪ Result Driven</li></ul>		
<b>Leadership</b> <ul style="list-style-type: none"><li>▪ Leadership skills</li><li>▪ Ability to coach and mentor a team</li></ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"><li>▪ Solid understanding of Organizational Development</li><li>▪ Solid understanding of change management</li><li>▪ Advanced experience with MS Office and ERP.</li><li>▪ Knowledge of Uganda Tax Regulations</li><li>▪ International Financial Reporting Standard (IFRS) knowledge</li></ul>		

<b>Skills</b> <ul style="list-style-type: none"> <li>▪ Communication skills</li> <li>▪ Organizational skills</li> <li>▪ Data Analysis Skills</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>▪ High Business Acumen</li> <li>▪ Self-Starter &amp; Action Oriented</li> <li>▪ Ability to work independently and as part of a team</li> <li>▪ Ability to harness peer relationships</li> </ul>	
<b>Physical Requirements and Environmental Conditions</b> <ul style="list-style-type: none"> <li>▪ Usually work indoors, but may on occasion work outside with frequent movement across departments of the organization</li> </ul>	

## 2. Job Title: Administration and Facilities Officer– (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Administration and Facilities Officer	<b>Job Grade:</b>	
<b>Department:</b> Human Resources	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>
<b>Reports to / Title of Immediate Supervisor:</b> Human Resources and Administration Manager	<b>Supervises:</b> Drivers, Records Assistant, Maintenance Assistant, 3 <sup>rd</sup> Party Contractors		

<b>Job Purpose:</b> The role is responsible for overseeing daily administrative organization operations, develop and implement operational policies for efficiency/ compliance.		
<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b><u>Stakeholders:</u></b> 3 <sup>rd</sup> Party Contractors  Suppliers  Regulatory Authorities	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Strategic Planning</b> <ul style="list-style-type: none"> <li>• Develop, review, and maintain effective administrative policies, systems, and procedures</li> <li>• Review and harmonize the administrative stores/material management policies, with other Organization policies and procedures.</li> <li>• Prepare Annual Operational Plans and budgets for presentation to the management.</li> </ul> <b>Process Administration</b> <ul style="list-style-type: none"> <li>• Oversee daily administrative organization operations to ensure smooth functioning.</li> <li>• Monitor expenses, propose cost-effective solutions, and manage utility payments.</li> <li>• Monitor departmental income and expenditure.</li> <li>• Coordinate and maintain building equipment.</li> <li>• Manage the inventory of assets.</li> <li>• Manage contracts for maintenance services by outside vendors and ensure compliance with Service Level Agreements (SLAs).</li> <li>• Keep all Vehicles and all other Fleet Equipment properly maintained and repaired, registered, licensed, and appropriately tested in compliance with JMS Policies and Government regulations.</li> <li>• Ensure all required documentation on all vehicles are current and up to date (timely renewals for 3<sup>rd</sup> Party licenses, Control Technique, insurance, etc.)</li> <li>• Ensure quality standards and procedures are followed.</li> <li>• Coordinate activities with 3<sup>rd</sup> Party Contractors i.e. catering, security, compound, cleaning and other service providers overseeing performance and reports.</li> <li>• Stay updated with healthcare regulations and compliance standards.</li> </ul>		



<ul style="list-style-type: none"> <li>• Act as the custodian of all organization-related documents and records.</li> <li>• Manage statutory regulations, premises licensing, and service provider contracts.</li> <li>• Ensuring timely procurement of the departmental requirements</li> <li>• Making requisitions for appropriate office furniture and equipment.</li> <li>• Coordinate – be the secretary for health and safety activities</li> </ul> <p><b>Team Management</b></p> <ul style="list-style-type: none"> <li>• Support the staff to develop individual work plans for the week/month or year to create visibility and clarity of tasks, track their progress against these plans.</li> <li>• Develop and implement KPIs for staff and evaluate and assess staff performance regularly.</li> <li>• Ensure that all staff have individual development programs, and the department has a defined training plan.</li> <li>• Provide guidance, coaching and mentoring to department staff.</li> <li>• Conduct quarterly performance reviews for department staff and identify areas of improvement.</li> <li>• Manage the administration of staff i.e. leave approval, travel approval etc.</li> <li>• Approve expenditures as per the delegation of authority.</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Develop the budget for the department as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>	
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the procurement process.</li> <li>• Develop mitigation measures to curb the risk inherent in the procurement process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>	
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Monitor the implementation of contracts</li> <li>• Ensure JMS Administration Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>	

Minimum Qualification Requirements:	Related Minimum Experience:	
<p>Either;</p> <ul style="list-style-type: none"> <li>• Bachelors in Business Administration, or Public Administration or Human Resources Management or related discipline</li> <li>• Bachelor's degree in healthcare administration or related field.</li> </ul> <p>Added advantage.</p> <ul style="list-style-type: none"> <li>• Certificate in Law from LDC</li> <li>• Post Graduate Diploma in Health Management, Organization Administration, Organization Planning and Business Administration or equivalent qualification from a recognized institution</li> </ul>	<p>Minimum of five (5) years of working experience of which three (3) must have been gained from a supervisory position in a reputable organization preferably in health.</p>	
<p>Competencies Required:</p> <p><b>Behavioural</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Proficiency in budgeting, policy development, and staff management.</li> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		

<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Knowledge of healthcare regulations and compliance standards.</li> <li>• Excellent Knowledge of Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

### 3. Job Title: Driver – (2 job positions)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Driver	<b>Job Grade:</b>	
<b>Department:</b> Human Resources	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>
<b>Reports to / Title of Immediate Supervisor:</b> Administration Officer	<b>Supervises:</b> N/A		

<b>Job Purpose:</b> The role is responsible for managing JMS vehicles, including routine maintenance, registration, as well as coordinating transportation for field activities and staff as appropriate. The role will also provide logistical support in delivery of welfare services to staff.		
<b>Key Customer/s:</b> JMS Staff	<b><u>Stakeholders:</u></b>  3 <sup>rd</sup> Party Contractors  Suppliers	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Transport Administration</b> <ul style="list-style-type: none"> <li>• Receive the vehicle with its accessories by hand-over documents and signs hand-over formats for receipt of vehicle with its accessories</li> <li>• Providing transport service to staff, visitors and guests.</li> <li>• Handles clients with due care and respect. Respects the faith and culture of different communities where JMS operates.</li> <li>• Respects the rules and regulations of departure and arrival hours according to logistic manual</li> <li>• Handles confidential matters with due care and in consultation with senior staff.</li> <li>• Transports materials to respective destinations. Gives due care for the materials while loading and unloading.</li> <li>• Make deliveries of medical supplies to JMS customers as need may be</li> </ul> <b>Vehicle Maintenance</b> <ul style="list-style-type: none"> <li>• Maintains records of logbook for all journeys undertaken, fuel consumed, repair costs and ensures the logbook is available for inspection at any time</li> <li>• Before starting the vehicle's engine each day, checks the level of engine oil, radiator, and windscreen washer water are adequate, etc.</li> <li>• On weekly basis, checks the level of brake and clutch oil, battery water and the pressure of tires is at the proper levels, and also ensures that all lights and indicators are working properly</li> <li>• Ensuring that the vehicle assigned to him/her is clean, fueled, lubricated and regularly serviced as per schedule.</li> <li>• Keeps all tools and reserve tyre with due care. Handles the vehicle and other related accessories and materials with due care</li> </ul>		

<ul style="list-style-type: none"> <li>• Cleans seat belts each day and wears the same all times and insists all passengers to do the same</li> <li>• Carry out minor vehicle maintenance at specified intervals and keep thorough maintenance logs for each vehicle</li> <li>• Requests repair and service by filling forms and formats designed for repair and maintenance service for the vehicle on time. Checks the vehicle for repair and maintenance made by the garage against repair order.</li> </ul> <p><b>Road Traffic Rules Compliance</b></p> <ul style="list-style-type: none"> <li>• Ensures that the assigned vehicle is not driven by another person unless authorized</li> <li>• Maintaining all safety and security measures to the vehicle under his/her care.</li> <li>• Park in safe and secure areas all JMS vehicles during working and non-working hours. Parks the vehicle in safe place during night.</li> <li>• Report accidents as occurred immediately</li> <li>• Respects the traffic rules and regulations strictly.</li> </ul>		
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Develop the budget for the department as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency and reduce maintenance costs</li> </ul>		
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the administration process.</li> </ul>		
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Adherence to guidelines on confidentiality and safeguarding</li> <li>• Ensure JMS Administration Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	

<ul style="list-style-type: none"> <li>• The ideal candidate must hold Ordinary certificate of Education or Uganda Advanced Level Certificate of Education, with a Credit in English.</li> <li>• A certificate in automobile mechanics</li> <li>• Hold a valid Driver's permit of two or more Classes where D1 as mandatory</li> <li>• Excellent experience in driving Manual vehicles</li> </ul>	<p>A minimum of 5 years driving</p> <p>Experience with other NGOs in developing countries is desirable</p>	
<p>Competencies Required:</p> <p><b>Behavioural</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Confidentiality</li> <li>• Resilience and Tenacity</li> </ul>		
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<p><b>Knowledge.</b></p> <ul style="list-style-type: none"> <li>• Solid knowledge of Vehicle Maintenance Practices</li> <li>• Excellent Knowledge of Traffic Regulations and Defensive Driving</li> <li>• Basic Knowledge of Risk Management</li> </ul>		
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• Basic ICT Skills</li> </ul>		

<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Flexibility to work extra hours and on-call on weekends.</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	
<b>Physical Requirements and Environmental Conditions</b> <ul style="list-style-type: none"> <li>▪ Drive long distances</li> </ul>	

#### 4. Job Title: Maintenance Assistant– (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Maintenance Assistant	<b>Job Grade:</b>	
<b>Department:</b> Human Resources	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>
<b>Reports to / Title of Immediate Supervisor:</b> Administration Officer	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> To maintain a safe and healthy work environment for JMS staff to operate in and manage all the operational tools for JMS, premises and facilities repairs ...			
<b>Key Customer/s:</b> JMS Staff	<b><u>Stakeholders:</u></b> 3 <sup>rd</sup> Party Contractors Suppliers		
<b>Functional Outputs/Activities per key performance area:</b>			

**Manage the availability of operational tools**

- Carry out inspection on all operational tools, cold rooms and all firefighting equipment and troubleshoot or report major faults.
- Inspect and clean all machinery including generators and water pumps and troubleshoot or report faults.
- Supervise service providers during the planned preventive maintenance and or during major repairs.
- Train users in proper handling and usage of operational tools.
- Carryout minor repairs

**Maintenance of Buildings and Premises**

- Carryout inspection of premises for faults and report to Administrative Officer.
- Repair minor faults and report major ones to Administrative Officer.
- Supervise new and renovation projects on premises.
- Take part in the disposal of unwanted assets and scrap.
- Supervise service providers for outsourced repairs and maintenance and certify the quality of works done before submitting to the Administration Officer for payment release.
- Supervise pest control exercise on all premises.

**Maintenance of office furniture, electrical fittings & other equipment**

- Inspect furniture and electrical fittings. and report findings
- Carryout minor repairs on furniture and electric fittings.
- Supervise service provider for major repairs.
- Report any major electrical issues for immediate rectification.
- Manage and account for items in the electrical store
- Conduct weekly checks and minor repairs on minor issues in cold rooms and generators.
- Supervise routine planned maintenance and ad-hoc repairs on plant and machinery

**Health and safety Support**

- Demonstrate firefighting skills during firefighting trainings
- Inspect all firefighting equipment, trouble shoot or report major faults.
- Take part in the planned risk assessments on JMS premises.
- Carryout routine checks on underground tanks for continual supply of water.
- Train users in handling and proper usage of operational tools especially forklifts.



<ul style="list-style-type: none"> <li>Respond to emergency call-outs and offer solutions either physically or virtually.</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>Develop the budget for the department as per the set guidelines.</li> <li>Continuously identify areas for improved efficiency and reduce maintenance costs</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>Continuously assesses risk inherent in the administration process.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>Adherence to guidelines on confidentiality and safeguarding</li> <li>Ensure JMS Administration Process Compliance by all stakeholders in execution of activities.</li> <li>Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>Ordinary Diploma in Electrical or Mechanical Engineering</li> </ul>	A minimum of 5 years in similar work  Experience with other NGOs in developing countries is desirable	
Competencies Required:  <b>Behavioural</b> <ul style="list-style-type: none"> <li>Integrity</li> <li>Professionalism</li> <li>Confidentiality</li> <li>Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>Taking Initiative</li> <li>Decision Making</li> </ul>		

<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Mechanical &amp; electrical repairs</li> <li>• Basic Knowledge of Risk Management</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Flexibility to work extra hours and on-call on weekends.</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**5. Job Title: Records Assistant– (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Records Assistant	<b>Job Grade:</b>	
<b>Department:</b> Human Resources	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>
<b>Reports to / Title of Immediate Supervisor:</b> Administration Officer	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> To organize, maintain, classify, sort and archive official documents, files, records safely, and provide access to information by authorized users in a timely and efficiently manner in accordance with JMS Records Management policies and procedures.			

<b>Key Customer/s:</b> JMS Staff	<b><u>Stakeholders:</u></b> 3 <sup>rd</sup> Party Contractors Suppliers	
<b>Functional Outputs/Activities per key performance area:</b>		
<p><b>Document Filing</b></p> <ul style="list-style-type: none"> <li>• Receive and file the documents relating to customer orders, dispatch and distribution for regular and third-party items</li> <li>• Arrange, sort and code the document as per agreed upon sequence for easy access and retrieval.</li> <li>• Make available all records for viewing and processing to the relevant personnel.</li> </ul> <p>Indexing, Referencing and Data Backup</p> <ul style="list-style-type: none"> <li>• Store and backup documents in the data system.</li> <li>• Compile, index, reference and file all documents in an organized retrievable sequence.</li> <li>• Scan &amp; save documents in soft copy on the JMS server.</li> <li>• Duplicate documents as required by the JMS guidelines.</li> </ul> <p>Document Maintenance Management and Capacity Building</p> <ul style="list-style-type: none"> <li>• Coordinate with other departments to maintain and manage records, reports and documents.</li> <li>• Retrieve documents requested by authorised officers for reference purposes from the archive and other storage areas.</li> <li>• Follow up with users to ensure return of those documents for re-filing.</li> </ul> <p>Electronic filing.</p> <ul style="list-style-type: none"> <li>• Adopt the usage of ERP for effective referencing and labeling of files</li> </ul> <p>Improved records management practices</p> <ul style="list-style-type: none"> <li>• Innovate new ways to ensure proper documentation of records</li> <li>• Check that documents management is done in compliance with corporate procedures and guidelines.</li> <li>• Recommend improvements in accordance with good records management practices.</li> </ul> <p>Documents Register</p> <ul style="list-style-type: none"> <li>• Upload and update all files issued to respective officers</li> </ul>		

<ul style="list-style-type: none"> <li>Track all documents and files and enforce an effective follow up system using an appropriate record movement log.</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>Develop the budget for the department as per the set guidelines.</li> <li>Continuously identify areas for improved efficiency and reduce maintenance costs</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>Continuously assesses risk inherent in the administration process.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>Adherence to guidelines on confidentiality and safeguarding</li> <li>Ensure JMS Records Management Process Compliance by all stakeholders in execution of activities.</li> <li>Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>Degree or Diploma in Records and Information Management</li> <li>A Bachelor's degree in the relevant field is an added advantage.</li> </ul>	<ul style="list-style-type: none"> <li>A minimum of 3 years in similar work or practical working experience in records or Archive management</li> <li>Excellent understanding of records and archive management concepts</li> </ul>	
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"> <li>Integrity</li> <li>Professionalism</li> <li>Confidentiality</li> <li>Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>Taking Initiative</li> <li>Decision Making</li> </ul>		

<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Records Management and archiving</li> <li>• Basic Knowledge of Risk Management</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Flexibility to work extra hours and on-call on weekends.</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**Department:** STRATEGY AND CORPORATE AFFAIRS

**1. Job Title: Strategy and Corporate Affairs Manager– (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Strategy and Corporate Affairs Manager	<b>Job Grade:</b>	
<b>Department:</b> Strategy and Corporate Affairs	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>
<b>Reports to / Title of Immediate Supervisor:</b> Executive Director	<b>Supervisors:</b> Monitoring and Evaluation Officer, Communications Officer and Business Performance and Analysis Assistant		

<b>Job Purpose:</b> The Manager Sustainability and Corporate Affairs role is to ensure the smooth operation of the Board of Directors and its committees, adherence to corporate governance principles, coordination of development and monitoring of the JMS strategy and alignment of corporate strategy with ESG.		
<b>Key Customer/s:</b> ED SMT Board JMS Staff	<b>Stakeholders:</b> Media Houses Government Agencies Customers/Clients Donors	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Strategy Development Coordination</b> <ul style="list-style-type: none"> <li>Align the strategic plan and the performance tracking system for business improvement and success</li> <li>Collect information from the different Directorates to inform the development of the strategic plan and develop a list of priorities for the new strategic plan</li> <li>Provide administrative support to consultants and other external resources in the process of strategic planning or review.</li> <li>Provide support to the Directorate Heads to break down the bigger strategy into smaller aligned Directorate action plans, budgets, time and priorities</li> </ul> <b>Board Operations</b> <ul style="list-style-type: none"> <li>Plan, organize, and coordinate Board and committee meetings; prepare agendas, materials, minutes; manage correspondence and follow-up actions.</li> </ul>		

<ul style="list-style-type: none"> <li>• Document and disseminate Board proceedings from meetings, follow up and report on the implementation of key action points.</li> <li>• Attend meetings to transcribe and maintain accurate minutes and ensure that the approved action points are filed accordingly.</li> <li>• Manage Board emoluments and provide accountability</li> </ul> <p><b>Strategy Implementation Support</b></p> <ul style="list-style-type: none"> <li>• Derive KPIs and planning formats for the strategic plan to inform the interventions for implementation of the strategies</li> <li>• Organize consultative workshops for JMS staff / MANCO to identify priority areas in the strategic plan</li> <li>• Coordinate externally facilitated workshops to discuss priority areas and strategies.</li> <li>• Support the Business Development team to analyse rationale for new BD opportunities and ventures.</li> <li>• Organize quarterly strategic plan review activities with MANCO</li> <li>• Provide oversight to the Directors on strategic implementation initiatives monthly</li> </ul> <p><b>Monitoring &amp; Evaluation of Strategic Initiatives</b></p> <ul style="list-style-type: none"> <li>• Develop, implement and operationalize performance monitoring systems for the strategic plan based on Balanced Scorecard approach.</li> <li>• Develop and update Gantt chart for the strategic plan objectives and action plans.</li> <li>• Plan for the evaluation and review of the strategic plan annually</li> <li>• Support the Directorates with solutions towards threats and opportunities identified in the achievement of the strategic plan objectives</li> </ul> <p><b>Change Management Support</b></p> <ul style="list-style-type: none"> <li>• Support the ED &amp; MHRA to coach different Directors to align strategy to Directorate goals while reviewing and analysing strategic initiatives.</li> <li>• Identify, communicate and monitor strategy implementation risks</li> <li>• Work with the MANCO team to develop corrective action for identified risk</li> </ul> <p><b>Communications</b></p>	
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<ul style="list-style-type: none"> <li>• Develop and execute communication plans according to the Organization Communication Strategy.</li> <li>• Lead the development, engagement, and maintenance of strategic relationships with key internal and external stakeholders.</li> <li>• Develop and implement a Corporate Brand promotion strategy and track corporate brand positioning and performance.</li> <li>• Manage and maintain the JMS website and ensure there are regular updates made to the site with appropriate content</li> <li>• Utilize JMS's social media accounts to educate the public on JMS's operations, projects, achievements, future initiatives, etc.</li> <li>• Oversee campaigns on social media and evaluating the effectiveness of such campaigns.</li> <li>• Manage JMS media relations.</li> <li>• Provide support to the JMS teams by writing and distributing JMS Content (i.e. news/ press releases to targeted media regarding JMS reports, research findings and training publications). <ul style="list-style-type: none"> <li>○ Ensure that basic data is captured and analysed regarding JMS public relations; customer care/ client relationship and visitors' engagement activities and statistics are complete and available.</li> <li>○ Collect and analyse all media information that are relevant to JMS and where applicable give official response from JMS.</li> <li>○ Participate in writing and editing in-house publications, successful stories, speeches, articles and reports for submission to the various consumer groups / stake holders.</li> <li>○ Support the preparation and production of information materials such as publicity brochures, handouts, direct mail leaflets, annual calendars, annual reports, promotional videos, photographs, films, multimedia and JMS programs/projects.</li> </ul> </li> </ul> <p><b>Marketing and Branding</b></p> <ul style="list-style-type: none"> <li>• Develop and manage publicity campaigns and generating content promotional materials.</li> <li>• Maintain brand identity across all customer and stakeholder touch points, JMS marketing initiatives and communications for consistent brand representation.</li> <li>• Coordinate annual reputation and brand surveys to determine the corporate positioning and perception of JMS.</li> </ul> <p><b>Legal &amp; Corporate governance</b></p>	
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<ul style="list-style-type: none"> <li>• Ensure compliance with governance frameworks;</li> <li>• Maintain accurate records of decisions;</li> <li>• Update governance policies as needed.</li> <li>• Provide legal advice to management on regulatory and compliance issues.</li> <li>• Draft, review, and negotiate contracts and agreements.</li> <li>• Ensure corporate governance compliance and legal risk management.</li> <li>• Represent the company in legal proceedings and stakeholder engagements.</li> </ul> <p><b>Team Management</b></p> <ul style="list-style-type: none"> <li>• Support the staff to develop individual work plans for the week/month or year to create visibility and clarity of tasks, track their progress against these plans.</li> <li>• Provide Departmental feedback to the ED on a weekly basis.</li> <li>• Develop and implement KPIs for staff and evaluate and assess staff performance regularly.</li> <li>• Recommend necessary training for the department's staff development in line with the set strategies.</li> <li>• Provide guidance, coaching and mentoring to department staff.</li> <li>• Conduct quarterly performance reviews for department staff and identify areas of improvement.</li> <li>• Manage the administration of staff i.e. leave approval, travel approval etc.</li> <li>• Approve expenditures as per the delegation of authority.</li> </ul> <p><b>ESG (Environmental, Social, Governance)</b></p> <ul style="list-style-type: none"> <li>• Develop and implement ESG strategies aligned with corporate goals;</li> <li>• Monitor ESG performance and ensure alignment with industry standards and regulations.</li> </ul> <p><b>Reporting.</b></p> <ul style="list-style-type: none"> <li>• Prepare and submit regular corporate communication performance reports to Management and the Board.</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Develop the budget for the department as per the set guidelines.</li> <li>• Monitor and control the allocated budget and put measures in place to address variances.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>	
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Perform risk assessments for strategies, prior to implementation and develop a mitigation plan to manage the risks.</li> </ul>	

<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure JMS Corporate Communications policies and regulatory compliance in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures.</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Bachelor's degree in Law (LLB), with a valid legal practice certificate OR</li> <li>• Bachelors in Corporate Governance, or a related field.</li> <li>• A Master's degree or professional certification (e.g., ICSA) is an added advantage</li> </ul> <b>Experience</b> At least 5 years of experience in corporate law, with knowledge of strategy and corporate communications. Strong skills in negotiation, contract management, and corporate governance	Five (5) years of relevant experience.	
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Driving Accountability</li> <li>• Influencing Strategic Direction</li> </ul>		

<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Crisis Management</li> <li>• Research Techniques and Digital Tools Management</li> <li>• Project Management</li> <li>• Stakeholder Management and Public Relations</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Organizational Skills</li> <li>• Analytical Skills</li> <li>• Budget Management</li> <li>• Innovation and Creativity</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Mindset</li> <li>• Creativity</li> <li>• Attention to Detail</li> <li>• Strong Business Acumen</li> <li>• Decisive</li> </ul>	

## 2. Job Title: Communications & Branding Officer – (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Communications & Branding Officer	<b>Job Grade:</b>	
<b>Department:</b> Strategy and Corporate Affairs	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>

<b>Reports to / Title of Immediate Supervisor: Strategy and Corporate Affairs Manager</b>	<b>Supervises:</b> N/A	
<b>Job Purpose:</b> The role is responsible for supporting the implementation of communications strategies to internal and external stakeholders in line with JMS strategic objectives and ensure information about JMS reaches the targeted audiences-both internal and external be it written, social media, electronic or print and must be accurate, and timely and credible.		
<b>Key Customer/s:</b> SMT  JMS Staff	<b>Stakeholders:</b>  Customers/Clients  Donors	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>External Communication</b> <ul style="list-style-type: none"> <li>• Document and communicate JMS's work through powerful storytelling using various mediums, including photos, videos, design, and impact stories.</li> <li>• Ensure that JMS's publications, reports and videos are of high quality and disseminated appropriately.</li> <li>• Provide content and ideation in the production of a range of publications, including annual reports, impact reports, donor reports, and newsletters.</li> <li>• Support in developing and implementing the communications strategy.</li> <li>• Liaise with mainstream media to profile JMS's work in accordance with strategy.</li> <li>• Manage JMS's digital presence through the website and other social media platforms like Facebook, Twitter, LinkedIn, Instagram, Youtube etc.</li> <li>• Provide editorial, design, and creative support during the development of materials such as reports, briefing notes, and Information Educative (IEC) materials to ensure that appropriate language is used.</li> </ul> <b>Internal Communication</b> <ul style="list-style-type: none"> <li>• Collaborate with HR and the Communications team to plan and implement staff-focused communications campaigns.</li> </ul>		

- Provide creative documentation of staff events.
- Work with the Strategy / Programs teams to identify core areas of focus for impact stories.
- Ensure all cultural diversity principles are applied in responding to the work of the Organization and individual employees
- Promotion of healthy communication culture at JMS

#### **Stakeholder Engagement**

- Strengthen links with relevant stakeholders, including Government departments, donors, partner organizations, staff, and community partners for developing multi-faceted storytelling.
- Liaise with various media houses for publicity and promotion as required.
- Identify/manage logistics for stakeholders for communication activities as required.
- Engage staff and key stakeholders in promoting JMS's mission. This includes establishing rapport with them and ensuring visibility.

#### **Reporting**

- Prepare accurate and timely communications reports for internal stakeholders.
- Provide written and verbal presentations on communications as required.
- Undertake an evaluation of communications initiatives, maintaining accurate data, including reviewing and reporting against the objectives of the various events.
- Maintain current analytics/statistics and fact sheets on the JMS's social media platforms and website, periodically presented to the Management Team and used in presentations when required.
- Complete administrative reporting on a weekly basis and provide support with information sharing for reporting.
- Coordinate the development and maintenance of relevant communications-related databases for contacts, reporting, and upcoming deadlines.

#### **Development of marketing communications materials**

- Develop online communication material including video content.
- Update the JMS website regularly to accommodate any new relevant changes and developments.
- Develop, Design, edit and publish marketing collaterals that communicate the organization's core values, activities, events or products for example, handouts, brochures, calendars, pens, notebooks, etc.)
- Act as the communication team member in JMS campaigns, corporate or fundraising project teams leading and coordinating the media strategy implementation for the project.

<ul style="list-style-type: none"> <li>• Maintain an updated photo bank of JMS images and videos and photos of Management.</li> <li>• Carry out impact assessment for the marketing collaterals to inform appropriate mix</li> </ul> <p><b>Undertake branding and event management for JMS.</b></p> <ul style="list-style-type: none"> <li>• Manage and coordinate all JMS events effectively.</li> <li>• Identify corporate events for JMS to participate and arrange for participation to enhance the company visibility.</li> <li>• Undertake corporate branding for JMS which includes the branches and distributors.</li> <li>• Conduct damage control in case of any negative publicity against the company.</li> <li>• Oversee the publicity of all CSR activities handled or participated in by JMS so as to promote its brand.</li> <li>• Carry out JMS brand audit every 2 years to ensure it remains relevant and appealing to the publics</li> <li>• Manage JMS reputation</li> </ul>		
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Adherence to department budget</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Perform risk assessments for strategies, prior to implementation and develop a mitigation plan to manage the risks.</li> </ul>		
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Maintaining adherence to JMS guidelines and protocols, including client confidentiality.</li> <li>• Ensure JMS Corporate Communications policies and regulatory compliance in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	

<ul style="list-style-type: none"> <li>• Bachelor Degree in Mass Communication, Journalism, Communication, Public Relations or related field; OR</li> <li>• Bachelor's degree in marketing, or related disciplines from recognized institutions.</li> </ul>	Three (3) years of working experience in communications in a reputable organization.	
<b>Competencies Required:</b> <b>Behavioral</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Knowledge of Organization Operations</li> <li>• Stakeholder Management and Public Relations</li> </ul>		
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Building networks</li> <li>• Record Management</li> </ul>		

<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Creativity</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	
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### 3. Job Title: Monitoring & Evaluation Officer– (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> ME Officer	<b>Job Grade:</b>	
<b>Department:</b> Strategy and Corporate Affairs	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>
<b>Reports to / Title of Immediate Supervisor:</b> Strategy and Corporate Affairs Manager	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> <p>The role is responsible for ensuring collection of high-quality data to inform programming and report to external stakeholders such as the implementing partners and institutional donors. Working closely with the Strategy and Corporate Affairs Manager, the M&amp; E Officer will lead the design, implementation, and operation of M&amp;E systems &amp; will oversee the monitoring, evaluation, analytics, and reporting of performance and results, providing regular activity reports to JMS management. She/he will provide technical leadership and oversee data management, conduct regular data analysis and identify methods to use results for improvement.</p>			



<b>Key Customer/s:</b> ED SMT Board JMS Staff	<b><u>Stakeholders:</u></b> Donors Government Ministries Local Government Leaders	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Monitoring and Evaluation Planning:</b> <ul style="list-style-type: none"> <li>• Implement comprehensive M&amp;E frameworks and plans for JMS mainstream, projects and programs.</li> <li>• Design indicators, tools, and methodologies for monitoring and evaluating activities and outcomes.</li> <li>• Establish baseline data and set targets for performance.</li> <li>• Development of the M&amp;E Plans, including indicator selection, target setting, reporting, database management, and developing M&amp;E and/ performance monitoring plans.</li> </ul> <b>Data Collection and Analysis:</b> <ul style="list-style-type: none"> <li>• Conduct regular data collection activities, including surveys, interviews, focus groups, and observations.</li> <li>• Ensure the accuracy, reliability, and validity of data collected.</li> <li>• Analyze quantitative and qualitative data to assess project progress and impact.</li> <li>• Lead role in overseeing data collection, collation, storage, analysis, and reporting, ensuring that data is of high quality and audit worthy.</li> </ul> <b>Reporting and Documentation:</b> <ul style="list-style-type: none"> <li>• Provide day to day direct support to Program team in preparation and reviewing of annual and quarterly Program reports and plans.</li> <li>• Prepare regular M&amp;E reports, including progress reports, impact assessments, and evaluation findings.</li> <li>• Document lessons learned, best practices, and success stories from project implementation.</li> <li>• Present findings and recommendations to project stakeholders, including donors, management, and partners.</li> </ul> <b>Research Activities:</b>		

<ul style="list-style-type: none"> <li>• Design and conduct research studies to inform program design and implementation.</li> <li>• Develop research proposals, including objectives, methodologies, and budgets.</li> <li>• Review and synthesize existing research and literature relevant to the project.</li> </ul> <p><b>Capacity Building:</b></p> <ul style="list-style-type: none"> <li>• Train project staff and partners on M&amp;E concepts, tools, and practices.</li> <li>• Provide ongoing technical support and guidance on data collection, analysis, and reporting.</li> </ul> <p><b>Learning:</b></p> <ul style="list-style-type: none"> <li>• Ensure learning from periodic surveys, monitoring data reviews and beneficiary feedback is documented and shared with program staff to inform programming</li> <li>• Support and organize the collection of success stories, case studies, and photos of activities for knowledge management</li> <li>• Maintain a filing system for all location level M&amp;E activities, reports, and analyses in hard and soft copies, including backups</li> </ul> <p><b>Stakeholder Engagement:</b></p> <ul style="list-style-type: none"> <li>• Collaborate with project stakeholders to ensure their input and participation in M&amp;E activities.</li> <li>• Engage with beneficiaries to gather feedback and assess their satisfaction with project interventions.</li> <li>• Facilitate stakeholder meetings, workshops, and presentations to share M&amp;E findings and recommendations.</li> </ul> <p><b>Quality Assurance:</b></p> <ul style="list-style-type: none"> <li>• Ensure that M&amp;E activities adhere to organizational standards, donor requirements, and ethical guidelines.</li> <li>• Implement corrective actions to address any identified issues or gaps in M&amp;E practices.</li> </ul> <p><b>Data Management:</b></p> <ul style="list-style-type: none"> <li>• Develop and maintain databases and information management systems for storing and managing M&amp;E data.</li> <li>• Ensure data security and confidentiality in accordance with organizational policies.</li> <li>• Use data visualization tools and techniques to present data in an accessible and meaningful way.</li> </ul> <p><b>Program Improvement:</b></p> <ul style="list-style-type: none"> <li>• Use M&amp;E and research findings to inform program design, strategy, and decision-making.</li> <li>• Identify opportunities for innovation and improvement in project implementation.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Provide evidence-based recommendations to enhance project effectiveness and sustainability.</li> </ul> <b>Compliance and Accountability:</b> <ul style="list-style-type: none"> <li>• Ensure compliance with requirements and organizational policies regarding M&amp;E and reporting.</li> <li>• Promote transparency and accountability in implementation and reporting.</li> <li>• Address any M&amp;E-related issues or challenges in a timely and effective manner.</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Ensure adherence to the department budget and finance manual guidelines</li> <li>• Ensure optimal use of financial resources</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Perform risk assessments for activities, prior to implementation and develop a mitigation plan to manage the risks.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure JMS policies, guidelines and regulatory compliance in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures.</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Bachelor's Degree in Statistics, Demography or any other related Social Sciences field. Advanced certificate in M&amp;E or statistics are preferred.</li> <li>• Knowledge of data-processing and statistical analysis software, namely MS Access, Stata and SPSS, and proficiency in database development and maintenance are a MUST.</li> </ul> <p>Added advantage;</p> <ul style="list-style-type: none"> <li>• Certificate in monitoring and evaluation preferred</li> <li>• Recognized training in proposal writing, Advocacy, leadership and community work is an added advantage</li> </ul>	<p>Minimum Three (3) years of relevant experience in M&amp; E in an NGO/Not-for-Profit sector with proven track record.</p>	

**4. Job Title: Business performance & Analytics Assistant– (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Business performance & Analytics Assistant	<b>Job Grade:</b>	
<b>Department:</b> Strategy and Corporate Affairs	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>
<b>Reports to / Title of Immediate Supervisor:</b> Monitoring & Evaluation Officer	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> To implement activities related to data management and attend to monitoring & evaluation activities of JMS. This position requires a strong background in data analytics, attention to detail, and the ability to interpret and communicate complex findings to diverse stakeholders by ensuring data-driven decision-making and continuous improvement.			
<b>Key Customer/s:</b> ED SMT Board JMS Staff	<b><u>Stakeholders:</u></b> Donors Government Ministries Local Government Leaders		
<b>Functional Outputs/Activities per key performance area:</b>			

<ul style="list-style-type: none"> <li>• Design, implement and maintain Data analytics, Monitoring and Evaluation (M&amp;E) Systems</li> <li>• Data Collection and Analysis</li> <li>• Performance Monitoring</li> <li>• Data Quality Assurance</li> <li>• Reporting and Communication</li> <li>• Capacity Building to staff about data analytics and management</li> <li>• Develop and implement data analytics and M&amp;E frameworks and activities that support the attainment of the JMS strategy.</li> <li>• Design data collection tools and methodologies to gather relevant information and data.</li> <li>• Ensure adherence to ethical standards and regulatory requirements in data collection.</li> <li>• Collect, organize, and analyse data from various sources and disseminate it to users for decision making</li> <li>• Utilize statistical methods and data analytics techniques to derive meaningful insights about the JMS internal and external past, present and future environment.</li> <li>• Collaborate with cross-functional teams to ensure data accuracy and completeness.</li> <li>• Monitor and evaluate the performance of pharmaceutical related activities at JMS and trends of performance in line with the JMS strategy.</li> <li>• Identify key performance indicators (KPIs) and develop metrics for assessing the objectives in line with JMS Strategy and projects for success.</li> <li>• Generate regular reports on strategy implementation, activities implementation and projects progress while highlighting areas for improvement.</li> <li>• Implement quality control measures to ensure data integrity and reliability.</li> <li>• Conduct periodic audits to verify the accuracy of collected data.</li> <li>• Collaborate with internal and external stakeholders to address data quality issues.</li> <li>• Train and support team members in data collection and analysis methodologies.</li> <li>• Foster a culture of continuous improvement by sharing best practices in monitoring and evaluation, data analytics and its use.</li> <li>• Work closely with all staff to integrate M&amp;E activities and data analytics into their roles for continuous improvement.</li> </ul> <p><b>Research Activities:</b></p> <ul style="list-style-type: none"> <li>• Design and conduct research studies to inform program design and implementation.</li> <li>• Develop research proposals, including objectives, methodologies, and budgets.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Review and synthesize existing research and literature relevant to the project.</li> </ul> <p><b>Capacity Building:</b></p> <ul style="list-style-type: none"> <li>• Train project staff and partners on business performance and analytics concepts, tools, and practices.</li> <li>• Provide ongoing technical support and guidance on data collection, analysis, and reporting.</li> </ul> <p><b>Learning:</b></p> <ul style="list-style-type: none"> <li>• Ensure learning from periodic surveys, monitoring data reviews and beneficiary feedback is documented and shared with program staff to inform programming</li> <li>• Support and organize the collection of success stories, case studies, and photos of activities for knowledge management</li> </ul> <p><b>Stakeholder Engagement:</b></p> <ul style="list-style-type: none"> <li>• Collaborate with stakeholders to ensure their input and participation in business performance and analytics activities.</li> <li>• Engage with beneficiaries to gather feedback and assess their satisfaction with interventions.</li> </ul> <p><b>Quality Assurance:</b></p> <ul style="list-style-type: none"> <li>• Ensure that business performance and analytics activities adhere to organizational standards, donor requirements, and ethical guidelines.</li> <li>• Implement corrective actions to address any identified issues or gaps in business performance and analytics practices.</li> </ul> <p><b>Data Management:</b></p> <ul style="list-style-type: none"> <li>• Develop and maintain databases and information management systems for storing and managing business performance and analytics data.</li> <li>• Ensure data security and confidentiality in accordance with organizational policies.</li> <li>• Use data visualization tools and techniques to present data in an accessible and meaningful way.</li> </ul> <p><b>Compliance and Accountability:</b></p> <ul style="list-style-type: none"> <li>• Ensure compliance with requirements and organizational policies regarding business performance and analytics and reporting.</li> <li>• Promote transparency and accountability in project implementation and reporting.</li> <li>• Address any business performance and analytics related issues or challenges in a timely and effective manner.</li> </ul>	
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<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Ensure adherence to the department budget and finance manual guidelines</li> <li>• Ensure optimal use of financial resources</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Perform risk assessments for activities, prior to implementation and develop a mitigation plan to manage the risks.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure JMS Program policies, guidelines and regulatory compliance in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures.</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Bachelor's Degree in Statistics, Demography or any other related Social Sciences field. Advanced certificate in M&amp;E or statistics are preferred.</li> <li>• Knowledge of data-processing and statistical analysis software, namely MS Access, Stata and SPSS, and proficiency in database development and maintenance are a MUST.</li> </ul> <p>Added advantage;</p> <ul style="list-style-type: none"> <li>• Master's degree in a relevant field (e.g., Statistics, Data Science, Public Health, Monitoring in Evaluation).</li> <li>• Certificate in monitoring and evaluation preferred</li> <li>• Recognized training in proposal writing, Advocacy, leadership and community work is an added advantage</li> </ul>	<p>Minimum two (2) years of relevant experience in M&amp; E in an NGO/Not-for-Profit sector with proven track record.</p>	

**Department:** PROGRAMS, PARTNERSHIPS AND ADVISORY SERVICES

**1. Job Title: Programs, Partnerships and Advisory Services Manager– (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Programs, Partnerships and Advisory Services Manager	<b>Job Grade:</b>	
<b>Department:</b> Programs, Partnerships and Advisory Services Manager	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>
<b>Reports to / Title of Immediate Supervisor:</b> Executive Director	<b>Supervises:</b> Strategic Initiatives and New Partnerships Officer, Health Strengthening Systems Officer.		
<b>Job Purpose:</b> <ol style="list-style-type: none"> <li>1. To coordinate and participate in JMS’ development program, implementation, monitoring and reporting to ensure effective and efficient achievement of organization’s goals and strategic objectives.</li> <li>2. To coordinate and participate in the preparation of grant proposals for submission to prospective donors; develop and coordinate work plans to ensure the achievement of the strategic objectives, ensure compliance with donor terms and conditions, including high quality reporting.</li> <li>3. To coordinate and participate in private sector engagements to diversify and grow funding sources and private programs within the organization.</li> </ol>			



<b>Key Customer/s:</b> ED SMT Board JMS Staff	<b><u>Stakeholders:</u></b> Donors Government Ministries Local Government Leaders	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Strategic Program Development and Management:</b> <ul style="list-style-type: none"> <li>• Develop and oversee the implementation of an annual Programs Strategy in line with the Organization Strategic Plan.</li> <li>• Develop timely and effective program plans; ensure quality and timely implementation.</li> <li>• Review and ensure alignment of program priorities, strategies and plans to the Organization Strategic Plan and broader JMS strategies and plan.</li> <li>• Engage and regularly update donors and stake holders on implementation</li> <li>• Ensure effective planning and budgeting for all projects. Participate in the annual budget process, leading on the program budget process, and provide ongoing oversight of program budgets.</li> <li>• Support in the design and implementation of a coherent organizational structure that delivers program operations in the field.</li> <li>• Ensure that all interventions are implemented in line with humanitarian principles and standards.</li> </ul>		
<b>Fundraising, Networking and Donor Relationship/Partnership Management</b> <ul style="list-style-type: none"> <li>• Support the ED in developing and managing relationships with donors and or other potential donors.</li> <li>• Identify potential funding opportunities and develop quality grant proposals including advising the ED on effective fundraising strategies.</li> </ul>		

- To coordinate and participate in private sector engagements to diversify and grow funding sources and private programs within the organization.
- Initiate and nurture networks and alliances with academia and research institutions
- Nurture and ensure effective partnerships in line with ED's vision, mission and values and long-term strategies.
- Strengthen JMS's relationships with relevant line Government Ministries, donors, and partners, through regular meetings, consultations, and updates on JMS's programs.

#### **Program Reviews, Monitoring, Evaluation, Accountability, Reporting and Learning**

- Manage and implement quality programs by ensuring that they are delivered within time, cost; and they achieve set objectives and responsive to critical needs as well as in line with the principles, values and strategic plan of JMS and adhere to donor and other compliance requirements.
- Ensure effective monitoring of all program activities to ensure all is on track.
- Ensure monthly program reviews are conducted and recommendations implemented.
- Ensure quality and timely submission of all reports.
- Conduct extensive reviews/edits on all program reports, briefs, and presentations, ensuring quality and correctness before dissemination or their usage.
- Ensure compliance to approved Program and Project plans and timely funds disbursement and implementation of approved activities of the period/quarter.
- Promote evidence-based learning/decision making through conducting assessments/studies and ensuring dissemination of the findings to key stakeholders.
- Track trends in development programming and program management practices, document and provide advice/ recommendations on key developments to SMT.
- Closely work with M&E department to ensure that adequate program performance and measurement tools and processes are in place, implemented and enable ongoing learning and improvements.

- Promote learning by ensuring information that is gathered during the project implementation is used for accountability and to inform future activities or modify implementation approach.
- Ensure monthly fora for effective learning, sharing, and innovation, through reflection meetings.

#### **Governance and Board Relations**

- Prepare and present Quarterly Technical reports to the Board Program Committee.
- Participate in the induction of Board members in their Program Management role.
- Provide periodic input and advice at board meetings on matters relating to Programs.
- Oversee the implementation of Board Technical Committee resolutions.

#### **People Management and Development**

- Manage the Programs team in a manner that will promote technical excellence by:
- Recommend necessary training for the department's staff development in line with the set strategies.
- Developing and/improving on the KPIs with quantitative and qualitative objectives
- Review and provide timely approval of work plans in the Programs Department.
- Carrying out performance reviews and management to all team members of Programs.
- Meeting regularly with SMT members to align and approve strategic decisions and address any upcoming challenges and needs.

#### **Team Management**

- Recruit and lead an efficient, capable and high-performing team, with a particular emphasis on developing and promoting talent.
- Develop the capacity of the team, deepen understanding of their roles and assist with career development.
- Assist team members with information, tools and resources to improve performance and reach objectives.
- Promote accountability, communicate expectations and provide constructive feedback informally and formally via regular one-on-ones and performance reviews.
- Create and sustain a work environment of mutual respect where team members strive to achieve excellence.

- Contribute to country team-building efforts, help team members identify problem-solving options and ensure the integration of all team members into relevant decision-making processes.

### **Program Risk and Financial Management**

- Take lead in implementing the business continuity policy; periodically review and disseminate it.
- Takes lead in budget development, audits, and the monitoring of financial operations of programs.
- Ensure proper budget monitoring and management by ensuring project budgets are managed within the approved timelines.
- Identify and respond to risks and other challenges; inform management of any potential risks relating to implementing the Strategic Plan.
- Conducts and communicates periodic program risk assessments and proposes mitigation actions to management

### **Safeguarding and child protection**

- Coordinate the implementation of safeguarding and child protection guidelines in all programs.
- Oversee capacity continuous building and awareness raising sessions on safeguarding; Ensure all action points on safeguarding are implemented
- Ensure timely and quality safeguarding reports are prepared and submitted to the Board and the Senior Management team and other key stakeholders.
- Enable and support the different departments at JMS to deliver on their safeguarding responsibilities.
- Ensure that policies/procedures/tools on Safeguarding and child protection are implemented effectively in.
- Oversee the investigation of cases; continuously review procedures for reporting and investigating suspected cases of sexual abuse and exploitation; ensure that the procedures are aligned to the Protection from Sexual Exploitation and Abuse (PSEA) policy and Ugandan laws; continuously assess and ensure compliance to the safeguarding policy.
- Report any PSEA and Safeguarding concerns to the ED, coordinate communication to donors and external stakeholders on Safeguarding matters.

<b>Representation</b>		
<ul style="list-style-type: none"> <li>• Represent the organization in various program-related knowledge sharing and learning forums, document and share feedback with the team</li> <li>• Effectively represent JMS in other NGO and INGO forums, meetings and events.</li> </ul>		
<b>Financial Management</b>		
<ul style="list-style-type: none"> <li>• Develop the budget for the department as per the set guidelines.</li> <li>• Monitor and control the allocated budget and put measures in place to address variances.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b>		
<ul style="list-style-type: none"> <li>• Perform risk assessments for strategies, prior to implementation and develop a mitigation plan to manage the risks.</li> </ul>		
<b>Compliance</b>		
<ul style="list-style-type: none"> <li>• Ensure JMS Program policies, Donor guidelines and regulatory compliance in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Bachelor's degree in Pharmacy, international relations, public health, Public Administration and Management, Business Administration, Social Works and Administration, or related field</li> <li>• A Master's Degree in Pharmacy, Community Based Rehabilitation, Social Work and Social Administration, or Public Health is essential.</li> <li>• Advanced training in Project Management/Programs Management is a must</li> <li>• Recognized training in proposal writing, Advocacy, leadership and community work is an added advantage</li> </ul>	Minimum Eight (8) years of relevant experience of which three (3) are in a Senior Management Role in an NGO/Not-for-Profit sector with proven track record.	

<p>Competencies Required:</p> <p><b>Behavioural</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>	
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Driving Accountability</li> <li>• Influencing Strategic Direction</li> </ul>	
<p><b>Knowledge of</b></p> <ul style="list-style-type: none"> <li>• Development of program concepts, policies, frameworks, standards and strategies.</li> <li>• Advocacy, capacity building, learning and development and understanding of how to enhance organizational learning</li> <li>• Community Based Rehabilitation / CBID program development management, networking, and partnership</li> <li>• Working with donors and partners.</li> <li>• Safeguarding/PSEA, child protection, disability inclusion and gender mainstreaming,</li> <li>• Developing program budgets</li> </ul>	
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Stakeholder Management i.e. Board, Donor relations</li> <li>• Project Management Skills</li> <li>• Program Design</li> <li>• Budget Management</li> <li>• Proposal Writing Skills</li> <li>• Advanced Analytical Skills</li> <li>• Advanced Computer Skills</li> </ul>	

<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Confidentiality</li> <li>• Customer Mindset</li> <li>• Drive to succeed</li> <li>• Commitment to quality</li> <li>• Attention to Detail</li> <li>• Strong Business Acumen</li> <li>• Decisive</li> </ul>	
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## 2. Job Title: Strategic Partnerships and New Initiatives Officer– (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Strategic Partnerships and New Initiatives Officer	<b>Job Grade:</b>	
<b>Department:</b> Programs, Partnerships and Advisory Services	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>
<b>Reports to / Title of Immediate Supervisor:</b> Programs, Partnerships and Advisory Services Manager	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> The position will oversee the Business Development aspects / unit, leading the development of concept notes and proposals, and ensuring high quality donor and stakeholder engagement. The Strategic Partnerships & New Initiatives Officer works closely with cross-departmental teams to ensure that they provide input into business development and new initiatives and improve funding situation for JMS Organization.			

<b>Key Customer/s:</b> ED SMT Board JMS Staff	<b><u>Stakeholders:</u></b> Donors Government Ministries Private Sector Entities	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Strategy &amp; Vision</b> <ul style="list-style-type: none"> <li>• Review donors' strategic priorities and identify potential donors for JMS's strategic and geographic priorities.</li> <li>• Advise and coordinate in-country donor engagement.</li> <li>• Identify innovative program concepts and ideas to translate country strategy into programs and projects in consultation with the Head of Programs and Partnerships.</li> <li>• Lead on strategic and timely positioning of JMS for various consortiums and partnerships for joint bidding for funding opportunities.</li> <li>• Undertake desk reviews and lead on potential new funding models, such as innovative investment and private sector partnerships.</li> <li>• Maintain a database for assessments and reports necessary for business development.</li> </ul> <b>Partnerships, Initiatives and Business Development</b> <ul style="list-style-type: none"> <li>• Act as proposal development lead, writer and/or coordinator, as identified by country programs.</li> <li>• Lead the development of concept notes and proposals, coordinating across departments, engaging particularly with the M&amp;E and Program team, technical advisors, program leads and finance to ensure the production of high-quality proposals that are reflective of JMS and donor strategic objectives, are operationally viable and accurately reflect the cost of doing business.</li> <li>• Work closely with Head of Programs and Partnerships to support specific proposal development coordination and tasks, such as developing proposal work plans, writing non-technical sections, consolidating and editing written inputs, developing annexes, writing budget narratives, and other tasks as needed, providing additional bandwidth, or backfilling for country grants staff when needed to support these processes.</li> </ul>		



<ul style="list-style-type: none"> <li>• Ensure proposals and concept notes are developed in a timely manner and with realistic deadlines, and that these are communicated and understood by stakeholders both internal to the office as well as the Board.</li> <li>• Coordinate both internally and externally, to ensure that prior to submission all proposals they are reviewed and approved by Management as appropriate.</li> <li>• Facilitate design sessions in coordination with JMS Programs, Partnerships and Advisory Manager and ensure proposal design is in line with JMS standards and practices.</li> <li>• Liaise with Head of Programs and Partnerships to ensure proposals are of high quality, meet internal and donor standards and are submitted on time to the donor.</li> <li>• Support the Head of Programs and Partnerships in the cultivation of donor relationships within the country and outside the country in the capture and pre-positioning for upcoming Business Development opportunities.</li> <li>• Support the Head of Programs and Partnerships to track funding opportunities, including calls for funding progress of proposals, submission deadlines, financing available.</li> <li>• Support the identification and maintain a database of existing and potential implementing partners.</li> </ul> <p><b>Representation &amp; Coordination</b></p> <ul style="list-style-type: none"> <li>• Identify, build and manage collaborative partnerships with donors, peer agencies and other stakeholders to ensure consistent communications to donors at all levels.</li> <li>• As delegated, act as focal point for all queries and information requests from JMS and donors.</li> <li>• Represent JMS to donors, peer agencies and other key stakeholders, as requested.</li> </ul> <p><b>Grants Management</b></p> <ul style="list-style-type: none"> <li>• Ensure accountable reporting to donors through establishing, implementing and monitoring of strong reporting mechanisms, ensuring timely inputs from program, M&amp;E, finance teams, and ensure review and signoff processes are thorough and adhered to.</li> <li>• Support with the development of strategic information and communication materials including impact reports, program learning briefs, talking points and other relevant pieces that can be shared with internal and external audiences.</li> <li>• Maintain an up-to-date grant filing system that meets minimum JMS and donor standards.</li> <li>• Develop tools and systems for business analytics, visualizing funding trends (thematic, geographically, donors, etc.) and identifying risks, gaps and challenges, to inform management decision making.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Update project management tools, including funding trackers, grant trackers and dashboards.</li> </ul> <p><b>Awards Management and Compliance</b></p> <ul style="list-style-type: none"> <li>• Work with the program teams to develop donor reports and other award deliverables (e.g., workplans, M&amp;E plans) and ensure they are high quality, coherent, accurate and submitted on time in accordance with donor and JMS internal requirements, providing additional bandwidth, or backfilling for grants staff when needed to support these processes.</li> <li>• Manage and/or support agreement and amendment/modification reviews and negotiations, and support award close-out, as needed.</li> <li>• Provide technical guidance on donor rules and regulations to country team to ensure compliance.</li> <li>• Proactively raise potential compliance issues to country team and keep senior management and regional team informed of any projected inability to meet contractual obligations and of spend rates/significant budget variances.</li> <li>• Monitor and support the use of award management tools such as monthly financial reports, procurement plans, and activity plans amongst program teams to ensure accurate tracking of implementation and timely alerts to potential challenges/obstacles. Where support is required, act as focal point in facilitating the review of donor deliverables and approvals by all relevant persons at JMS.</li> <li>• Participate in and support the coordination of JMS program's project cycle meetings, as well as donor and partner meetings, as required.</li> </ul> <p><b>Capacity Building</b></p> <ul style="list-style-type: none"> <li>• Provide support and training to the field teams to ensure that effectively contribute to Business Development</li> <li>• Provide support to program teams at key moments including program start-up, kick-off meetings, inception meeting check-ins, quality audits and spot checks, and end of program transition meetings.</li> <li>• Provide coaching and mentoring to the Team to grow competencies in business development.</li> </ul>	
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<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Develop the budget for the department as per the set guidelines.</li> <li>• Monitor and control the allocated budget and put measures in place to address variances.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Perform risk assessments for strategies, prior to implementation and develop a mitigation plan to manage the risks.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure JMS Program policies, Donor guidelines and regulatory compliance in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Bachelor's degree in resources mobilisation, Finance and Accounting, Pharmacy, Statistics or equivalent.</li> <li>• Master's or equivalent in a field related to Humanitarian Assistance, International Development or Social Studies is preferred.</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of five years of experience providing coordination or management support to program implementation in humanitarian and development contexts,</li> <li>• Experience working with key institutional donors (USAID, CDC, FCDO, EC, private foundations, etc.) and familiarity with their donor regulations related to reporting and program implementation.</li> </ul>	
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		

<b>Leadership</b> <ul style="list-style-type: none"> <li>• Driving Accountability</li> <li>• Proven ability to work cooperatively with internal and external stakeholders, with demonstrated skills in relationship building and coordination.</li> <li>• Influencing Strategic Direction</li> </ul>	
<b>Knowledge of</b> <ul style="list-style-type: none"> <li>• Development of program concepts, policies, frameworks, standards and strategies.</li> <li>• How to engage Private Sector</li> <li>• Advocacy, capacity building, learning and development and understanding of how to enhance organizational learning</li> <li>• Community Based Rehabilitation / CBID program development management, networking, and partnership</li> <li>• Working with donors and partners.</li> <li>• Safeguarding/PSEA, child protection, disability inclusion and gender mainstreaming,</li> <li>• Developing program budgets</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Stakeholder Management i.e. Board, Donor relations</li> <li>• Project Management Skills</li> <li>• Program Design</li> <li>• Budget Management</li> <li>• Proposal Writing Skills</li> <li>• Advanced Analytical Skills</li> <li>• Advanced Computer Skills</li> </ul>	

<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Confidentiality</li> <li>• Customer Mindset</li> <li>• Drive to succeed</li> <li>• Commitment to quality</li> <li>• Attention to Detail</li> <li>• Strong Business Acumen</li> <li>• Decisive</li> </ul>	
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### 3. Job Title: Health Systems Strengthening Officer– (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Health Systems strengthening Officer	<b>Job Grade:</b>	
<b>Department:</b> Programs, Partnerships and Advisory Services	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>
<b>Reports to / Title of Immediate Supervisor:</b> Programs, Partnerships and Advisory Services Manager	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> The position will report to the Programs, Partnerships and Advisory Services and will be responsible for building the capacity of JMS customers and staff through training programs, consultancies, and conferences to strengthen their health systems.			

<b>Key Customer/s:</b> ED SMT Board JMS Staff	<b><u>Stakeholders:</u></b> Donors Government Ministries Local Government Leaders	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Training Calendar Development</b> <ul style="list-style-type: none"> <li>• Oversee the development of training curricula to ensure alignment with health sector priorities and the needs of health facilities to ensure relevance and effectiveness.</li> <li>• Coordinate the implementation of Annual Training Programs to achieve 100% client satisfaction by adhering to program schedules and quality standards.</li> <li>• Collaborate with health facilities to assess their training needs and organize facility-based training sessions to address these requirements.</li> <li>• Calculate the costs associated with various training activities by analysing key expenses and expected margins to ensure budget adherence.</li> <li>• Coordinate proposal writing and resource mobilization efforts in tapping support of donor related projects via Programs, Partnerships and Advisory Department.</li> </ul> <b>Advisory Services Development</b> <ul style="list-style-type: none"> <li>• Solicitation and coordination of consultancy opportunities to increase the HSS revenues and sustain the business unit.</li> <li>• Provide oversight of the library cum resource centre functions and ensure JMS staff have access of updated learning/good practices materials for developing and publishing scientific abstracts and other publications geared towards strengthening HSS across all JMS clients.</li> <li>• Develop innovative pathways for increasing HSS performance based on artificial and business intelligence to get the competitive edge and sustain JMS business, growth and diversification.</li> </ul>		

<p><b>Advocacy</b></p> <ul style="list-style-type: none"> <li>• Advocacy and representation of JMS Health Management Stakeholders/MOH forums and Donor/Partners Implementation meetings by show-casing JMS prowess as the health solutions provider of choice and solicit for more business opportunities.</li> <li>• Identify new training areas for inclusion in the program to address emerging needs and gaps in health sector training.</li> <li>• Conduct training sessions in specific subject areas where qualified, leveraging expertise to deliver high-quality instruction.</li> <li>• Recruit and manage training facilitators to deliver sessions as agreed, ensuring they meet performance expectations.</li> <li>• Evaluate the feasibility of conducting different types of training and assess the resources required to effectively implement them.</li> <li>• Preparation and submission of monthly and periodic section reports to the supervisor and other relevant stakeholders.</li> </ul> <p><b>Training Needs Assessment</b></p> <ul style="list-style-type: none"> <li>• Conduct a literature and data search to update available information and knowledge on the subject</li> <li>• Draft a training program for each need identified</li> <li>• Propose viable innovations for up scaling training and capacity Building for JMS and its customers</li> <li>• Hold discussions with supervisors and staff to identify areas of need for training</li> <li>• Provide technical assistance to JMS staff and clients as per the training and advisory services procedures.</li> <li>• Propose viable innovations for up scaling training and capacity Building for JMS and its customers</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Develop the budget for the department as per the set guidelines.</li> <li>• Monitor and control the allocated budget and put measures in place to address variances.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>	
<p><b>Risk Management</b></p>	

<ul style="list-style-type: none"> <li>• Perform risk assessments for strategies, prior to implementation and develop a mitigation plan to manage the risks.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure JMS Program policies, Donor guidelines and regulatory compliance in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Degree in Health Sciences/Bachelor of Science in Nursing (BScN)/ Bachelor of Pharmacy/Bachelor of Clinical Medicine and Surgery/ Bachelor of Medical Laboratory or equivalent with a valid practice license</li> <li>• Master's degree in Business Administration in Healthcare or Health Systems Management is added advantage</li> </ul>	Minimum seven (5) years relevant experience in HSS/Capacity Building with 3 years in a supervisory role	
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Driving Accountability</li> <li>• Influencing Strategic Direction</li> </ul>		



<p><b>Knowledge of</b></p> <ul style="list-style-type: none"> <li>• Training in healthcare, Knowledge of the Health Sector, Proposal Writing &amp; Resource Mobilization skills, Advocacy and Representation skills, Business acumen.</li> <li>• Strong Public Relations skills, Facilitation and training skills</li> <li>• Developing training programs and budgets</li> </ul>	
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Stakeholder Management i.e. Board, Donor relations</li> <li>• Project Management Skills</li> <li>• Program Design</li> <li>• Budget Management</li> <li>• Proposal Writing Skills</li> <li>• Advanced Analytical Skills</li> <li>• Advanced Computer Skills</li> </ul>	
<p><b>Attributes include:</b></p> <ul style="list-style-type: none"> <li>• Confidentiality</li> <li>• Customer Mindset</li> <li>• Drive to succeed</li> <li>• Commitment to quality</li> <li>• Attention to Detail</li> <li>• Strong Business Acumen</li> <li>• Decisive</li> </ul>	

**Department:** QUALITY ASSURANCE

**1. Job Title: Quality Assurance Manager– (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Quality Assurance Manager	<b>Job Grade:</b>	
<b>Department:</b> Quality Assurance	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>	
<b>Reports to / Title of Immediate Supervisor:</b> Executive Director	<b>Supervises:</b> QA Officer		
<b>Job Purpose:</b> To develop, implement, and oversee quality management programs to ensure the highest standards of Good Distribution Practice (GDP), safety, and compliance with healthcare regulations. This role also involves leading organization-wide quality improvement initiatives, conducting audits, ensuring adherence to accreditation requirements, and fostering a culture of continuous improvement. And to monitor and enhance the quality of all medicines, medical equipment and other medical supplies procured by joint medical store in line with JMS quality standards and to offer Training of Assured Quality as a Winning Strategy in the Health sector in Uganda.			
<b>Key Customer/s:</b> ED, staff, SMT	<b>Stakeholders:</b> Board, Donors, Clients, Regulator		
<b>Functional Outputs/Activities per key performance area:</b>			

**Strategic Planning:**

- Develop and implement a strategic plan for Quality Assurance aligned with the overall strategic objectives of JMS.
- Lead on the development of a Performance Management Framework and responsible for maintaining and developing the Quality Assurance Framework.
- Collaborate with other units to ensure seamless integration of QA initiatives.
- Review health facility records to obtain consumption trends
- Review prescription habits

**Quality Assurance Operations:**

- Develop and oversee implementation of tools for inspecting outgoing products to ensure that they conform to customer and regulatory requirements
- Inspect all incoming products to ensure that they conform to the set quality standards and specifications
- Inspect stored products routinely and ensure compliance with good pharmaceutical storage practice.
- Consistently receive and deliver products meeting JMS, NDA and WHO specifications
- Carry out validation and qualification of JMS storage equipment
- Investigate product technical complaints
- Ensure compliance with national and international healthcare standards (e.g., MOH, JCI, ISO, WHO guidelines).
- Lead organization accreditation and certification processes, ensuring all requirements are met.
- Establish and enforce policies and procedures for quality improvement and safety.
- Manage supplier and product prequalification programs to ensure products and services procured by the Organization comply with set standards and are suitable for intended use
- Manage quality surveillance program for Health Products and Technologies to assure maintenance of set standards during storage and handling
- Manage Pharmacovigilance system for compliance with statutory and regulatory requirements
- Manage and coordinate handling of quality related incidents for products and services for timely resolution
- Identify and mitigate operational risks that may impact quality of service and organization efficiency.
- Monitor key performance indicators (KPIs) related to sale of medicines and equipment for care, service quality, and organization operations.
- Analyze client feedback, complaints, and incident reports to drive data-driven improvements.

<ul style="list-style-type: none"> <li>▪ Maintain accurate records of quality assessments, compliance audits, and improvement initiatives.</li> <li>▪ Develop and conduct training programs for organization staff on quality assurance, safety, and risk management.</li> <li>▪ Educate teams on continuous quality improvement (CQI) methodologies, such as Six Sigma or Lean.</li> <li>▪ Promote a culture of safety, accountability, and evidence-based decision-making within the organization.</li> <li>▪ Work closely with department heads, medical teams, and organization administrators to align quality initiatives with organization goals.</li> <li>▪ Serve as the key liaison with regulatory agencies, accreditation bodies, and external auditors.</li> <li>▪ Lead multidisciplinary quality committees to develop and implement best practices in medical logistics service delivery.</li> <li>▪ Conduct quality assurance audit training on quality assurance to both the registered units and JMS staff.</li> <li>▪ Conduct GSP audit as per plan</li> <li>▪ Evaluate suppliers for pre-qualification</li> </ul> <p><b>Management of QC Laboratory</b></p> <ul style="list-style-type: none"> <li>• Maintain the QC analytical laboratory in line with WHO laboratory standards.</li> <li>• Develop and implement sampling and security protocols</li> <li>• Obtain WHO laboratory standards</li> <li>• Develop, review SOPs</li> <li>• Develop and maintain a laboratory information management system</li> <li>• Undertake training in QC analytical techniques</li> <li>• Carry out regular self-audits and implement corrective actions</li> </ul> <p><b>Staff Management:</b></p> <ul style="list-style-type: none"> <li>▪ Recruit, hire, and train qualified QA Team.</li> <li>▪ Ensure that the team has SMART performance goals for periodic reviews cascaded from the business's overall strategic plan.</li> <li>▪ Provide ongoing supervision, mentorship, and professional development opportunities for your team.</li> <li>▪ Create a positive and supportive work environment that fosters teamwork and collaboration.</li> </ul> <p><b>Resource Management:</b></p> <ul style="list-style-type: none"> <li>▪ Manage the QA Department's budget and resources effectively.</li> </ul>	
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<ul style="list-style-type: none"> <li>▪ Liaise with procurement to purchase necessary equipment and supplies to ensure optimal patient care.</li> <li>▪ Identify and secure funding for new initiatives and programs.</li> </ul> <p><b>Quality Assurance:</b></p> <ul style="list-style-type: none"> <li>▪ Implement quality assurance measures to monitor and improve the quality of rehabilitation services.</li> <li>▪ Adhere to relevant clinical guidelines and best practices.</li> <li>▪ Collect and analyse data to identify areas for improvement and inform decision-making.</li> </ul> <p><b>Collaboration and Partnerships:</b></p> <ul style="list-style-type: none"> <li>▪ Collaborate with other healthcare professionals, community organizations, and government agencies to promote rehabilitation services.</li> <li>▪ Participate in professional networks and conferences to stay updated on the latest advancements in rehabilitation.</li> </ul> <p><b>Reporting.</b></p> <ul style="list-style-type: none"> <li>▪ Prepare and submit regular operations performance reports to Management and the Board as required.</li> </ul>		
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>▪ Develop the budget for the department as per the set guidelines.</li> <li>▪ Monitor and control the allocated budget and put measures in place to address variances.</li> <li>▪ Continuously identify areas for improved efficiency.</li> </ul>		
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>▪ Perform risk assessments for strategies, prior to implementation and develop a mitigation plan to manage the risks.</li> </ul>		
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>▪ Ensure JMS Rehabilitation Services policies and regulatory compliance in execution of activities.</li> <li>▪ Maintain Client Confidentiality</li> <li>▪ Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	

<ul style="list-style-type: none"> <li>▪ Bachelor's degree in Pharmacy or a related field.</li> <li>▪ Masters degree in Business related field is an added advantage</li> </ul>	<ul style="list-style-type: none"> <li>▪ 8 years' experience and at least three (3) as Quality Assurance Team Leader</li> <li>▪ Substantial experience of developing performance management and quality assurance frameworks and driving service improvement</li> </ul>	<ul style="list-style-type: none"> <li>▪</li> </ul>
Competencies Required:		
<b>Behavioural</b>		
<ul style="list-style-type: none"> <li>▪ Needs to be flexible and creative person</li> </ul>		
<b>Leadership</b>		
<ul style="list-style-type: none"> <li>▪ Ability to lead multidisciplinary teams and drive a culture of quality improvement.</li> </ul>		
<b>Knowledge.</b>		
<ul style="list-style-type: none"> <li>▪ Ability to develop and implement organization-wide quality improvement programs.</li> <li>▪ Knowledge of ISO standards, WHO protocols applicable to a Organization</li> </ul>		
<b>Skills</b>		
<ul style="list-style-type: none"> <li>▪ Ability to develop and implement organization-wide quality improvement programs</li> <li>▪ Good computer knowledge and documentation skills</li> <li>▪ Analytical and organisational skills</li> <li>▪ Good communication skills both oral and written</li> </ul>		
<b>Attributes include:</b>		
<ul style="list-style-type: none"> <li>• Customer Mindset</li> <li>• Creativity</li> <li>• Attention to Detail</li> <li>• Strong Business Acumen</li> <li>• Decisive</li> </ul>		

## 2. Job Title: Quality Assurance Officer – (2 job positions)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Quality Assurance Officer	<b>Job Grade:</b>	
<b>Department:</b> Quality Assurance	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/HGuhtqBfWC">https://forms.office.com/r/HGuhtqBfWC</a>
<b>Reports to / Title of Immediate Supervisor:</b> Quality Assurance Manager	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> To ensure the quality of trade and non-trade commodities, maintaining the quality management system, and conducting pharmacovigilance. He / she will also be concerned with diagnosing performance and SOP adherence problems of staff while recommending and coordinating implementation of appropriate interventions.  The QAO shall liaise with the Quality Assurance Unit, Capacity Building Department and Human Resources & Administrative department to implement the interventions regarding the Centre of Excellence.			
<b>Key Customer/s:</b> ED, staff, SMT	<b>Stakeholders:</b> Board, Donors, Clients, Regulator		
<b>Functional Outputs/Activities per key performance area:</b>			
<ul style="list-style-type: none"> <li>• Develop and implement quality assurance plans for products in the warehouse to regularly determine their quality status through analysis, evaluation and comparison with set specifications.</li> <li>• Supervise the inspection and release of inbound consignments and returns from clients by assessing their compliance with specifications to guarantee customer satisfaction.</li> <li>• Gather information for pharmacovigilance of JMS products as required by the Pharmaceutical Society of Uganda to comply with regulatory obligations.</li> </ul>			<ul style="list-style-type: none"> <li>•</li> </ul>

<ul style="list-style-type: none"> <li>• Supervise technical activities in the warehouse and laboratories in accordance with Good Distribution Practice (GDP) and Good Practice in Quality Control Laboratories (GPPQCL) to maintain high-quality standards.</li> <li>• Review product inspection checklists and recommend the release of inspected returns from clients by verifying compliance with quality specifications and assessing the validity of quality-related complaints.</li> <li>• Investigate and resolve quality-related complaints by analysing issues and implementing corrective actions to improve customer satisfaction.</li> <li>• Manage product recalls by collaborating with regulators and suppliers to manage compliance and address safety concerns.</li> <li>• Update supplier performance records on quality-related issues to track and manage supplier quality effectively.</li> <li>• Conduct supplier inspections as part of the JMS technical team to assess and prequalify suppliers for compliance with quality standards.</li> <li>• Prequalify suppliers and products by performing on-site inspections and remote reviews of supplier information and product assessments to verify that they meet established criteria.</li> <li>• Investigate major quality complaints by evaluating products to identify and resolve issues, ensuring high levels of customer satisfaction.</li> <li>• Train new and existing staff on the requirements of the quality management system to</li> <li>• promote adherence to quality standards and procedures.</li> </ul> <p><b>Procedural Compliance</b></p> <ul style="list-style-type: none"> <li>• Ensure SOPs are revised and up to date, SOPs are well disseminated and adhered to.</li> <li>• Monitor the validity of SOPs and other QMS documents</li> <li>• Identify documents that need revision on the basis of being due revision or changes in the process.</li> <li>• Notify the processes owners and respective Directorate heads about the need for revision</li> <li>• Follow up and follow through for revision, approval and replacement of the SOPs</li> <li>• Coordinate the testing of the new SOPs</li> <li>• Disseminate and notify staff of the new documents according to the distribution list.</li> <li>• Suggest and implement enforcement measures in liaison with the respective line managers and Directorate heads</li> <li>• Organize and conduct SOP adherence assessment</li> </ul>	
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<b>Prequalification of products, suppliers, service providers and manufacturers</b> <ul style="list-style-type: none"><li>• Supplier and manufacturer audits (GDP, GLP &amp; GMP Audits)</li><li>• Supplier documentation and sample evaluations and communication of verdict</li><li>• Management of prequalification data base (listing and delisting)</li></ul>		
<b>COE Management</b> <ul style="list-style-type: none"><li>• Coordinate COE admissions, treatment/intervention setting, administration, discharge and monitoring</li><li>• Get reports from HR on staff that are eligible for admission to COE</li><li>• Develop appropriate interventions including in Vitro and in Vivo treatments</li><li>• Contact facilitators and supervisors and schedule appointments for sessions</li><li>• Follow up and follow through for materialization of the sessions.</li></ul>		
<b>Financial Management</b> <ul style="list-style-type: none"><li>▪ Adhere to budget for the department as per the set guidelines.</li><li>▪ Continuously identify areas for improved efficiency.</li></ul>		
<b>Risk Management</b> <ul style="list-style-type: none"><li>▪ Perform risk assessments for strategies, prior to implementation and develop a mitigation plan to manage the risks.</li></ul>		
<b>Compliance</b> <ul style="list-style-type: none"><li>▪ Ensure JMS policies and regulatory compliance in execution of activities.</li><li>▪ Maintain Client Confidentiality</li><li>▪ Adherence to all JMS Policies and Procedures</li></ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	

<ul style="list-style-type: none"> <li>▪ Bachelor of Pharmacy or Bachelor of Medicine and Surgery (MBCh.B) or Bachelor's degree qualification in Pharmaceutical or Supply Chain field.</li> <li>▪ Registered with Pharmaceutical Society of Uganda</li> <li>▪ Training in Quality Management System from accredited bodies</li> </ul>	<ul style="list-style-type: none"> <li>▪ At least 5 years of relevant experience with 3 of which should be in a supervisory role in Quality Management System (QMS), Good Distribution Practices (GDP) or Good Manufacturing Practices (GMP) facility</li> </ul>	<ul style="list-style-type: none"> <li>▪</li> </ul>
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>▪ Needs to be flexible and creative person</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>▪ Ability to work with multidisciplinary teams and drive a culture of quality improvement.</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>▪ Knowledge of Good Storage &amp; Distribution practices,</li> <li>▪ Knowledge of Good Manufacturing Practices and Knowledge of ISO 9001:2015 Quality Management Systems.</li> </ul>		
<b>Skills</b> <ul style="list-style-type: none"> <li>▪ Ability to develop and implement organization-wide quality improvement programs</li> <li>▪ Good computer knowledge and documentation skills</li> <li>▪ Analytical and organisational skills</li> <li>▪ Good communication skills both oral and written</li> </ul>		

<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Mindset</li> <li>• Creativity</li> <li>• Attention to Detail</li> <li>• Decisive</li> </ul>	
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## **B. Directorate: FINANCE, INVESTMENTS AND ICT DIRECTOR**

### **1. Job Title: Finance Director– (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Finance Director	<b>Job Grade:</b>	
<b>Department:</b> Finance	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/d1VGha8tBJ?origin=lprLink">https://forms.office.com/r/d1VGha8tBJ?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Executive Director	<b>Supervises:</b> Financial Accountant, Management Accountant, ICT Manager		

<b>Job Purpose:</b> To oversee the financial, investment & ICT activities and provide strategic leadership and management oversight in the finance department to ensure effective investments, business and financial planning, monitoring, management, and reporting, including development of policies, systems, processes that would safeguard the financial resources and lead to attainment of the Organization's strategic objectives. The Finance Director will also support the ED in the achievement of the business plan and the budget of the organization.		
<b>Key Customer/s:</b>  SMT  Organization Team  Finance Team	<b><u>Stakeholders:</u></b>  JMS Board  Internal Auditor  External Auditor	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Strategic Planning and Budgeting</b> <ul style="list-style-type: none"> <li>• Lead the senior management in formulating corporate strategies, policies, annual plans and budgets and in monitoring the Organization's performance to ensure that the strategic objectives and targets are achieved.</li> <li>• Develop and ensure implementation of the finance strategy and work plan in line with the Organization's overall strategic plan.</li> <li>• Develop and ensure implementation of an appropriate financial policy framework to guide the financial decision making in terms of turnover, profit, costs and investment and forward planning in consultation with the ED.</li> <li>• Coordinate corporate performance management process of all the departments and divisions at JMS.</li> <li>• Coordinate the development of monthly, quarterly, semi-annual and annual organizational performance reports.</li> <li>• Ensure preparation, implementation, monitoring and evaluation of JMS's work plans and Performance Contract (PC).</li> </ul>		

<ul style="list-style-type: none"> <li>• Develop tools for corporate monitoring and evaluation and carry out corporate monitoring and evaluation.</li> <li>• Provide strategic financial leadership for revenue, pricing, budget, financial planning and decision support</li> <li>• Prepare the finance department's budget and monitor its implementation upon approval.</li> <li>• Work closely with SMT and other appropriate staff to develop new and diversified revenue streams, ensuring adequate financial support to identify, assess and select the right options for the Organization</li> <li>• Work along with the Manager of Programs and Partnerships in developing plans to meet funding and programming needs. This includes diversification of funding resources</li> </ul> <p><b>Resources mobilization</b></p> <ul style="list-style-type: none"> <li>• Analyze investment proposals</li> <li>• Carry out a feasibility study in collaboration with technical staff</li> <li>• Recommend to the Executive Committee whether to commit funds or not</li> <li>• Network with prospective funders</li> <li>• Review investment performance reports and advice on the best course of action</li> </ul> <p><b>Working Capital Management</b></p> <ul style="list-style-type: none"> <li>• Responsible for investing organization funds and recommending investment policies for Board of Directors approval.</li> <li>• Review debtor, stock and creditor accounts/ledgers to ensure targets are being met and cash flow is maximized.</li> <li>• Approve supplier payment process whether manual or online</li> <li>• Authorize purchase orders for exception purchases</li> <li>• Customer credit approvals</li> <li>• Review the credit policy</li> <li>• Review stock reports and stock take results</li> <li>• Analyze forex movements and advise management</li> <li>• Initiate short term investments</li> </ul>	
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<p><b>Finance Operations</b></p> <ul style="list-style-type: none"> <li>• Work with the SMT in reviewing Organization case mix and identifying the profitability of different services by departments and identify the most cost-effective solutions that can lead to improvement in organization margins.</li> <li>• Ensure appropriate financial reporting at departmental levels and establish, monitor and report financial performance indicators to various levels of management and the Board.</li> <li>• Oversee the preparation of accurate and up to date financial and management accounting information to facilitate the preparation of reliable reports, budgets, business plans and management decisions.</li> <li>• Oversee implementation of capital expenditure projects and asset acquisitions and ensure maintenance of an up-to-date assets register.</li> <li>• Monitoring implementation of donor agreements and resource utilization. Highlight variances, provide analyses and recommend resolution or reallocation of resources</li> <li>• Credit Control Management – design and manage the implementation of effective credit management systems for purchase of goods and services, proper recording and billing, collection of all organization dues, and implementation of appropriate recovery measures on any outstanding debts.</li> <li>• Develop regular audits of the billing process to ensure that revenue is being maximized.</li> <li>• Continuously review the finance policies and procedures to ensure compliance with the strategy and the present challenges.</li> <li>• Meeting regularly with SMT members to review monthly profit and loss accounts, align and approve strategic decisions and address any upcoming challenges and needs.</li> </ul> <p><b>Facilitate the development and maintenance ICT tools and systems</b></p> <ul style="list-style-type: none"> <li>• Develop systems for monitoring performance of IT systems and design and implement remedial actions as required</li> <li>• Obtain an inventory of JMS software and computer hardware</li> <li>• Review and approve protocols for data and network security and preservation</li> <li>• Coordinate the technical support for web-based communication and customer reach out platforms</li> <li>• Review and approve procedures for selection of IT equipment suppliers and service providers and monitoring supplier and provider performance</li> </ul>	
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<ul style="list-style-type: none"> <li>• Review and approve protocols for assessment, customization, configuration of the ERP</li> <li>• Facilitate the use of ICT to automate and embed JMS processes, procedures, rules and controls</li> <li>• Facilitate the functionalization of extranets for suppliers and customers</li> </ul> <p><b>Governance and Board Relations</b></p> <ul style="list-style-type: none"> <li>• Prepare and present Quarterly Finance reports to the Board Finance Committee.</li> <li>• Participate in the induction of Board members in their Finance oversight role.</li> <li>• Provide periodic input and advice at board meetings on matters relating to Finance and Strategy.</li> <li>• Oversee the implementation of Board Finance Committee resolutions.</li> </ul> <p><b>People Management and Development</b></p> <ul style="list-style-type: none"> <li>• Recommend necessary training for the department's staff development in line with the set strategies.</li> <li>• Developing and/improving on the KPIs with quantitative and qualitative objectives</li> <li>• Review and provide timely approval of work plans in the Finance Department.</li> <li>• Carrying out performance reviews and management to all team members of Finance.</li> <li>• Develop and implement coaching and mentoring process for the department</li> </ul> <p><b>Team Management</b></p> <ul style="list-style-type: none"> <li>• Recruit and lead an efficient, capable and high-performing team, with a particular emphasis on developing and promoting talent.</li> <li>• Develop the capacity of the team, deepen understanding of their roles and assist with career development.</li> <li>• Assist team members with information, tools and resources to improve performance and reach objectives.</li> <li>• Promote accountability, communicate expectations and provide constructive feedback informally and formally via regular one-on-ones and performance reviews.</li> <li>• Create and sustain a work environment of mutual respect where team members strive to achieve excellence.</li> <li>• Contribute to team-building efforts, help team members identify problem-solving options and ensure the integration of all team members into relevant decision-making processes.</li> </ul>	
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<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Identify and respond to risks and other challenges; inform management of any potential risks relating to implementing the Strategic Plan.</li> <li>• Conducts and communicates periodic finance and strategic risk assessments and proposes mitigation actions to management</li> <li>• Ensure appropriate insurance cover for the Organization prior to the occurrence of anticipated risks.</li> </ul> <p><b>Stakeholder Management</b></p> <ul style="list-style-type: none"> <li>• Ensures that the ED is informed of and aware of significant events and activities in the areas of responsibility.</li> <li>• Provides regular reports to ED on all aspects of the department's operation.</li> <li>• Develop and maintain strategic working relations relationships with key stakeholders for the finance department such as bankers, investment managers, tax authorities, auditors and key/leading corporate clients.</li> </ul> <p><b>Internal Controls</b></p> <ul style="list-style-type: none"> <li>• Establish and maintain effective internal control systems and procedures.</li> </ul> <p><b>Statutory Compliance and Audit</b></p> <ul style="list-style-type: none"> <li>• Develop and implement compliance standards with all statutory and financial regulations of Uganda as required</li> <li>• Ensure compliance with all statutory and financial regulations of Uganda as required</li> <li>• Ensure compliance with all statutory obligations relating to Payroll deductions by preparing and submitting accurate relevant tax deductions and claims including but not limited to PAYE, LST, and NSSF as guided by the law. This is to further prevent financial loss to the organization from fines and penalties.</li> <li>• Work closely with external and internal auditors through effective identification, management and communication of key accounting, financial and compliance issues.</li> </ul>	
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<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Support the Organization Budget Process as per the set guidelines.</li> <li>• Monitor and control the allocated budget in line with metrics in the approved strategic plan</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Identify the Finance risks, their various mitigations and keep track of them.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Drive quality assurance practices within the department</li> <li>• Ensure JMS Finance policies and regulatory compliance in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>▪ Master's Degree in Business Administration (MBA) or Master's Degree in Finance &amp; Accounting.</li> <li>▪ Membership to a Professional Accounting body (ACCA, CPA, ACA, CIMA)</li> <li>▪ Membership to a professional association (s) is a must</li> <li>▪ Previous experience in audit is an added advantage.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimum of Eight (8) years' experience in management accounting in an environment similar to JMS Organization with at least five (5) years in supervisory position from a reputable Institution</li> </ul>	<ul style="list-style-type: none"> <li>▪</li> </ul>
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"> <li>▪ Integrity</li> <li>▪ Trustworthiness</li> <li>▪ Professionalism</li> <li>▪ Result Driven</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>▪ Leadership skills</li> <li>▪ Ability to coach and mentor a team</li> </ul>		

<b>Knowledge.</b> <ul style="list-style-type: none"> <li>▪ Solid understanding of Organization Accounting Guidelines</li> <li>▪ Solid understanding of Donor Accounting Principles</li> <li>▪ Advanced experience with MS Office and ERP.</li> <li>▪ Understanding of Hedging and Investment Principles</li> <li>▪ Knowledge of Uganda Tax Regulations</li> <li>▪ International Financial Reporting Standard (IFRS) knowledge</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication skills</li> <li>• Organizational skills</li> <li>• Data Analysis Skills</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>▪ High Business Acumen</li> <li>▪ Self-Starter &amp; Action Oriented</li> <li>▪ Ability to work independently and as part of a team</li> <li>▪ Ability to harness peer relationships</li> </ul>	

## 2. Job Title: Financial Accountant – (3 job positions)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Financial Accountant	<b>Job Grade:</b>	
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<b>Department:</b> Finance	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/d1VGha8tBJ?origin=lprLink">https://forms.office.com/r/d1VGha8tBJ?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Finance Director	<b>Supervises:</b> Accounts Assistant	
<b>Job Purpose:</b> The Financial Accountant is responsible for managing and overseeing the organization's financial operations, including financial reporting, general ledger management, budgeting, and compliance. This role involves ensuring the accuracy and integrity of financial information, supporting strategic financial planning, and contributing to effective internal controls. The Financial Accountant works closely with the Finance Director and other finance team members to support the organization's financial health and regulatory compliance.		
<b>Key Customer/s:</b>  SMT  Organization Team  Finance Team	<b><u>Stakeholders:</u></b>  JMS Board  Internal Auditor  External Auditor	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Financial Planning and Analysis:</b> <ul style="list-style-type: none"> <li>• Support in the development of Financial and Business Operating Models based on internal inputs and external market factors</li> <li>• Coordinate the preparation of the strategic and financial plans (annual operating plan) and forecasts based on the approved prices and overall organization corporate strategy.</li> <li>• Prepare planning and reporting for Operating Costs in close collaboration with the heads of function (budget owners).</li> </ul> <b>Financial Reporting:</b> <ul style="list-style-type: none"> <li>• Prepare and review monthly, quarterly, and annual financial statements</li> </ul>		

<ul style="list-style-type: none"> <li>• Ensure timely and accurate reporting of financial results to the Head of Finance and senior management.</li> <li>• Prepare and submit Bank Reconciliation reports.</li> <li>• Assist in the preparation of financial reports for external stakeholders, including regulatory agencies and auditors.</li> </ul> <p><b>Supplier payments</b></p> <ul style="list-style-type: none"> <li>• Prepare supplier payment proposals and attach supporting documents</li> <li>• Initiate online payments for both the proposal and TTs</li> <li>• Prepare manual supplier payments</li> </ul> <p><b>Cash Management</b></p> <ul style="list-style-type: none"> <li>• Receive cash and cheques from customers.</li> <li>• Reconcile all the day's cash and cheque collections to the cash balance summary reports.</li> <li>• Bank all cheques received on previous day</li> <li>• Monitor daily cash collections' balance and prepare cash for banking.</li> </ul> <p><b>General Ledger Management:</b></p> <ul style="list-style-type: none"> <li>• Oversee daily accounting operations, including journal entries, reconciliations, and maintenance of the general ledger.</li> <li>• Ensure all financial transactions are recorded accurately and in a timely manner.</li> <li>• Review and approve account reconciliations to ensure completeness and accuracy. Reviews monthly reconciliations for all balance sheet accounts, including documentation to support all balances. In addition, performs timely internal compliance audits for Purchasing, Accounts Payable, Treasury and Accounts Receivables to ensure accurate reporting.</li> <li>• Works with the Cost and Management Accountant to perform month-end and year-end close processes for timely reporting and provides analysis for all balances in the General Ledger.</li> </ul> <p><b>Budgeting and Forecasting:</b></p> <ul style="list-style-type: none"> <li>• Assist in the development of the annual budget and periodic forecasts.</li> <li>• Monitor budget performance and analyze variances between actual and budgeted figures.</li> <li>• Provide detailed financial analysis and insights to support decision-making processes.</li> </ul> <p><b>Bank Reconciliations</b></p> <ul style="list-style-type: none"> <li>• Reconcile cash book balances to bank statement balances.</li> <li>• Reconcile branch daily cash collections to banking deposits</li> <li>• Revalue the Foreign Currency bank accounts and initiate journals to be forwarded to MA.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Liaise FA-Banking to clear all un-presented cheques, un-credited cheques, direct credits and debits,...</li> <li>• Identify direct credits and recognize the payments in ERP in time</li> </ul> <p><b>Compliance and Audit:</b></p> <ul style="list-style-type: none"> <li>• Ensure compliance with all relevant financial regulations and standards.</li> <li>• Coordinate and support internal and external audits, including preparation of audit schedules and responding to audit queries.</li> <li>• Provide support for the preparation of tax returns.</li> <li>• Implement and maintain effective internal controls to safeguard assets and ensure financial data integrity.</li> <li>• Conducts detailed risk analyses to assess potential losses and material errors in all financial transactions and manages departmental compliance to set Organization standards and IFRS.</li> <li>• Prepare and file monthly VAT, PAYE, and WHT to the relevant authorities</li> <li>• Prepare and file monthly NSSF returns to the authority</li> <li>• Prepare and initiate online payments</li> <li>• Review VAT status on items</li> <li>• Maintain the URA and NSSF correspondence file</li> </ul> <p><b>Accounts Payable and Receivable:</b></p> <ul style="list-style-type: none"> <li>• Oversee accounts payable and receivable processes to ensure timely and accurate processing.</li> <li>• Review and approve invoices, payments, and receipts.</li> <li>• Drive consistency of information across different organization platforms and systems by leading regular reconciliations of bank accounts, cash, Mobile Money ,Credit card transactions, and resolution of discrepancies.</li> <li>• Recover and collect debts in line with credit and debt policies</li> <li>• Run the due invoices report, call customers to get payment updates and update the information on customer notes for reference</li> <li>• Forward list of customers with overdue debts unsettled as promised to AACM for demand note preparation.</li> <li>• Review written/ formal reminders or demand notes to customers for outstanding debts and forward to Manager Accounts for signature</li> <li>• Dispatch reminder by either courier, email or fax and follow up on phone.</li> <li>• Arrange visits to heavily indebted customers to agree on payment plan.</li> <li>• Track debt recovery for debts provided for and those above 180 days</li> <li>• Approve or authorize credit to both accredited and private customers as per credit limits</li> </ul>	
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<ul style="list-style-type: none"> <li>• Run Aging analysis report at month end, export to excel</li> <li>• Update the system to recognize all JMS liability, stock and Non stock effectively and accurately.</li> <li>• File all invoices in the pending files until due for Payment.</li> <li>• Post credit notes to respective supplier accounts in relation to inventory adjustments.</li> <li>• Reconcile supplier statements to supplier accounts.</li> <li>• Prepare journals to recognize the expense and credit staff accounts</li> </ul> <p><b>Inventory Management</b></p> <ul style="list-style-type: none"> <li>• Track and manage the Organization's inventory. This includes maintaining inventory records, conducting physical inventory counts, and reconciling inventory records to physical counts.</li> <li>• Ensure that inventory levels are accurate. This includes identifying and correcting inventory errors, and recommending inventory levels based on sales forecasts and demand.</li> <li>• Properly account for inventory. This includes ensuring that inventory is properly classified and valued, and that inventory transactions are recorded in accordance with generally accepted accounting principles (GAAP).</li> <li>• Minimize inventory costs. This includes identifying and implementing cost-saving measures, such as vendor consolidation and inventory optimization.</li> </ul> <p><b>Payroll and Fixed Assets:</b></p> <ul style="list-style-type: none"> <li>• Supervise payroll processing and ensure accurate and timely payment of salaries and benefits.</li> <li>• Ensures that payroll related Statutory Reports and Payroll Tax Returns are accurate and timely filed.</li> <li>• Manages the Fixed Asset Register of the Organization (Intangible and Tangible) and ensures that fixed asset additions, disposals, depreciations and retirements are recorded properly according to the company's policies and procedures.</li> <li>• Investigates the potential obsolescence of fixed assets, conducts periodic impairment reviews for intangible assets and conducts periodic physical inventory counts of all Organization fixed assets.</li> <li>• Conducts analyses related to fixed assets as requested by Management including disposals, special audits, among others. Responsible for preparing audit schedules relating to fixed assets and assists the auditors in their inquiries.</li> <li>• Tracks companywide expenditures for fixed assets in comparison to the capital budget and Management authorizations.</li> <li>• Recognize new assets into ERP</li> <li>• Engrave the new assets and Put up all new assets for insurance</li> </ul>	
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<ul style="list-style-type: none"> <li>• Process Mid-month and end month salary</li> <li>• Process manual cheque payment for end of month casual payments</li> <li>• Analyze extracted the sales data from IFS for the month to calculate the sales representatives commission basing on the approved rates.</li> </ul> <p><b>Financial Systems and Processes:</b></p> <ul style="list-style-type: none"> <li>• Optimize and enhance financial systems and processes for efficiency and accuracy.</li> <li>• Provide training and support to finance staff on accounting procedures and system usage.</li> <li>• Identify opportunities for process improvements and implement best practices.</li> </ul> <p><b>Collaboration and Communication:</b></p> <ul style="list-style-type: none"> <li>• Work closely with the cost and management accountant and other department heads to support financial planning and analysis.</li> <li>• Communicate financial information and insights to non-financial managers in a clear and understandable manner.</li> <li>• Participate in cross-functional teams and projects to support organization-wide initiatives.</li> </ul> <p><b>Team Management</b></p> <ul style="list-style-type: none"> <li>• Support the staff to develop individual work plans for the week/month or year to create visibility and clarity of tasks, track their progress against these plans.</li> <li>• Provide Departmental feedback to the Head of Finance on a weekly basis.</li> <li>• Develop and implement KPIs for staff and evaluate and assess staff performance regularly.</li> <li>• Recommend necessary training for the department's staff development in line with the set strategies.</li> <li>• Provide guidance, coaching and mentoring to department staff.</li> <li>• Conduct quarterly performance reviews for department staff and identify areas of improvement.</li> <li>• Manage the administration of staff i.e. leave approval, travel approval etc.</li> <li>• Approve expenditures as per the delegation of authority.</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Support the Organization Budget Process as per the set guidelines.</li> <li>• Monitor and control the allocated budget</li> </ul>	
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Identify the Finance risks, their various mitigations and keep track of them.</li> </ul>	

<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure JMS Finance policies and regulatory compliance in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>▪ Bachelor's Degree in Commerce, Business Administration or Finance or any other relevant field.</li> <li>▪ Full Professional qualifications in accounting</li> <li>▪ Possession of ACCA or CPA or CIMA and other relevant professional qualification</li> <li>▪ Membership to a professional association (s) is a must</li> <li>▪ A master's qualification in any of the courses above is an added advantage</li> <li>▪ Previous experience in audit is an added advantage.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimum of seven (7) years' experience in management accounting in an environment similar to JMS Organization with at least five (5) years in supervisory position from a reputable Institution</li> </ul>	<ul style="list-style-type: none"> <li>▪</li> </ul>
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"> <li>▪ Integrity</li> <li>▪ Trustworthiness</li> <li>▪ Professionalism</li> <li>▪ Result Driven</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>▪ Leadership skills</li> <li>▪ Ability to coach and mentor a team</li> </ul>		



<b>Knowledge.</b> <ul style="list-style-type: none"> <li>▪ Solid understanding of Organization Accounting Guidelines</li> <li>▪ Advanced experience with MS Office and ERP.</li> <li>▪ Knowledge of Uganda Tax Regulations</li> <li>▪ International Financial Reporting Standard (IFRS) knowledge</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>▪ Communication skills</li> <li>▪ Organizational skills</li> <li>▪ Data Analysis Skills</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>▪ High Business Acumen</li> <li>▪ Self-Starter &amp; Action Oriented</li> <li>▪ Ability to work independently and as part of a team</li> <li>▪ Ability to harness peer relationships</li> <li>▪ Ability to harness peer Relationships</li> <li>▪ Agile and Self Driven</li> </ul>	

### 3. Job Title: Cost and Management Accountant – (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Cost and Management Accountant	<b>Job Grade:</b>	
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<b>Department:</b> Finance	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/d1VGha8tBJ?origin=lpr">https://forms.office.com/r/d1VGha8tBJ?origin=lpr</a> <a href="#">Link</a>
<b>Reports to / Title of Immediate Supervisor:</b> Finance Director	<b>Supervises:</b> Accounts Assistant	
<b>Job Purpose:</b> The role is responsible for planning and monitoring the implementing of JMS's financial strategies, analysing prices and costs of the Organization services and supplies, providing accurate and timely financial information to management, and providing insights to support effective decision-making within the organization in line with the Organization policies and procedures		
<b>Key Customer/s:</b>  SMT  Unit Heads  Finance Team	<b><u>Stakeholders:</u></b>  JMS Board  Internal Audit  External Audit	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Financial Analysis and Reporting</b> <ul style="list-style-type: none"> <li>▪ Preparing and analyzing the Organization financial reports, such as cost reports, variance reports, and profitability reports, revenue streams in line with the Organization Financial Manual</li> <li>▪ Developing and implementing cost control measures, such as standard costing, variance analysis, and budgeting</li> <li>▪ Prepare regular financial reports for management, highlighting key performance indicators and financial metrics in compliance with accounting standards and regulatory requirements</li> </ul> <b>Costing /Pricing of foreign consignment.</b> <ul style="list-style-type: none"> <li>• Verify and Quality Check of Supplier Invoice and Purchase Order to sort out any discrepancy in the consignment documents.</li> <li>• Endorse all the costs posted</li> <li>• to enable the Purchase order to be closed.</li> </ul>		

<ul style="list-style-type: none"> <li>• Monitor the trend of prices of items per month for consignment.</li> </ul> <p><b>Budget Management</b></p> <ul style="list-style-type: none"> <li>▪ Monitor the preparation of the Organization annual budgets, periodic financial forecasts and monitor budget performance on a regular basis in line with the Organization Financial Manual</li> <li>▪ Work closely with department heads to develop financial plans aligned with the organization's strategic objectives</li> <li>▪ Collaborate with relevant departments to streamline financial processes and improve efficiency in line with the best practices for financial management within the organization.</li> </ul> <p><b>Process Management</b></p> <ul style="list-style-type: none"> <li>▪ Establish and maintain a robust cost accounting system for the Organization to accurately allocate costs across departments and services, monitor and analyze cost trend as per the Organization mission and strategic objectives</li> <li>▪ Complete monthly grant expenditure allocations, using organizational knowledge to recommend allocations which optimize grant spending and highlight major variances against budget. If appropriate, identify possible remedial action(s)</li> <li>▪ Monitor the implementation of the Organization Financial Controls, regularly carry out risk assessments and mitigate financial risks as per the Organization mission and strategic objectives</li> </ul> <p><b>Credit Control Management</b></p> <ul style="list-style-type: none"> <li>• Monitors reconciliation of debtors' accounts with their respective statements</li> <li>• Ensures that credit terms are clear and respected in line with JMS's mandate.</li> <li>• Holding monthly credit control meetings</li> <li>• Communicate or meet with heavily indebted clients and agree on a payment plan</li> </ul> <p><b>Price Management</b></p> <ul style="list-style-type: none"> <li>• Manage and monitor prices to guide JMS financial engagements.</li> <li>• Monitor the Update of price lists</li> <li>• Monitor and keep up-to-date on price movement reports (cost price &amp; purchase price)</li> <li>• Run a weekly query for concerning orders with zero prices</li> <li>• Conduct a monthly analysis of the breakeven markup</li> </ul> <p><b>Third Party / Supplier Management</b></p> <ul style="list-style-type: none"> <li>• Coordinate and manage Third Party Transactions and ensure value for money is obtained.</li> <li>• Coordinate submission of third-party claims.</li> <li>• Review monthly third-party performance reports (Invoiced Vs Submission)</li> </ul> <p><b>Compliance with Statutory Obligations</b></p>	
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<ul style="list-style-type: none"> <li>• Monitor the management of JMS Tax Affairs in conformity with relevant laws and standards.</li> <li>• Review tax returns before submission to URA</li> <li>• Review VAT item status</li> <li>• Manage insurance cover services</li> </ul> <p><b>Cash Flow Management</b></p> <ul style="list-style-type: none"> <li>• Manage JMS's cash movements in an efficient manner and in line with financial guidelines.</li> <li>• Prepare Cash projection reports</li> <li>• Review Prepared reconciliations for all bank accounts</li> <li>• Review Petty cash balances and reports</li> <li>• Review the cash collection and bank reconciliation report for branch operations</li> <li>• Issue out petty cash</li> </ul> <p><b>Team Development</b></p> <ul style="list-style-type: none"> <li>▪ Coach and mentor the Organization staff in matters regarding the cost accounting.</li> </ul>		
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Support the Organization Budget Process as per the set guidelines.</li> <li>• Monitor and control the allocated budget</li> </ul>		
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Identify the Finance risks, their various mitigations and keep track of them.</li> </ul>		
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Ensure JMS Finance policies and regulatory compliance in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	

<ul style="list-style-type: none"> <li>▪ Minimum of an honours Degree in Commerce or Business Administration or Finance and other relevant courses from a recognized University</li> <li>▪ Possession of ACCA or CPA or CIMA and other relevant professional qualification</li> <li>▪ Membership to a professional association (s) is a must</li> <li>▪ A master's qualification in any of the courses above is an added advantage</li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimum of six (6) years' experience in management accounting in an environment similar to JMS Organization with at least four (4) years in supervisory position from a reputable Institution</li> </ul>	<ul style="list-style-type: none"> <li>▪</li> </ul>
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>▪ Integrity</li> <li>▪ Trustworthiness</li> <li>▪ Professionalism</li> <li>▪ Result Driven</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>▪ Leadership skills</li> <li>▪ Ability to coach and mentor a team</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>▪ Solid Knowledge of IFRS Standards</li> </ul>		
<b>Skills</b> <ul style="list-style-type: none"> <li>▪ Communication skills</li> <li>▪ Organizational skills</li> <li>▪ Data Analysis Skills</li> </ul>		

<b>Attributes include:</b> <ul style="list-style-type: none"> <li>▪ High Business Acumen</li> <li>▪ Self-Starter &amp; Action Oriented</li> <li>▪ Ability to work independently and as part of a team</li> <li>▪ Ability to harness peer relationships</li> </ul> <ul style="list-style-type: none"> <li>• Ability to harness peer Relationships</li> <li>• Agile and Driven</li> </ul>	
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#### 4. Job Title: Cashier / Accounts Assistant – (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Cashier / Accounts Assistant	<b>Job Grade:</b>	
<b>Department:</b> Finance	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/d1VGha8tBJ?origin=lpr">https://forms.office.com/r/d1VGha8tBJ?origin=lpr</a> <a href="#">Link</a>
<b>Reports to / Title of Immediate Supervisor:</b> Financial Accountant	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> The role is responsible for the routine financial accounting functions which include ensuring proper maintenance of accounting records, administration of financial controls, production of financial reports, compliance with relevant statutory bodies, and other functions that result in flawless internal and external audits.			

<b>Key Customer/s:</b>  SMT  Unit Heads  Finance Team	<b><u>Stakeholders:</u></b>  Internal Audit  External Audit	
<b>Functional Outputs/Activities per key performance area:</b>		
<p><b>Cash &amp; Cheques Management</b></p> <ul style="list-style-type: none"> <li>• Prepare cash for banking.</li> <li>• Issue payments from pet cash fund to respective individuals.</li> <li>• Maintain proper balances on daily basis.</li> <li>• Prepare accountability for all petty cash payments</li> <li>• Receive invoice /proforma from customer, inform customer amount to pay, receiving cash and process receipt accordingly.</li> <li>• Match all post payments correctly to particular accounts.</li> <li>• Maintain a file for the receipts and vouchers according to the filing system.</li> </ul> <p><b>Payables Management</b></p> <ul style="list-style-type: none"> <li>• Ensure all revenues and expenses are accounted for correctly and accurately in the general ledger and timely payment of utility bill sent and other creditors.</li> <li>• Maintaining supplier reconciliations and comparison with the statements from the suppliers</li> <li>• Review of supplier documents to ensure all necessary documentation required before payments is attached including the GRN, LPO, Delivery note and invoice.</li> <li>• Support the Accountant in preparation of monthly bank reconciliations and ensure these are signed off.</li> <li>• Liquidity management to ensure we have adequate cash to pay liabilities as and when they fall due.</li> <li>• Manage payments at the organization level, in accordance with fee notes based on information provided by the organization HR team following relevant approvals.</li> <li>• Prepare inter unit reconciliations and ensure that these are signed off every month.</li> </ul>		

<b>Fixed Assets management</b> <ul style="list-style-type: none"> <li>• Carry out period asset verification and ensure that the FAR matches with the general ledger</li> </ul> <b>Inventory management</b> <ul style="list-style-type: none"> <li>• Carry out periodic stock take and prepare stock take reports; prepare variance reports and stock take reports within agreed time limes after stock take.</li> </ul> <b>Finance Operations</b> <ul style="list-style-type: none"> <li>• Reconcile customer accounts regularly</li> <li>• Reconcile the daily cash and cheque collections</li> <li>• Support the Cost and Management Accountant –in analyzing and collating information to produce financial reports e.g. income statements, balance sheets, cash flows and supporting schedules, compare actuals against budget, analyze and identify trends on a monthly basis.</li> <li>• Assist in the day to day running of the accounting function in the Organization.</li> <li>• Ensure compliance with all organization policies, procedures, and systems, especially those related to medical service provision.</li> <li>• Take full responsibility for performance management of all direct reports, focusing on all aspects of sound people management.</li> </ul> <b>Audits</b> <ul style="list-style-type: none"> <li>• Prepare audit schedules and ensure these are ready for annual audits</li> <li>• Provide input into the preparations of draft statutory and management accounts</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Support the Organization Budget Process as per the set guidelines.</li> <li>• Monitor and control the allocated budget</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Identify the Finance risks, their various mitigations and keep track of them.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure JMS Finance policies and regulatory compliance in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	



<ul style="list-style-type: none"> <li>▪ A Bachelor's Degree in Business Administration, Commerce, Accounting, Finance or their equivalent</li> <li>▪ Possession of ACCA or CPA or CIMA and other relevant professional qualification</li> <li>▪ Membership to a professional association (s) is a must</li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimum of five (5) years' experience in financial accounting in an environment similar to JMS Organization with at least three (3) years in supervisory position from a reputable Institution</li> </ul>	<ul style="list-style-type: none"> <li>▪</li> </ul>
<p>Competencies Required:</p> <p><b>Behavioural</b></p> <ul style="list-style-type: none"> <li>▪ Integrity</li> <li>▪ Trustworthiness</li> <li>▪ Professionalism</li> <li>▪ Result Driven</li> </ul>		
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>▪ Leadership skills</li> <li>▪ Ability to coach and mentor a team</li> </ul>		
<p><b>Knowledge.</b></p> <ul style="list-style-type: none"> <li>▪ Solid Knowledge of IFRS Standards</li> </ul>		
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>▪ Communication skills</li> <li>▪ Organizational skills</li> <li>▪ Strong accounting and analytical skills with ability to expertly interpret results and feedback to Senior Management.</li> </ul>		

<b>Attributes include:</b> <ul style="list-style-type: none"> <li>▪ High Business Acumen</li> <li>▪ Self-Starter &amp; Action Oriented</li> <li>▪ Ability to work independently and as part of a team</li> <li>▪ Ability to harness peer relationships</li> </ul>	
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**5. Job Title: Cashier / Accounts Assistant – Branch - (3 job position) -Arua, Fort portal & Mbarara**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Cashier / Accounts Assistant - Branch	<b>Job Grade:</b>	
<b>Department:</b> Finance	<b>Duty Station:</b> JMS Branch – Mbarara, Fort portal, Arua		<a href="https://forms.office.com/r/d1VGha8tBJ?origin=lpr">https://forms.office.com/r/d1VGha8tBJ?origin=lpr</a> <a href="#">Link</a>
<b>Reports to / Title of Immediate Supervisor:</b> <ul style="list-style-type: none"> <li>• Functionary reports: Director Finance HQ</li> <li>• Administratively: Branch Manager</li> </ul>	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> To support the managerial planning and commercial decision making by management of Third-Party Receivables and costing of foreign consignments, making payments and accounting for disbursements in accordance with Finance policies and procedure for the field warehouse / branch.			

<b>Key Customer/s:</b>  Finance Team  JMS Staff	<b><u>Stakeholders:</u></b>  Suppliers  Internal Audit  External Audit	
<b>Functional Outputs/Activities per key performance area:</b>		
<p><b>Management of Third Party Receivables.</b></p> <ul style="list-style-type: none"> <li>• Compile and verify third Party Invoices in line with the agreed project contract</li> <li>• Submission of third-Party distribution handling charges</li> <li>• Submission of Warehouse Claims or storage claims</li> <li>• Post reconciliation differences between the invoices and the System.</li> <li>• Review third party Receipts per Month.</li> </ul> <p><b>Cash &amp; Cheques Management</b></p> <ul style="list-style-type: none"> <li>• Prepare cash for banking.</li> <li>• Issue payments from pet cash fund to respective individuals.</li> <li>• Maintain proper balances on daily basis.</li> <li>• Prepare accountability for all petty cash payments</li> <li>• Receive invoice /proforma from customer, inform customer amount to pay, receiving cash and process receipt accordingly.</li> <li>• Match all post payments correctly to particular accounts.</li> <li>• Maintain a file for the receipts and vouchers according to the filling system.</li> </ul> <p><b>Costing /Pricing of foreign consignment.</b></p> <ul style="list-style-type: none"> <li>• Verify and Quality Check of Supplier Invoice and Purchase Order to sort out any discrepancy in the consignment documents.</li> <li>• Endorse all the costs posted</li> <li>• to enable the Purchase order to be closed.</li> <li>• Monitor the trend of prices of items per month for consignment.</li> </ul> <p><b>Management of Customer Credit Limits</b></p> <ul style="list-style-type: none"> <li>• Analyze customer bi-annual sale in relation to credit limit and forward to ACM for review for approval.</li> </ul>		

<p><b>Reconciliations</b></p> <ul style="list-style-type: none"> <li>• Reconcile customer accounts regularly</li> <li>• Reconcile the daily cash and cheque collections and hand over to FA.</li> <li>• Prepare monthly third-Party report showing orders received, dates and values.</li> <li>• Prepare monthly performance report i.e., invoiced orders verses available for submission.</li> <li>• Prepare costing activity report i.e. number of orders submitted verses pending orders for costing.</li> <li>• Prepare schedules and take minutes during the credit control meeting</li> </ul> <p><b>Project Reporting and Accountability</b></p> <ul style="list-style-type: none"> <li>• Receive and verify returned documentations (Invoices) from field</li> <li>• Prepare the accountability report by 15th each end of quarter</li> <li>• Monitor the Projects performance indicators as agreed between JMS &amp; MoH.</li> <li>• Liaise with the MoH directorate of planning &amp; dev't and the Department of budget &amp; finance on all matters regarding PHC grant.</li> <li>• Analyze the budget allocations for the beneficiary accounts against MoH list and ensure they are uploaded in the system accurately.</li> <li>• Monitor the invoice with zero prices and error message invoices Post differences, inform customer and file</li> </ul> <p><b>Reports</b></p> <ul style="list-style-type: none"> <li>• Monthly Analysis of suppliers</li> <li>• Monthly suppliers 'reconciliation statements</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Support the Program Budget Process as per the set guidelines.</li> <li>• Monitor and control the allocated budget</li> </ul>	
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Identify the Finance risks, their various mitigations and keep track of them.</li> </ul>	
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Ensure JMS Finance policies, Billing Protocols and regulatory compliance in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>	

<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<p>A Bachelor's Degree in Commerce, Finance, Business Studies or other related courses from a recognized university.</p> <p>At least Professional qualification (ACCA or CPA) minimum Level 2 is an added advantage</p>	<p>At least three (3) years' experience in Financial Management, managing a computerized Accounting System.</p>	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>▪ Integrity</li> <li>▪ Trustworthiness</li> <li>▪ Professionalism</li> <li>▪ Result Driven</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>▪ Ability to build interpersonal relationships</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>▪ Solid Knowledge of IFRS Standards</li> </ul>		
<b>Skills</b> <ul style="list-style-type: none"> <li>▪ Communication skills</li> <li>▪ Strong numerical skills</li> <li>▪ Organizational skills</li> <li>▪ Data Analysis Skills</li> </ul>		

<b>Attributes include:</b> <ul style="list-style-type: none"> <li>▪ Ability to detect and prevent fraudulent transactions.</li> <li>▪ Self-Starter &amp; Action Oriented</li> <li>▪ Ability to work independently and as part of a team</li> <li>▪ Ability to harness peer relationships</li> </ul>	
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**6. Job Title: Accounts Assistant – Projects – (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Accounts Assistant - Projects	<b>Job Grade:</b>	
<b>Department:</b> Finance	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/d1VGha8tBJ?origin=lpr">https://forms.office.com/r/d1VGha8tBJ?origin=lpr</a> <a href="#">Link</a>
<b>Reports to / Title of Immediate Supervisor:</b> Financial Accountant	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> The role is responsible for coordinating the financial roles necessary for the implementation of the various Projects and will handle the staff accountability reporting and filing of the monthly statutory returns for Joint Medical Store including WHT among others as well as co-ordinate the correspondences with URA, Sales Representative Commission payments and preparation of monthly reports.			
<b>Key Customer/s:</b>  Finance Team  JMS Staff	<b><u>Stakeholders:</u></b>  Suppliers  Internal Audit  External Audit		

<b>Functional Outputs/Activities per key performance area:</b>	
<p><b>Payments</b></p> <ul style="list-style-type: none"> <li>• Ensure that all supplier transactions are backed up by an LPO, quotation, delivery note, invoice and receipts; all attached to relevant documents.</li> <li>• To ensure authorized requisitions for supplier payments by EFT; based on dates agreed on payment plan from supervisor(s) and ensure timely and accurate follow up</li> <li>• To forward authorized requisitions (based on suppliers' outstanding balances and backed by payment plan) to Financial Accountant for final authorization of expenses. Please note that the payment plan must be based on close monitoring of creditors' ledger e.g. Utility bills, to avoid late payment penalties.</li> <li>• To ensure that a breakdown of remittances is regularly issued for all utility companies.</li> <li>• To ensure all EFT cheques are signed by authorized signatories and issue them according to supervisors' instructions</li> <li>• To follow up and ensure that allocations to suppliers have been made for all authorized requisitions in a timely manner. To enter and post these transactions in the Organization Management Information System ensuring transactions are posted into the right accounts.</li> <li>• To ensure that monthly, accurate reconciliations of supplier balances are made of suppliers' accounts /statements/balances</li> <li>• To communicate ready payments to suppliers in a timely manner and follow up delayed collections</li> <li>• To ensure appropriate signing of vouchers in accordance with agreed financial procedures and documentation requirements. Obtain receipts for all payments made and attach them to the payment for similar transactions.</li> <li>• Daily enter and post all transactions in the Organization Management System; ensuring that right accounts are selected from the system.</li> <li>• To ensure that there is a clear description of expenses on the payment voucher before disbursement</li> <li>• To ensure that all Direct Debit transactions are logged into the suppliers' accounts and invoices for the same obtained from suppliers.</li> </ul>	

<ul style="list-style-type: none"> <li>• To ensure that all invoices that are paid are stamped “PAID” with corresponding accurate EFT details e.g. cheque number, amount, date etc.</li> <li>• To ensure that all posted and paid invoices are filed in a chronological order in a clearly labelled file for easy retrieval.</li> </ul> <p><b>Project Reporting and Accountability</b></p> <ul style="list-style-type: none"> <li>• Receive and verify returned documentations (Invoices) from field</li> <li>• Prepare the accountability report by 15th each end of quarter</li> <li>• Monitor the Projects performance indicators as agreed between JMS &amp; MoH.</li> <li>• Liaise with the MoH directorate of planning &amp; dev’t and the Department of budget &amp; finance on all matters regarding PHC grant.</li> <li>• Analyze the budget allocations for the beneficiary accounts against MoH list and ensure they are uploaded in the system accurately.</li> <li>• Monitor the invoice with zero prices and error message invoices Post differences, inform customer and file</li> </ul> <p><b>Management of Third Party Receivables</b></p> <ul style="list-style-type: none"> <li>• Compile and verify third Party Invoices in line with the agreed project contract</li> <li>• Submission of third Party distribution handling charges</li> <li>• Submission of Warehouse Claims or storage claims</li> <li>• Post reconciliation differences between the invoices and the System.</li> <li>• Review third party Receipts per Month.</li> </ul> <p><b>Reports</b></p> <ul style="list-style-type: none"> <li>• Monthly Analysis of suppliers</li> <li>• Monthly suppliers ‘reconciliation statements</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Support the Program Budget Process as per the set guidelines.</li> <li>• Monitor and control the allocated budget</li> </ul>	



<b>Risk Management</b> <ul style="list-style-type: none"> <li>Identify the Finance risks, their various mitigations and keep track of them.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>Ensure JMS Finance policies, Billing Protocols and regulatory compliance in execution of activities.</li> <li>Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
A Bachelor's Degree in Commerce, Finance, Business Studies or other related courses from a recognized university.  At least Professional qualification (ACCA or CPA) minimum Level 2 is an added advantage	At least three (3) years' experience in Financial Management, managing a computerized Accounting System.	
Competencies Required:  <b>Behavioural</b> <ul style="list-style-type: none"> <li>Integrity</li> <li>Trustworthiness</li> <li>Professionalism</li> <li>Result Driven</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>Ability to build interpersonal relationships</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>Solid Knowledge of IFRS Standards</li> </ul>		

<b>Skills</b> <ul style="list-style-type: none"> <li>▪ Communication skills</li> <li>▪ Strong numerical skills</li> <li>▪ Organizational skills</li> <li>▪ Data Analysis Skills</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>▪ Ability to detect and prevent fraudulent transactions.</li> <li>▪ Self-Starter &amp; Action Oriented</li> <li>▪ Ability to work independently and as part of a team</li> <li>▪ Ability to harness peer relationships</li> </ul>	

**Department:** INFORMATION COMMUNICATION TECHNOLOGY (ICT)

**1. Job Title: ICT Manager — (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Manager ICT	<b>Job Grade:</b>	
<b>Department:</b> ICT	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/d1VGha8tBJ?origin=lprLink">https://forms.office.com/r/d1VGha8tBJ?origin=lprLink</a>	
<b>Reports to / Title of Immediate Supervisor:</b> Finance Director	<b>Supervises:</b> ICT Officer, ICT Assistant		

<p><b>Job Purpose:</b> The role accountable for all ICT operations and IT security, ensuring IT systems, applications, networks and system security are available 24/7. The ICT Manager shall establish the IT direction and goals for Joint Medical Store &amp; efforts to plan projects and provide cost effective, computer-based systems and services that support the system mission, vision, and strategic plan.</p> <p>The position shall plan, implement, monitor and manage JMS information, communication and technology systems so as improve efficiency and productivity of the JMS operations including process review, advisory services, software development, database management, systems support, network management, communication enhancement and training of JMS staff and other stakeholders on information technology needs, as well as planning for future growth and disaster recovery.</p>		
<p><b>Key Customer/s:</b> ED  SMT  Board  JMS Staff</p>	<p><b><u>Stakeholders:</u></b>  ICT Service Providers</p>	
<p><b>Functional Outputs/Activities per key performance area:</b></p>		
<p><b>Strategic Leadership;</b> As a member of the Management Team, participate in the development and implementation of the strategic plan for JMS by:</p> <ul style="list-style-type: none"> <li>• Leading the development and implementation of JMS's strategic information strategy with a cohesive approach on how ICT and applications can anticipate and support the corporate mission, vision, and business strategies.</li> <li>• Contributing insights drawn from experience both at JMS and elsewhere to the implementation of a visionary strategic plan</li> <li>• Cascading the strategic plan into operational plans and budgets for the ICT team being supervised ensuring effective participation and engagement of team members.</li> <li>• Attending Board meetings in order to provide ICT insight into strategic direction and project updates for the organization.</li> <li>• Engaging the SMT in continuous quality improvement of ICT support services offered at JMS; proving regular feedback on day to date progress and any problems arising.</li> </ul>		

**Operational Management;**

Coordinate the day to day working of the ICT department by:

- Optimize the Internet resources and systems including LAN, WAN
- Maintain an effective and efficient the ERP for JMS operations
- Maintain and optimize CCTV and associated infrastructure
- Establish Information System objectives and tasks for the JMS Information system. Evaluating requests for system enhancements and provides timetable for completion.
- Monitor all projects and provide periodic status reports.
- Implement the roadmaps for Disaster recovery and Business continuity.
- Responsible for the digitalization agenda across JMS to enhance data collection and integration of information.
- Plan and ensure that JMS is harnessing technology to improve its service delivery.
- Review, develop and implement ICT policies and service level agreements.
- Ensure compliance to ICT related matters including ICT security and facilitate ICT security audits and/or investigations.
- Ensure the security and integrity of organization data and ICT systems.
- Oversees procedure documentation and change management processes for ICT Infrastructure systems.
- Implement appropriate security controls against cyber-attacks, ransomware and malware are in place to safeguard those systems, including but not limited to digital files and vital electronic infrastructure, and responds to computer security breaches and viruses.
- Plan, implement and test measures to ensure the reliability, dependability and trustworthiness of JMS's computing infrastructure.
- Monitor the configuration and troubleshooting services for all network and server related hardware.
- Maintain control all ICT-related equipment through proper documentation of problem logs and audit trails.
- Oversee the configuration and management of servers and ensure effective and efficient day-to-day operations of all server systems and networking components (e.g. servers, routers, switch, etc).
- Implement appropriate monitoring processes and tools to observe and provide alerts about the 'health condition' of the ICT infrastructure and take appropriate proactive action.
- Plan, schedule and keep up-to-date records of preventive maintenance for all hardware and software components.

<ul style="list-style-type: none"> <li>• Manage licensing for all the software used at JMS.</li> <li>• Update, maintain and optimize the JMS DRP and BCP</li> </ul> <p><b>Business Intelligence and Analytics</b></p> <ul style="list-style-type: none"> <li>• Champion the collective use of Department ‘information’ and ‘data’ to provide Senior Management accurate, timely and relevant analytical reporting</li> <li>• Work collaboratively alongside the Heads of Department in developing a pragmatic, agile and iterative BI solution including the development of dashboards, interactive scorecards, dimensional modelling and predictive modelling.</li> <li>• Conduct an assessment and evaluation and reassessment of all JMS hardware and software</li> <li>• Investigate and develop artificial intelligence opportunities for the JMS business</li> <li>• Maintain operations and performance of the JMS hardware and software</li> </ul> <p><b>Budget Management</b></p> <p>Monitor expenditure and income against the annual budget for the ICT department and take appropriate action where necessary by:</p> <ul style="list-style-type: none"> <li>• Providing periodic plans and budget preparations; and monitoring the provision of ICT services.</li> <li>• Carrying out regular review and alignment of work plans with budgets in the ICT department.</li> <li>• Collaborate with the Partnerships and Fundraising department to seek external partners for supporting ICT needs.</li> </ul> <p><b>Governance and Board Relations</b></p> <ul style="list-style-type: none"> <li>• Prepare and present Quarterly Program reports to the Board ICT Committee.</li> <li>• Participate in the induction of Board members in their ICT Management role.</li> <li>• Provide periodic input and advice at board meetings on matters relating to ICT.</li> <li>• Oversee the implementation of Board ICT Committee resolutions.</li> </ul> <p><b>Stakeholder Management</b></p> <ul style="list-style-type: none"> <li>• Meet with relevant users to identify requirements for new infrastructure components (e.g. servers, new software etc).</li> <li>• Manage ICT service providers</li> </ul> <p><b>People Management and Development</b></p> <ul style="list-style-type: none"> <li>• Manage the ICT team in a manner that will promote technical excellence by:</li> <li>• Developing and/improving the KPIs with quantitative and qualitative objectives</li> <li>• Carrying out performance reviews and management to all team members of ICT.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Recommend necessary training for the department's staff development in line with the set strategies.</li> <li>• Meeting regular with SMT members to align and approve strategic decisions and address any upcoming challenges and needs.</li> <li>• Provide training and support at all levels of the organization in ICT related topics, tools and applications.</li> </ul> <p><b>Team Management</b></p> <ul style="list-style-type: none"> <li>• Recruit and lead an efficient, capable and high-performing team, with a particular emphasis on developing and promoting talent.</li> <li>• Develop the capacity of the team, deepen understanding of their roles and assist with career development.</li> <li>• Assist team members with information, tools and resources to improve performance and reach objectives.</li> <li>• Promote accountability, communicate expectations and provide constructive feedback informally and formally via regular one-on-ones and performance reviews.</li> <li>• Create and sustain a work environment of mutual respect where team members strive to achieve excellence.</li> <li>• Contribute to country team-building efforts, help team members identify problem-solving options and ensure the integration of all team members into relevant decision-making processes.</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Develop the budget for the department as per the set guidelines.</li> <li>• Monitor and control the allocated budget and put measures in place to address variances.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>	
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Perform risk assessments for strategies, prior to implementation and develop a mitigation plan to manage the risks.</li> </ul>	
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Drive quality assurance practices within the department</li> <li>• Ensure JMS ICT policies and regulatory compliance in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>	

Minimum Qualification Requirements:	Related Minimum Experience:	
<ul style="list-style-type: none"> <li>• Bachelor Degree in Computer Science or Information Technology.</li> <li>• Master's Degree in Computer Science or Information Technology is an added advantage.</li> <li>• Cisco Networking Certifications, Certification in MCSA, CSA, CCNA and any other networking certification</li> </ul> <p>IT certification is an added advantage e.g. Microsoft Professional Certification, Microsoft Systems Engineering Certification, Security-related certifications (e.g. Certified Information Systems Security Professional, Certified Information Systems Auditor).</p>	<p>Minimum Eight (8) years of relevant experience of which four (4) are in a Senior Management Role.</p>	
<p>Competencies Required:</p> <p><b>Behavioural</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Driving Accountability</li> <li>• Influencing Strategic Direction</li> </ul>		

<p><b>Knowledge.</b></p> <ul style="list-style-type: none"> <li>• Knowledge of Health information Management System (HMIS)</li> <li>• Knowledge of Business Intelligence Tools</li> <li>• Knowledge of relational database software (MSAccess, SQL Server or MySQL)</li> <li>• Knowledge of networking protocols, such as IP, TCP, UDP, ICMP, ARP and others.</li> <li>• Knowledge of website development tools such as (X)HTML, ASP, JavaScript, CSS, php, etc</li> <li>• Knowledge of regulatory and compliance issues, and applicable legislation, standards, policies and procedures within ICT.</li> <li>• Knowledge of Information Security</li> </ul>	
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Systems analysis and design</li> <li>• ERP Project customization skills</li> <li>• Analytical Skills</li> <li>• Budget Management</li> <li>• Website Management Skills</li> <li>• Visual programming</li> <li>• Network Administration</li> <li>• Preventive maintenance of computers and accessories</li> <li>• Trouble shooting of ICT systems and hardware</li> <li>• Innovation and Creativity</li> </ul>	
<p><b>Attributes include:</b></p> <ul style="list-style-type: none"> <li>• Confidentiality</li> <li>• Customer Mindset</li> <li>• Creativity</li> <li>• Commitment to quality</li> <li>• Attention to Detail</li> <li>• Strong Business Acumen</li> <li>• Decisive</li> </ul>	



## 2. Job Title: ICT Assistant – (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> ICT Assistant	<b>Job Grade:</b>	
<b>Department:</b> ICT	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/d1VGha8tBJ?origin=lprLink">https://forms.office.com/r/d1VGha8tBJ?origin=lprLink</a>	
<b>Reports to / Title of Immediate Supervisor:</b> ICT Manager	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> The position holder will support JMS departments needs in as far as data, information management, and electronic systems are concerned. She/he will work with the ICT Manager to support the functionality of electronic systems in the organization units and departments including trouble shooting, systems and infrastructure optimization.			
<b>Key Customer/s:</b> SMT  JMS Staff	<b><u>Stakeholders:</u></b>  ICT Service Providers		
<b>Functional Outputs/Activities per key performance area:</b>			
<b>ICT Support</b> <ul style="list-style-type: none"> <li>• Installing and configuring computer hardware, software, systems, networks, printers, and scanners.</li> <li>• Under the guidance of the ICT Manager plan and oversee ICT system upgrades and new system implementations.</li> <li>• Coordinate with vendors, stakeholders, and organization departments to ensure smooth transitions of any upgrades.</li> <li>• Setting up office 365 accounts for staff, training them and providing continuous support.</li> </ul>			

- Talking to staff and computer users to determine the nature of any problems they encounter
- Responding to and addressing computer breakdowns
- Investigating, diagnosing, and solving computer software and hardware faults
- Repairing equipment and replacing parts
- Ensuring servicing of computers & printers is done routinely
- Advising on procurement of replacement or specialist components
- Checking computers and other equipment for electrical safety

### **ICT Maintenance**

- Archiving old files and deleting duplicate files
- Applying system updates and patches. Anti-virus implementation.
- Periodic cleaning of all IT equipment and their components
- Checks and maintenance of downloaded software packages
- Hardware and other equipment check
- Vulnerability, security & compliance scans. Verify the health of the server drive arrays. Monitor system alarms and system health.
- Using diagnostic tools to anticipate possible failures and to try to avoid them before they occur. Monitoring of all computer system.

### **Network**

- Manage the organization's network infrastructure, including servers, routers, switches, and wireless networks.
- Installing, replacing, or upgrading both hardware and software
- Monitoring, tuning, and optimizing the network
- Documenting the network and maintaining network documentation
- Securing the network from both internal and external threats
- Planning for network upgrades, expansions, or enhancements. Scheduling backups and restoring services or the network from backups
- Ensuring compliance with legal regulations and corporate policies
- Reviewing and sharing troubleshooting problem reports
- Maintaining and updating device configurations
- Verify the performance of the network and all network endpoints

<ul style="list-style-type: none"> <li>• Internetwork devices in the network</li> <li>• Baseline the performance of the network itself</li> <li>• Understand the amount of direction and traffic flows in the network</li> <li>• Monitor network performance and troubleshoot any issues that arise.</li> <li>• Identify and troubleshoot potential network issues</li> </ul> <p><b>Service Management</b></p> <ul style="list-style-type: none"> <li>• Operate and control ICT services offered to the entire organization through policies, structured processes, and supporting procedures.</li> <li>• Ensure systems perform reliably while managing risk and protecting core assets.</li> </ul> <p><b>Data Management</b></p> <ul style="list-style-type: none"> <li>• Oversee the collection, entry, and maintenance of client and organization data.</li> <li>• Ensure accuracy and completeness of client records and databases.</li> <li>• Implement and monitor data quality control procedures.</li> <li>• Conduct regular audits to identify and rectify data inaccuracies.</li> <li>• Analyze healthcare data to generate reports for organization management.</li> <li>• Provide data-driven insights to support decision-making and improve organization operations.</li> <li>• Ensure the confidentiality, integrity, and security of client data.</li> <li>• Implement and enforce data protection policies and protocols in compliance with relevant regulations</li> <li>• Maintain the organization's documentation management system.</li> <li>• Train staff on the proper use and management of ERP systems.</li> </ul> <p><b>Technical Support:</b></p> <ul style="list-style-type: none"> <li>• Provide technical support and training to organization staff on the use of ICT systems and applications.</li> <li>• Respond to and resolve technical issues promptly to minimize downtime.</li> <li>• Implement and enforce ICT policies and procedures.</li> <li>• Ensure compliance with relevant laws, regulations, and best practices.</li> </ul> <p><b>Vendor Management:</b></p>	
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<ul style="list-style-type: none"> <li>• Under the guidance of the ICT Manager, liaise with external vendors and service providers for ICT-related products and services.</li> <li>• Evaluate vendor performance and manage contracts</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Provide input into the budget for the department as per the set guidelines.</li> <li>• Ensure cost – effective procurement and utilization of ICT resources</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Perform risk assessments for strategies, prior to implementation and develop a mitigation plan to manage the risks.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure JMS ICT policies and regulatory compliance in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<p>A bachelor's degree in computer science, Information Technology or related field.</p> <p>Ability to troubleshoot and repair hardware, software, and peripheral components.</p>	<p>At least 3 years ICT Support experience with an in-depth knowledge of system administration, network administration, services support processes in a busy work environment.</p>	
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		

<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Background in end-user ICT Support</li> <li>• Excellent knowledge of ICT systems and infrastructure</li> <li>• Broad understanding of computer systems, computer applications, network infrastructure, security, and digital technologies.</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Ability to work independently in an ICT Support capacity.</li> <li>• Good analytical, diagnostic and communication skills and ability to express complex technical concepts effectively (both verbally and in writing)</li> <li>• Good People management skills and ability to troubleshoot basic desktop and network connection issues and resolve issues accordingly.</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Confidentiality</li> <li>• Customer Mindset</li> <li>• Creativity</li> <li>• Commitment to quality</li> <li>• Attention to Detail</li> </ul>	

**C. Directorate: INTERNAL AUDIT, RISK & COMPLIANCE**

**1. Job Title: Director Internal Audit, Risk and Compliance – (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Director of Internal Audit, Risk and Compliance	<b>Job Grade:</b>	
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<b>Department:</b> Internal Audit	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/d1VGha8tBJ?origin=lprLink">https://forms.office.com/r/d1VGha8tBJ?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> <ul style="list-style-type: none"> <li>Functionally; Board of Directors</li> <li>Administratively; Executive Director</li> </ul>	<b>Supervises:</b> Internal Auditor, Risk Officer and Information Systems Auditor	
<b>Job Purpose:</b> The role holder will lead the Internal Audit, Risk & Compliance function and ensure efficient systems of control, risk management, governance processes and compliance in all sections of the organisation. She / he will develop, implement and manage internal audit, risk and compliance plans and programs to provide the Board of Directors and Management with independent assurance on risk management, internal controls, compliance requirement and governance processes, and advise on improving their effectiveness.		
<b>Key Customer/s:</b> Board, SMT  JMS Staff	<b><u>Stakeholders:</u></b>  External Auditors  Donors	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Planning</b> <ul style="list-style-type: none"> <li>Develop and implement effective internal audit, enterprise risk management, regulatory compliance and business continuity management frameworks to enable the organization deliver its strategic objectives</li> <li>Review the JMS Constitution, the IPPF, Audit Charters and relevant Standards and Guidelines to determine whether controls are adequate to achieve intended objectives.</li> <li>Monitor the adequacy and effectiveness of the policies and procedures of JMS recommending necessary amendments to ensure compliance with applicable laws, regulations and standards.</li> </ul> <b>Internal Audit</b>		

<ul style="list-style-type: none"> <li>• Perform and control the full audit cycle including risk management and control management over operations' effectiveness, financial reliability and compliance with all applicable directives and regulations</li> <li>• Carry out Special Investigations</li> <li>• Determine internal audit scope and develop annual plans</li> <li>• Obtain, analyze and evaluate accounting documentation, previous reports, data, flowcharts etc.</li> <li>• Prepare and present reports that reflect audit's results and document process</li> <li>• Act as an objective source of independent advice to ensure validity, legality and goal achievement</li> <li>• Identify loopholes and recommend risk aversion measures and cost savings</li> <li>• Maintain open communication with management and audit committee</li> <li>• Document process and prepare audit findings memorandum</li> <li>• Conduct follow up audits to monitor management's interventions</li> <li>• Conduct special audits requested by Management and Board of Directors</li> <li>• Develop and implement annual risk-based audit plans and ensure the plan is responsive to and aligned to the risk profile of JMS.</li> <li>• Oversee the execution of individual audits defined in the audit plan ensuring the highest level of service quality and auditee satisfaction.</li> <li>• Develop compliance mechanisms to organizational strategies by evaluating trends, establishing critical measures, assessing functional objectives in line with organizational strategic objectives.</li> <li>• Identify hidden risks that the organization may face and come up with effective recommendations to mitigate them.</li> <li>• Guide and educate the management and staff on compliance matters, updating knowledge on recent regulatory changes, and responding in case of any investigations.</li> <li>• Implement annual effective and efficient compliance program, evaluate trends, establish</li> </ul> <p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Lead role in maintaining the company's risk management framework – policies, procedures, and operational processes - in line with the risk strategy, organization profile, organization and structure, size, and growth rate.</li> <li>• Lead Facilitator in engaging management in the processes of risk identification, assessment, and mitigation of risks in each Department or Team.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Supporting management in regular periodic reviews of changes in the business environment – internal and external – which might affect the company risk profile and updating the risk profile as required.</li> <li>• Risk evaluation, which involves comparing estimated risks with criteria established by the organization such as costs, legal requirements and environmental factors, and evaluating the organization’s previous handling of risks.</li> <li>• Establishing and quantifying the organization’s 'risk appetite', i.e. the level of risk they are prepared to accept.</li> <li>• Risk reporting in an appropriate way for different audiences, for example, to the board of directors so they understand the most significant risks, to SMT to ensure they are aware of risks relevant to their functions and to individuals to understand their accountability for individual risks.</li> <li>• Corporate governance involving external risk reporting to stakeholders</li> <li>• Providing support, education and training to staff to build risk awareness within the organization.</li> <li>• Develop a Risk Management Framework for JMS in line with ISO 31000 Risk Management Standard.</li> <li>• Lead annual reviews of JMS’ Risks and update of Risk Registers.</li> <li>• Follow up on implementation of planned risk management interventions.</li> <li>• Proactively inform management of significant risks or exposures related to internal controls, compliance, and/or governance requiring prompt attention.</li> <li>• Monitor risks by scanning the business environment to identify new risks that change the status of risk</li> </ul> <p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Monitoring &amp; maintaining the company’s compliance framework – policies, procedures, and operational processes in line with our compliance requirements - both external including Certification/ Attestation bodies, and internally defined compliance requirements</li> <li>• Providing direction and guidance to management on compliance issues arising and engaging effectively and continuously with senior management and their teams on rectification as required</li> <li>• Maintaining knowledge of changes in compliance requirements in line with the country of operation and ensuring that this is communicated internally and reflected in updated compliance arrangements as required.</li> <li>• Conducting audits of policy and compliance to standards and sharing the reports as required with Management and the Board.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Review project designs and budgets to ensure compliance with grant requirements and monitoring and evaluation (M&amp;E) framework.</li> <li>• Liaise with the finance department to monitor grant budgets and ensure expenses align with donor requirements.</li> <li>• Carry out a periodic review of activities to ensure grant compliance, particularly for restricted grants.</li> <li>• Escalate any challenges with implementation or reporting for restricted grants in a timely manner.</li> <li>• Stay updated with donor regulations and policies and ensure that the organization adheres to these guidelines.</li> </ul> <p><b>Fraud Investigation</b></p> <ul style="list-style-type: none"> <li>• Lead investigation into cases of alleged fraud and/or serious negligence as required, provide advice to management on corrective action, as appropriate and in accordance with JMS's Fraud, Bribery and corruption Policy.</li> <li>• Development and delivery of workshops and presentations on fraud awareness to all Staff, Partner Organizations and Suppliers.</li> <li>• Identify, develop and utilize appropriate audit, risk management and investigative techniques to achieve maximum efficiency and effectiveness.</li> </ul> <p><b>Governance and Board Relations</b></p> <ul style="list-style-type: none"> <li>• Prepare and present Quarterly Program reports to the Board Audit and Risk Committee.</li> <li>• Participate in the induction of Board members in their Audit and Risk Management role.</li> <li>• Provide periodic input and advice at board meetings on matters relating to Internal Audit, Risk and Compliance.</li> <li>• Oversee the implementation of Board Audit and Risk Committee resolutions.</li> </ul> <p><b>People Management and Development</b></p> <ul style="list-style-type: none"> <li>• Developing and/improving on the KPIs with quantitative and qualitative objectives</li> <li>• Carrying out performance reviews and management to all team members in the department.</li> <li>• Recommend necessary training for the department's staff development in line with the set strategies.</li> <li>• Meeting regular with SMT members to align and approve strategic decisions and address any upcoming challenges and needs.</li> <li>• Provide training and support at all levels of the organization in Internal Audit, Risk and Compliance related topics.</li> </ul>	
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<b>Team Management</b> <ul style="list-style-type: none"> <li>Recruit and lead an efficient, capable and high-performing team, with a particular emphasis on developing and promoting talent.</li> <li>Develop the capacity of the team, deepen understanding of their roles and assist with career development.</li> <li>Assist team members with information, tools and resources to improve performance and reach objectives.</li> <li>Promote accountability, communicate expectations and provide constructive feedback informally and formally via regular one-on-ones and performance reviews.</li> <li>Create and sustain a work environment of mutual respect where team members strive to achieve excellence.</li> <li>Contribute to country team-building efforts, help team members identify problem-solving options and ensure the integration of all team members into relevant decision-making processes.</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>Develop the budget for the department as per the set guidelines.</li> <li>Monitor and control the allocated budget and put measures in place to address variances.</li> <li>Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>Perform risk assessments for strategies, prior to implementation and develop a mitigation plan to manage the risks.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>Provide assurance to SMT and the Board that quality assurance practices are maintained across the organization</li> <li>Maintaining adherence to JMS guidelines and protocols, including client confidentiality.</li> <li>Adherence to all JMS Policies and Procedures and regulatory compliance in execution of activities.</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	

<ul style="list-style-type: none"> <li>• Master's Degree in Business Administration (MBA) or Master's Degree in Finance &amp; Accounting.</li> <li>• Full professional qualification in ACCA or CPA or CIA</li> <li>• Membership to IIA</li> </ul>	<p>A minimum of 8 years' working experience in an auditing firm or in an internal audit and risk function, of which at least 5 years must be at a managerial level</p>	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Driving Accountability</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Thorough understanding of the principles and application of good corporate governance, business and operational risk and control processes &amp; procedures.</li> <li>• Thorough understanding of auditing standards, audit procedures, including risk driven audit planning techniques and methods</li> </ul>		
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication and Interpersonal Skills</li> <li>• Organizational Skills and Record Management</li> <li>• Advanced Computer Skills</li> <li>• Analytical Skills</li> </ul>		
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• The ability to achieve an appropriate balance between the independence of the internal auditor's role with the need to work collaboratively with management for the betterment of the organization</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>		

**2. Job Title: Internal Auditor Officer – (2 job positions)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Internal Auditor Officer	<b>Job Grade:</b>	
<b>Department:</b> Internal Audit	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/d1VGha8tBJ?origin=lprLink">https://forms.office.com/r/d1VGha8tBJ?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Director of Internal Audit, Risk and Compliance	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> The Internal Auditor and Compliance Officer will support the Director of Internal Audit, Risk and Compliance to deliver on the compliance and internal audit functions of JMS ensuring that JMS's programs, including its sub-grantees/partners, are fully compliant with JMS's and its donors' rules and regulations. And will execute all approved audit activities and plans to provide independent and objective assurance on the efficiency and effectiveness of JMS operations in conformity with JMS policies, procedures and guidelines, and relevant laws, regulations and accepted business practices.			
<b>Key Customer/s:</b> SMT  JMS Staff	<b>Stakeholders:</b>  Customers/Clients  Donors		
<b>Functional Outputs/Activities per key performance area:</b>			

<p><b>Internal Audit</b></p> <ul style="list-style-type: none"> <li>• Plans and performs audits and develops recommendations to improve organization processes, controls, efficiencies, and effectiveness to ensure the organization is following applicable regulations.</li> <li>• Performs quality assurance reviews; makes recommendations for quality assurance and improvement programs.</li> <li>• Participates in risk assessments.</li> <li>• Provides guidance to mitigate potential risks or conflict.</li> <li>• Monitor actions taken by management in response to audit reviews, ensuring that all agreed audit actions and recommendations are accurate and timely implemented.</li> <li>• Work closely with external or visiting auditors and support their audit process.</li> <li>• Ensure that audits are performed with due professional care and there are credible audit observations, conclusions and recommendations.</li> <li>• Conduct of Follow-up Audits</li> <li>• Assist to document the audit process and prepares audit findings. Also, prepare and present reports that clearly reflects the audit results.</li> <li>• Review the audit manual and other department Manuals, organizational Procedures &amp; Policies to identify established audit areas and schedules</li> <li>• Plan and prepare tailored audit programs to suit audit assignment. and forward program to DIARC for review.</li> <li>• Execute the audits by gathering relevant evidence and work done and uploading it into the audit software</li> <li>• Carry out Stock Audits</li> </ul> <p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Develops an annual customized compliance monitoring plan, including evaluation tools, standards, ethical considerations, and schedule to evaluate all project locations, and to revisit sites needing extra attention.</li> <li>• Spot Checks on Cash</li> <li>• Assist in development of compliance framework for the project, including compliance checklists for the various organization processes, transaction classes, and specific donor requirements.</li> <li>• Documents internal control weaknesses and compliance deviations and their impact and makes recommendations to address these weaknesses.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Perform Partner audits to ensure compliance with donor rules and regulations.</li> <li>• Ensure that JMS projects financial and operational activities are in compliance with local law, donor rules and regulations, and JMS policies and standards</li> <li>• Prepares detailed reports of each compliance review and other task assignments, with prioritized findings and recommendations.</li> </ul> <p><b>Fraud Prevention and Investigation</b></p> <ul style="list-style-type: none"> <li>• Actively support fraud awareness and prevention initiatives across the organization.</li> <li>• Assist in investigating reported instances of fraud or misconduct, including gathering documentation, conducting interviews, and preparing reports.</li> </ul> <p><b>Staff Training</b></p> <ul style="list-style-type: none"> <li>• Identifies gaps in knowledge and skills and provides recommendations for training.</li> <li>• Assist in the development of training materials and tools related to risk management and compliance.</li> <li>• Coordinate and help deliver training sessions to staff on compliance, risk management practices, fraud prevention, and reporting mechanisms.</li> </ul>		
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Adherence to department budget</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Perform risk assessments for strategies, prior to implementation and develop a mitigation plan to manage the risks.</li> </ul>		
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Prepares quarterly audit, investigations, and status of audit recommendations reports for submission to the Head of Internal Audit, Risk and Compliance.</li> <li>• Maintaining adherence to JMS guidelines and protocols, including client confidentiality.</li> <li>• Ensure Adherence to all JMS Policies and regulatory compliance in execution of activities.</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	

<ul style="list-style-type: none"> <li>• Bachelor of Commerce (Accounting option) or Auditing, BBA (accounting option), BSc Accounting or any other related field.</li> <li>• Professional qualification such as ACCA, CPA, CISA or CIA. is an Added Advantage</li> </ul>	<p>A minimum of 3 years of experience in auditing and compliance.</p> <p>Previous NGO experience and knowledge of Donor rules and regulations is required.</p>	
<p>Competencies Required:</p> <p><b>Behavioural</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Confidentiality</li> </ul>		
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<p><b>Knowledge.</b></p> <ul style="list-style-type: none"> <li>• Knowledge of Donor Rules and Regulations</li> <li>• Stakeholder Management and Public Relations</li> </ul>		
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Building networks</li> </ul>		
<p><b>Attributes include:</b></p> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused and attention to detail.</li> </ul>		

**D. Directorate: SUPPLY CHAIN SERVICES DIRECTORATE**

**1. Job Title: Supply Chain Services Director – (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Supply Chain Services Director	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/KjSGsLFhEd?origin=lprLink">https://forms.office.com/r/KjSGsLFhEd?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Executive Director	<b>Supervises:</b> Customer Solutions Manager, Branch Manager, Technical Officers, Inventory Control Officer,		
<b>Job Purpose:</b> The Supply Chain Services Director is responsible for services encompassing warehousing, distribution, customer relations and logistics in which he/she will be responsible of developing the necessary capacity while managing the processes to deliver the desired results.  She / he will oversee systems development, continuous improvement and delivery of customer solutions to the operations of JMS in a standard system working across multiple areas through coordination, reporting, monitoring, compliance with policy and procedures in warehousing, distribution, third party operations, branches, customer relations in accordance with the statutory requirements and JMS defined policies and procedures.			
<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b><u>Stakeholders:</u></b>  Customers  3 <sup>rd</sup> Party Contractors		
<b>Functional Outputs/Activities per key performance area:</b>			
<b>Strategic Planning</b>			



<ul style="list-style-type: none"> <li>• Spearhead the development of JMS’s comprehensive warehousing and distribution strategy, ensuring it aligns with the organization’s overall goals and mission.</li> <li>• Provide visionary leadership to the distribution function, ensuring the timely, reliable, and cost-effective delivery of medicines &amp; equipment to customers while continuously optimizing processes.</li> <li>• Develop operational plans in line with the strategy</li> <li>• Monitor execution of the activities in the CRM plan</li> <li>• Evaluate the impact of the execution Monitor and approve the performance of the directorate’s financial plans (budgets).</li> <li>• Study the JMS strategy, policies and procedures to identify gaps.</li> <li>• Update and develop new policies, procedures in line with current regulatory and legislative guidelines</li> </ul> <p><b>Infrastructure Development</b></p> <ul style="list-style-type: none"> <li>• Identify critical areas in warehousing infrastructure that require enhancement to support the safe storage and handling of Health Products and Technologies (HPTs).</li> <li>• Collaborate with the Finance team to secure funding for these improvements.</li> </ul> <p><b>Supply Chain Services Administration</b></p> <ul style="list-style-type: none"> <li>• Develop innovative ways of improving efficiency and cost reduction in logistics management.</li> <li>• Monitor the management of JMS Operations Offices in the various locations to ensure they are functioning well</li> <li>• Develop innovative ways of improving efficiency and cost reduction in the stores/ customer service functions and their implementation plans</li> <li>• Monitor the implementation of systems to improving efficiency and cost reduction in the stores/customer service functions</li> <li>• Plan and report about the stock take in the various Warehouses</li> <li>• Approve stock adjustment requests other than for sale</li> <li>• Review inventory to minimize wastage through expiry</li> <li>• Organize, attend, participate in Procurement Inventory Management Meetings</li> <li>• Enforce Stock accountability at all levels.</li> <li>• Approve exceptional purchases of short shelf life</li> </ul>	
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<ul style="list-style-type: none"> <li>• Foster and maintain strong, collaborative relationships with suppliers and strategic partners, leveraging effective communication and negotiation to enhance the efficiency and effectiveness of warehousing and distribution operations.</li> <li>• Oversee inventory control processes to ensure sourcing of correct and cost-effective products and services</li> <li>• Partner with other directorates to develop a sustainable logistics service that contributes to revenue generation by offering affordable, reliable supply chain services, thereby supporting the financial stability of JMS.</li> <li>• Actively participate in industry conferences, events, and meetings to network with potential partners, donors, and key stakeholders while staying informed of emerging trends, technologies, and best practices in supply chain management.</li> <li>• Oversee the end-to-end tracking of HPTs throughout the supply chain, providing regular, data-driven reports to management and stakeholders, highlighting key milestones, achievements, and areas for improvement.</li> <li>• Continuously explore and implement innovative solutions to overcome challenges in supply chain management, driving efficiencies and improving overall effectiveness.</li> <li>• Implement and monitor for compliance to the customer charter</li> <li>• Monitor the service level/order fill rate</li> <li>• Coordinate with Procurement staff to ensure that orders are served fully</li> <li>• Streamline communication to customers to ensure timely feedback</li> <li>• Implement strategies to increase customer loyalty and achieve and maintain outstanding customer service.</li> <li>• Develop and implement systems to ensure that we serve the customer orders 100%</li> <li>• Plan and implement customer satisfaction surveys</li> <li>• Develop innovative ways of improving efficiency and cost reduction in logistics management.</li> <li>• Develop Implementation plans</li> <li>• Monitor compliance to procedures to facilitate on time, accurate delivery of customer consignments</li> <li>• Coordinate with Outlets to facilitate good services to customers that buy from the outlets</li> </ul> <p><b>3<sup>rd</sup> Party Contract Management</b></p> <ul style="list-style-type: none"> <li>• Oversee the management of the portfolio of 3rd Party contracts to ensure contract compliance.</li> <li>• Develop and maintain strong relationships with the 3rd Party through various collaborations, meetings etc.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Set in place systems to anticipate and manage risks of 3rd Party contracts.</li> <li>• Manage the successful dissemination and implementation of the proposals.</li> <li>• Represent JMS in 3rd party fora, meetings, negotiations</li> <li>• Prepare and disseminate the needed project reports</li> <li>• Coordinate the obtaining of the NDA import clearance</li> <li>• Sign purchase/task orders for the partners on behalf of the consignee (JMS)</li> <li>• Develop a contingency plan for unplanned delivery of third party stock</li> </ul> <p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Proactively identify potential risks associated with warehousing and the distribution of HPTs. Develop and implement comprehensive risk mitigation strategies to safeguard operations and ensure business continuity.</li> <li>• Develop and implement a system for identifying and mitigating organization supply chain risks as per the Organization risk management framework</li> </ul> <p><b>Team Management</b></p> <ul style="list-style-type: none"> <li>• Support the staff to develop individual work plans for the week/month or year to create visibility and clarity of tasks, track their progress against these plans.</li> <li>• Develop and implement KPIs for staff and evaluate and assess staff performance regularly.</li> <li>• Ensure that all staff have individual development programs, and the department has a defined training plan.</li> <li>• Provide guidance, coaching and mentoring to department staff.</li> <li>• Conduct quarterly performance reviews for department staff and identify areas of improvement.</li> <li>• Manage the administration of staff i.e. leave approval, travel approval etc.</li> <li>• Approve expenditures as per the delegation of authority.</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Develop the budget for the Directorate as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>	
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the supply chain process.</li> <li>• Develop mitigation measures to curb the risk inherent in the supply chain process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>	

<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Masters' Degree in Pharmacy, logistics, business administration or management or Procurement/ Supply Chain /Logistics Management or equivalent</li> <li>• Either of the following is a must; Degree qualifications in Pharmacy, Logistics and Procurement, Logistics, Biomedical Engineering.</li> <li>• Added advantage CIPS (Chartered Institute of Procurement)</li> </ul> <p>Registration with Pharmacy Society of Uganda is desirable</p>	<p>Minimum of ten (10) years of working experience of which eight (8) must have been gained from a supervisory position in a reputable organization</p>	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>		

<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

## 2. Job title: Customer Solutions Manager – (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Customer Solutions Manager	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/KjSGsLFhEd?origin=lprLink">https://forms.office.com/r/KjSGsLFhEd?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Supply Chain Services Director	<b>Supervises:</b> Customer Solutions Officer		
<b>Job Purpose:</b> The Customer Solutions Manager is responsible for services encompassing warehousing, distribution, customer relations and logistics in which he/she will be responsible of developing the necessary capacity while managing the processes to deliver the desired results. And will manage the process of conversion of customer inquiries into quality consignments delivered to the specified destinations in a timely manner.			

<b>Key Customer/s:</b> SMT JMS Staff Finance	<b><u>Stakeholders:</u></b> Clients Suppliers Tax Authorities	
<b>Functional Outputs/Activities per key performance area:</b>		
<ul style="list-style-type: none"> <li>• Management of Stock Movement</li> <li>• Regulatory Compliance Management</li> <li>• Logistics and Fleet Management regarding deliveries</li> <li>• Warehouse Management (Receipts, Accountability &amp; Security)</li> <li>• Project stock Coordination and management</li> <li>• Authorize product movements (exhibition, manual deliveries, etc.) in line with established standards.</li> <li>• Customer engagement, Relationship Management including closely working with the JMS distributors</li> <li>• Process &amp; service Improvements</li> <li>• Promote Sales Growth/ Market Growth</li> <li>• Develop and implement long-term strategies for customer engagement, retention, and satisfaction to align with JMS's strategic goals."</li> <li>• Prepare, supervise &amp; report about stock take exercise</li> <li>• Authorize stock adjustments, customer returns and purchase returns</li> <li>• Conduct system adjustments (for purchase returns, customer returns, batch change, material requisition scrapping)</li> <li>• Regularly update procedures in response to changing environment</li> <li>• Train staff in the various standards, policies and procedures</li> <li>• Supervise staff to ensure compliance with the established standards</li> <li>• Carry out monthly compliance check</li> <li>• Develop and implement corrective and preventive measures to prevent non compliance</li> <li>• Manage compliance to monitoring schedule and tools</li> <li>• Conduct customer needs and satisfaction survey</li> </ul>		<ul style="list-style-type: none"> <li>•</li> </ul>

<ul style="list-style-type: none"> <li>• Regularly update procedures in response to changing environment</li> <li>• Train staff in the various standards, policies and procedures</li> <li>• Supervise staff to ensure compliance with the established standards</li> <li>• Carry out monthly compliance check</li> <li>• Develop and implement corrective and preventive measures to prevent non-compliance</li> <li>• Manage compliance to monitoring schedule and tools</li> <li>• Conduct customer needs and satisfaction survey</li> <li>• Monitor the execution of the activities in the operational plans as per agreed budget.</li> <li>• Implement innovative ways of improving efficiency and cost reduction in the logistics management</li> <li>• Monitor the implemented system and report</li> <li>• Plan and prepare a logistics schedule and communicate schedule to the team</li> <li>• Supervise the performance of transporters</li> <li>• Supervise staff on proper use of operational fleet and handling equipment</li> <li>• Report any faults to administration and allow time for servicing and repair of the fleet.</li> <li>• Set daily, weekly and monthly targets for staff efficiency</li> <li>• Performance planning and coaching</li> <li>• Conduct performance appraisals</li> <li>• Encourage teamwork</li> <li>• Hold performance review meetings with transporters</li> <li>• Hold interdepartmental meetings with all stakeholders in order to build strong value chains</li> <li>• Mentor, coach, motivate &amp; reward staff to stay focused.</li> <li>• Plan for warehouse needs</li> <li>• Physically supervise the receiving activities frequently</li> <li>• Review the receiving process to remove NVA steps</li> <li>• Create count reports &amp; update the system after end of FY stock take</li> <li>• Carry out stock adjustments</li> <li>• Periodic counts for stock and other assets</li> <li>• Innovate on stock keeping process</li> <li>• Conduct integrity assessment tests</li> <li>• Lock the warehouse in time</li> <li>• Work closely with staff to gather intelligence about their motives</li> </ul>	
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<ul style="list-style-type: none"> <li>• Review stock control reports and take corrective &amp; preventive actions</li> <li>• Carry out adhoc counts</li> <li>• Enforce utilization of installed technology to improve efficiency and accuracy</li> <li>• Prepare the needed project reports</li> <li>• List all contract requirements and obligations with the relevant action plans</li> <li>• Attend regular project meetings</li> <li>• Ensure data quality management and analysis and provide management with regular reports on commodity consumption for informed decision-making.</li> <li>• Oversee the development and maintenance of an updated customer database in the JMS's systems and ensure accurate records and documents for all customer service activities and discussions are in place.</li> <li>• Establish and maintain good relationship with customers across the country.</li> <li>• Lead capacity building on use of the LMIS system by customers.</li> <li>• Champion a high customer-focused culture across JMS.</li> <li>• Develop the departmental budget and supervise its allocation and use.</li> <li>• Manage the performance of assigned team and coach them to develop their competencies.</li> <li>• Carry out any other role as assigned in line with delegated authority matrix</li> </ul>	
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Develop the budget for the Directorate as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>	
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the supply chain process.</li> <li>• Develop mitigation measures to curb the risk inherent in the supply chain process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>	
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>	



<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Bachelor's Degree in Pharmacy, Logistics and Procurement, Logistics, Biomedical Engineering or equivalent</li> <li>• Masters' Degree in Pharmacy, Logistics, Business Administration or Management or equivalent is an Added Advantage</li> <li>• CIPS (Chartered Institute of Procurement) is an Added Advantage</li> </ul>	Minimum of eight (8) years of working experience of which four (4) must have been gained from a supervisory position in a reputable organization	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>		
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>		

<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	
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### 3. Job title: Customer Solutions Officer – (2 job positions)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Customer Solutions Officer	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/KjSGsLFhEd?origin=lprLink">https://forms.office.com/r/KjSGsLFhEd?origin=lprLink</a>	
<b>Reports to / Title of Immediate Supervisor:</b> Customer Solutions Manager	<b>Supervises:</b> Customer Solutions Assistant		
<b>Job Purpose:</b> Provide customers with relevant information about JMS, attend to their concerns and suggestions, Process customers' orders; respond to enquiries and queries relating to products and services and follow up all issues with relevant staff in order to provide appropriate feedback to the customers in conformity with JMS policies and procedures.			
<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b><u>Stakeholders:</u></b>  Clients  Suppliers		
<b>Functional Outputs/Activities per key performance area:</b>			

<ul style="list-style-type: none"> <li>• Customer Engagement and Relationship Management</li> <li>• Receive &amp; acknowledge receipt of customer inquiry on phone, mail or physically within the agreed timeline</li> <li>• Follow up with customer by phone and email to confirm their orders on a daily basis</li> <li>• Send / and or amend proforma invoices to customers as per JMS SLA</li> <li>• Proactively recommend additional or complementary items for customers to order.</li> <li>• Documentation customer feedback/complaints for investigation</li> <li>• Follow up orders with the relevant staff throughout the order processing</li> <li>• Keep customers updated on the progress of their orders till the customer receives their order</li> <li>• Keep the customer informed of the regular order distribution schedule.</li> <li>• Make follow-up calls on customers allocated to request for orders and if not, find out reasons as to why they no longer buy from us.</li> <li>• Orient customers and new staff on the JMS ordering process and procedures,</li> <li>• Promote the image of joint medical stores amongst customers by being presentable and exhibiting high levels of professionalism</li> <li>• Follow up with procurement for special request inquiries (Non stock items requested by customers)</li> <li>• Follow up with procurement for all items confirmed but not served due to out of stock and update customer (Project sheet)</li> <li>• Improve sale of specialized items</li> <li>• Check authenticity of orders placed and review and correct any discrepancies in terms of quantities, units of measure depending on the need of the customer.</li> <li>• Provide customer with suitable alternatives for the out of stock items</li> <li>• Compile reports on out of stock items and forward to procurement</li> <li>• Keep the customer informed on items not served with appropriate feedback on lead times.</li> <li>• Attend scheduled trainings.</li> <li>• Capture and update the customer contacts into the IFS from consignment delivery verification and customer order forms, medical representative reports, and at the time of ordering.</li> <li>• Follow up with medical representatives /customer for approved licenses</li> <li>• Initiate and receive compiled data from customer satisfaction surveys</li> <li>• Disseminate the results of the customer survey data and implement recommendations from the surveys.</li> <li>• Design measures to ensure 100% customer satisfaction based on analyses made.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
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<ul style="list-style-type: none"> <li>• Organize all the important records in properly labeled files.</li> <li>• Save copies of key documents on the general server.</li> <li>• Monitor and implement the customer service systems, Policies, Practices and Procedures as per the JMS standards.</li> <li>• Supervise, motivate and manage the performance and development of staff in line with the Company's goals, objectives, policies and regulations.</li> <li>• Set daily, weekly, &amp; monthly targets for staff efficiency</li> <li>• Hold performance review meetings</li> <li>• Coordinate implementation of projects handled by JMS</li> <li>• Compile data for monitoring and evaluation of projects handled by JMS.</li> <li>• Compile the quarterly/bi-monthly /monthly performance projects report</li> <li>• Collect, analyze and present relevant logistics data to inform forecasting and quantification of projects orders.</li> <li>• Develop and monitor a system for stock accountability and visibility from JMS through the 3rd party transporter to the hospital stores</li> <li>• Analyze the consumption of commodities on order forms per quarter/cycle/month and the back orders processed per quarter.</li> <li>• Coordinate quarterly projects commodities supply planning for project owned stock.</li> <li>• Compile a list of all PNFP facilities and monitor ordering trends to advise on accreditation</li> <li>• Liaise with MOH to provide accreditation to facilities based on the profiled list of facility ordering trends</li> <li>• Directly supervise technical representative's performance and ensure accredited health facilities are supported to improve overall supply chain performance</li> <li>• Maintain an up-to-date risk register</li> <li>• Review all Laboratory orders and product range</li> <li>• Manage CPHL account and report regularly</li> <li>• Review of bi-monthly orders against consumption</li> <li>• Review of dispatch documents</li> <li>• Attend planning meetings and report on action points</li> <li>• Prepare monthly performance reports on project performance, stock status, supply planning and workplans</li> </ul>	
<b>Financial Management</b>	

<ul style="list-style-type: none"> <li>• Develop the budget for the Directorate as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the supply chain process.</li> <li>• Develop mitigation measures to curb the risk inherent in the supply chain process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Bachelor's Degree in Pharmacy, Biomedical Engineering, Nursing, Laboratory Technology, Clinical Medicine, or related field.</li> <li>• Professional Diploma is an added advantage</li> </ul>	Minimum of five (5) years of working experience of must have been gained from a reputable organization	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>		

<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**4. Job title: Customer Solutions Assistant – Projects – (2 job positions)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Customer Relations Assistant - Projects	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/KjSGsLFhEd?origin=lprLink">https://forms.office.com/r/KjSGsLFhEd?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Customer Solutions Officer	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> Support the processing of customers' orders; respond to enquiries and queries relating to products and services in accordance with JMS policies and procedures.			

<b>Key Customer/s:</b> SMT JMS Staff	<b><u>Stakeholders:</u></b> Clients Suppliers	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Compliance to JMS procedures and processes</b> <ul style="list-style-type: none"> <li>Promote the image of JMS through adhering to JMS values when dealing with customers</li> <li>Be presentable and decent at all times.</li> <li>Exhibit excellent customer care skills to our customers</li> <li>Exhibit the highest level of integrity with our colleagues and customers</li> </ul> <b>Sales and Marketing</b> <ul style="list-style-type: none"> <li>Market and sell consumer goods i.e. adult diapers, or home care products.</li> <li>Create awareness for the available items in stock to all customers</li> <li>Display some items for the walk-in customers at the CRA desk</li> </ul> <b>Order Processing</b> <ul style="list-style-type: none"> <li>Analyze customer orders appropriately and translate into appropriate sales document</li> <li>Maintain proper records of the unconfirmed orders</li> <li>Provide support in the conduct of weekly checks to understand orders not been confirmed by customers</li> <li>Make inquiries to the customer and correct any discrepancies in terms of quantities, brands, units of measure depending on the customer orders.</li> <li>Key in accurate details for all customer orders</li> <li>Follow up with CRO for customization of ERP notifications to customers upon invoicing their orders</li> <li>Update customer contacts into the ERP system as and when changes occur.</li> <li>Assist in capturing out of stock items from customer orders and share report with CRO</li> </ul> <b>Projects management</b> <ul style="list-style-type: none"> <li>Coordinate implementation of projects handled by JMS</li> <li>Compile data for monitoring and evaluation of projects handled by JMS.</li> <li>Compile the quarterly/bi-monthly /monthly performance projects report</li> </ul>		

<ul style="list-style-type: none"> <li>• Collect, analyze and present relevant logistics data to inform forecasting and quantification of projects orders.</li> <li>• Develop and monitor a system for stock accountability and visibility from JMS through the 3rd party transporter to the hospital stores</li> <li>• Analyze the consumption of commodities on order forms per quarter/cycle/month and the back orders processed per quarter.</li> <li>• Coordinate quarterly projects commodities supply planning for project owned stock.</li> <li>• Compile a list of all PNFP facilities and monitor ordering trends to advise on accreditation</li> <li>• Liaise with MOH to provide accreditation to facilities based on the profiled list of facility ordering trends</li> <li>• Directly supervise technical representative's performance and ensure accredited health facilities are supported to improve overall supply chain performance</li> <li>• Maintain an up-to-date risk register</li> <li>• Review all Laboratory orders and product range</li> <li>• Manage CPHL account and report regularly</li> <li>• Representing JMS in all Laboratory meetings and supply reviews</li> <li>• Review of orders bi-monthly orders against consumption</li> <li>• Review of dispatch documents</li> <li>• Align the SKUs with CPHL expectations</li> </ul> <p><b>Customer Experience</b></p> <ul style="list-style-type: none"> <li>• Capture, and compile the customer comments from consignment delivery verification forms, medical representative reports, and at the time of ordering</li> <li>• Conduct a tools and technology usage assessment bi-annually for assigned customers and compile report for CRO review</li> <li>• Maintain a record of customer comments through customer feedback forms, mails, phone etiquette, registers, questionnaires and suggestion box</li> <li>• Compile customer feedback and forward to line manager appropriate action</li> </ul> <p><b>Reporting</b></p> <ul style="list-style-type: none"> <li>• Prepare timely performance reports</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Adhere to department budget</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>	



<b>Risk Management</b>		
<ul style="list-style-type: none"> <li>Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b>		
<ul style="list-style-type: none"> <li>Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
Bachelor's Degree in Pharmacy, Laboratory Technology, Biomedical Engineering, Nursing, or medical related field.	At least two year's working experience in sales and marketing of health related commodities	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>Integrity</li> <li>Professionalism</li> <li>Self Confidence</li> <li>Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>Taking Initiative</li> <li>Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>Excellent Knowledge of Tenders and Contract Management Processes</li> <li>Basic Knowledge of Risk Management</li> </ul>		

<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**5. Job title: Customer Solutions Assistant – Regular – (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Customer Relations Assistant - Regular	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/KjSGsLFhEd?origin=lpLink">https://forms.office.com/r/KjSGsLFhEd?origin=lpLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Customer Solutions Officer	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> Support the processing of customers' orders; respond to enquiries and queries relating to products and services in accordance with JMS policies and procedures.			

<b>Key Customer/s:</b> SMT JMS Staff	<b><u>Stakeholders:</u></b> Clients Suppliers	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Compliance to JMS procedures and processes</b> <ul style="list-style-type: none"> <li>Promote the image of JMS through adhering to JMS values when dealing with customers</li> <li>Be presentable and decent at all times.</li> <li>Exhibit excellent customer care skills to our customers</li> <li>Exhibit the highest level of integrity with our colleagues and customers</li> </ul> <b>Sales and Marketing</b> <ul style="list-style-type: none"> <li>Market and sell consumer goods i.e. adult diapers, or home care products.</li> <li>Create awareness for the available items in stock to all customers</li> <li>Display some items for the walk-in customers at the CRA desk</li> </ul> <b>Order Processing</b> <ul style="list-style-type: none"> <li>Analyze customer orders appropriately and translate into appropriate sales document</li> <li>Maintain proper records of the unconfirmed orders</li> <li>Provide support in the conduct of weekly checks to understand orders not been confirmed by customers</li> <li>Make inquiries to the customer and correct any discrepancies in terms of quantities, brands, units of measure depending on the customer orders.</li> <li>Key in accurate details for all customer orders</li> <li>Follow up with CRO for customization of ERP notifications to customers upon invoicing their orders</li> <li>Update customer contacts into the ERP system as and when changes occur.</li> <li>Assist in capturing out of stock items from customer orders and share report with CRO</li> </ul> <b>Customer Experience</b> <ul style="list-style-type: none"> <li>Capture, and compile the customer comments from consignment delivery verification forms, medical representative reports, and at the time of ordering</li> <li>Conduct a tools and technology usage assessment bi-annually for assigned customers and compile report for CRO review</li> </ul>		

<ul style="list-style-type: none"> <li>• Maintain a record of customer comments through customer feedback forms, mails, phone etiquette, registers, questionnaires and suggestion box</li> <li>• Compile customer feedback and forward to line manager appropriate action</li> </ul> <b>Reporting</b> <ul style="list-style-type: none"> <li>• Prepare timely performance reports</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Adhere to department budget</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
Bachelor's Degree in Pharmacy, Laboratory Technology, Biomedical Engineering, Nursing, or medical related field.	At least two year's working experience in sales and marketing of health related commodities	
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		

<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**6. Job Title: Warehouse Officer – (3 job positions)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Warehouse Officer	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/KjSGsLFhEd?origin=lprLink">https://forms.office.com/r/KjSGsLFhEd?origin=lprLink</a>	
<b>Reports to / Title of Immediate Supervisor:</b> Customer Solutions Manager	<b>Supervises:</b> Senior Warehouse Assistant		
<b>Job Purpose:</b> The Warehouse Officer is responsible for ensuring that commodities are received in full as per delivery notes, properly stored to maintain form and quality, accurately documented while in custody and shipped/dispatched as per approved orders.			

<b>Key Customer/s:</b> SMT JMS Staff Finance	<b><u>Stakeholders:</u></b> Clients Suppliers	
<b>Functional Outputs/Activities per key performance area:</b>		
<ul style="list-style-type: none"> <li>Responsible for planning, directing and coordinating all activities of the warehouse.</li> <li>Ensure implementation of standard operating procedures (SOPs) in the warehouse covering receipt, storage, dispatch, returns from customers, packaging in line with pharmaceutical distribution best practices.</li> <li>Develop and implement distribution and delivery scheduling for all customers and ensure timely picking and dispatch of customer orders.</li> <li>Coordinate with logistics department in ensuring timely dispatch and delivery of orders to customers.</li> <li>Plan and manage storage of goods in the warehouse in accordance with the FIFO/FEFO policy and ensuring most efficient picking process.</li> <li>Responsible for the cyclical and annual physical inventory counts</li> <li>Ensure speedy completion of orders and minimal time wastage</li> <li>Assist the manager in creating strategy and operation procedures</li> <li>Ensure efficient performance management to achieve operational objectives and targets</li> <li>Prepare and maintain order status data for decision making</li> <li>Ensure employee training on best warehouse practices and safety is provided.</li> </ul> <b>Order Processing</b> <ul style="list-style-type: none"> <li>Plan for the efficient processing of customer orders, receipt of deliveries, replenishment and returned medicines and supplies.as per established procedure</li> <li>Study the flow of orders in the store to plan for timely order processing</li> <li>Reserve released customer orders in the ERP for picking according to zone/route/urgency in emergency cases.</li> <li>Amend all wrong batches to ease picking of customer orders.</li> <li>Extract branch transport tasks in the ERP for picking following FEFO and FIFO</li> </ul>		<ul style="list-style-type: none"> <li></li> </ul>

<ul style="list-style-type: none"> <li>• Supervise physical picking of branch tasks and ensuring that execution of transport task lines, is done accurately and timely.</li> <li>• Ensure that products are received, replenished, stored, picked and dispatched in accordance with the storage and dispatch procedures manual and other agreed procedure.</li> <li>• Closely checking on the orders still in planned status and ensure proper follow up of all customers that delay to confirm their orders.</li> <li>• Effective picking of customer orders at all times</li> </ul> <p><b>Stock Monitoring</b></p> <ul style="list-style-type: none"> <li>• Conduct physical counting of stock regularly</li> <li>• Review of stock control reports.</li> <li>• Daily checking of the status in the system and physical monitoring of stock and consignments.</li> <li>• Train team on inventory management and GSPs</li> <li>• Follow up identified problem items in the stock by carrying out physical checks on the stock.</li> <li>• Investigate errors and discrepancies</li> <li>• of orders that were released but remained in other statuses rather than invoiced/closed.</li> <li>• Investigate customer complaints.</li> <li>• Continually monitor stock movements and storage of products to ensure that no stock items that are expired, faulty, adulterated, improperly labelled or inappropriate in any way remain on locations in the warehouse</li> </ul> <p><b>Management of Goods Returned</b></p> <ul style="list-style-type: none"> <li>• Post goods returns and carry out any other stock adjustments (e.g. revision of batches, movement of stock to respective locations) on the ERP system.</li> <li>• Create GRNS, for customers</li> <li>• Provide solutions for a customer with returns and forward the reasons for return to a responsible officer.</li> </ul> <p><b>Management of Warehouse Receipts / Inbound</b></p> <ul style="list-style-type: none"> <li>• Plan for the efficient receipt of deliveries from suppliers and ensure that transport tasks are executed.</li> <li>• Plan for warehouse resource requirements such as space and personnel for receipts. and follow up with immediate supervisor in case of resource constraints.</li> <li>• Register purchase order arrival of stock in ERP</li> <li>• Create transport task for received stock</li> <li>• Verify received stock for accuracy of items and put-aways</li> </ul>	
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<ul style="list-style-type: none"> <li>• Maintain records of all transactions</li> <li>• Communicate to procurement officer about discrepancies between physical items received and purchase order in comparison with the supplier invoice.</li> <li>• Document verification to ensure that the correct entries have been put in the system before inspection as pertaining items received. (quantity, item, price)</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Develop the budget for the Directorate as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the supply chain process.</li> <li>• Develop mitigation measures to curb the risk inherent in the supply chain process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Bachelor's Degree in Pharmacy, Nursing, Business related discipline, Supply Chain Management, Logistics, Commerce or its equivalent from a reputable institution</li> <li>• Professional Diploma in procurement &amp; Supplies CIPS, CILT Level 4</li> <li>• Master's degree in supply chain management, Procurement, Commerce, Finance or any other business-related field from a reputable institution is an added advantage</li> </ul>	Minimum of five (5) years of working experience of which three (3) must have been gained from a supervisory position in a reputable organization	



<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>	
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>	
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Warehouse Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

## 7. Job Title: Logistics Officer – (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Logistics Officer	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/KjSGsLFhEd?origin=lprLink">https://forms.office.com/r/KjSGsLFhEd?origin=lprLink</a>	
<b>Reports to / Title of Immediate Supervisor:</b> Customer Solutions Manager	<b>Supervises:</b> 3 <sup>rd</sup> Party Logistics Service Providers		
<b>Job Purpose:</b> The Logistics Officer is responsible for supervising the stacking, dispatch and delivery of processed Orders to ensure JMS achieves its business objectives and goals.			
<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b><u>Stakeholders:</u></b>  Clients  3 <sup>rd</sup> Party Contractors		
<b>Functional Outputs/Activities per key performance area:</b>			
<ul style="list-style-type: none"> <li>• Follow-up service providers to ensure that all the delivery documents are returned</li> <li>• Respond to customer delivery queries in a timely manner.</li> <li>• Constantly communicate with customers and transporters</li> <li>• Liaise with the Warehouse Officer, Senior Warehouse Assistant and the Warehouse Assistants for timely completion of delivery orders.</li> <li>• Work with the customer relations team to confirm the orders pending delivery.</li> <li>• Supervise the dispatch process with assistance from the warehouse team</li> <li>• Review dispatch documents to confirm completeness and accuracy</li> <li>• Contact transporters to pick customer orders</li> <li>• Check consignment to verify what is being dispatched</li> <li>• Verify that all orders to be dispatched have been scanned</li> <li>• Prepare the dispatch documents for each order</li> </ul>			<ul style="list-style-type: none"> <li>•</li> </ul>

- Call customers to confirm readiness to pick consignment
- Monitor the project and Rods schedule to ensure they are adhered too
- Pro-actively Liaise with Warehouse Officer to process pending orders for planning purposes
- Liaise with the transporter to avail optimal trucks to ensure timely delivery
- Scan all stages for walk in customers and delivery orders (POA, POH, POHD and POD)
- Verify mode of payment for customers and ensure approval is received from finance to authorize dispatch
- Create a loading list bearing in mind the Minimum delivery value and delivery schedule
- Perform Route Optimization through the ERP, and draw shorter routes in order to minimize transportation costs
- Load trucks in agreed timelines according to truck size.
- Compile the dispatch documents and prepare a loading list
- Scan Proof of handling while loading and advise driver to do POD while delivering
- Authorize and Verify all dispatches to ensure that they are accurate and have the necessary documents and are as per loading list
- Assisting the transporters with information about the customers when in field
- Forward consignment returns from the field to WO
- Check if the documents returned by the transporters correspond with the dispatched orders on the delivery schedule.
- Enter all returned documents in IFS.
- Check if all documents from the field are stamped by the receiving facility
- Cross check orders loaded against the documentation
- Arrange for pick documents to be forwarded to archives
- Locate all documents according to zones for future use
- Record all walk-in documents in the system and forward to archives.
- Prepare reports timely to be submitted monthly
- Capture all dispatched orders in the system
- Consolidate all orders for distribution and arrange with transporters to pick them
- Supervise proper strapping and arrangement of items on pallets for orders awaiting dispatch.
- Arrange transport for orders ready for dispatch
- Scan proof of acceptance to ensure all boxes are consolidated for a particular order
- Record orders staged on location sheets and staging order book

<ul style="list-style-type: none"> <li>• Stage all orders according to the zones for easy retrieval</li> <li>• Call every customer whose order was loaded to confirm receipt.</li> <li>• Follow up with transporters in case any cartons are misplaced and not delivered to customer and prepare a report.</li> <li>• Call all customers whose orders are ready for dispatch</li> <li>• Liaise with transporters in case any cartons are misplaced and not delivered to customer and prepare a report</li> <li>• Select the right truck size for every consignment to be shipped</li> <li>• Prepare route plans for every delivery planned</li> <li>• Monitor and verify mileage sheets before approval for payment</li> <li>• Confirm that credit notes are availed for any damages and loss during transportation by third parties</li> <li>• Bundle customer orders for different projects to avoid frequent visits</li> <li>• Monitor overstayed orders to be reversed on time to avoid any expiries and holding costs</li> <li>• Track vehicles in the field to ensure drivers adhere to routes.</li> <li>• Supervise, motivate and manage the performance and development of reporting staff in line with the Company's goals, objectives, policies and regulations.</li> <li>• Set performance objectives in relation to the overall goal and ensure maximum fulfilment.</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Provide input into the development of department budget as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	

<ul style="list-style-type: none"> <li>• Bachelor's Degree in Business related discipline Supply Chain Management, Logistics, Commerce or its equivalent from a reputable institution</li> <li>• Professional Diploma in procurement &amp; Supplies CIPS Level 4</li> <li>• Master's degree in supply chain management, Procurement, Commerce, Finance or any other business-related field from a reputable institution is an added advantage</li> </ul>	<p>Minimum of five (5) years of working experience of which three (3) must have been gained from a supervisory position in a reputable organization</p>	
<p>Competencies Required:</p> <p><b>Behavioural</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<p><b>Knowledge.</b></p> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>		

<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**8. Job Title: Senior Warehouse Assistant – (3 job positions)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Senior Warehouse Assistant	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/KjSGsLFhEd?origin=lprLink">https://forms.office.com/r/KjSGsLFhEd?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Warehouse Officer	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> The Senior Warehouse Assistant is responsible for services encompassing warehousing, distribution, processing orders in a timely, accurate manner and logistics in which he/she will be responsible of developing the necessary capacity while managing the processes to deliver the desired results.			

<b>Key Customer/s:</b> SMT JMS Staff Finance	<b><u>Stakeholders:</u></b> Clients Suppliers Tax Authorities	
<b>Functional Outputs/Activities per key performance area:</b>		
<ul style="list-style-type: none"> <li>• Ensure effective and efficient processing of client orders</li> <li>• Allocate client orders for picking and packing for timely processing of orders.</li> <li>• Maintain records on client's order processing to facilitate decision making.</li> <li>• Prepare and maintain order status data for decision making.</li> <li>• Consolidate warehouse staff daily output and maintain data for preparation of monthly report, for efficiency.</li> <li>• Ensure cleanliness and fumigation of warehouses to uphold good warehousing practices.</li> <li>• Issue and monitor usage of packaging material to minimize wastage</li> </ul> <p><b>Warehouse Management</b></p> <ul style="list-style-type: none"> <li>• Create Manual transport tasks for replenishing stock for efficient intra/inter warehouse movements</li> <li>• Supervise picking of the customer orders</li> <li>• Keep track of all orders reserved, released, and invoiced and generate a daily status report for line supervisor's appropriate action.</li> <li>• Supervise/oversee the pelleting of customer order items</li> <li>• Register customer in the ERP accurately</li> <li>• Verify for completeness of customer order documents</li> <li>• Print Tax invoices and delivery Notes</li> <li>• Verify any items taken out for sampling by Quality Assurance.</li> <li>• Create a process flow for items that are not on location or with different batch number from the original pack and verify accuracy and or using the equipment provided</li> <li>• Ensure all relevant documents and information related to each order are passed over to the Warehouse Assistant in relation to the customer orders under picking.</li> </ul> <p><b>Warehouse Receiving processes Monitoring</b></p> <ul style="list-style-type: none"> <li>• Authorize items to be offloaded by following receiving procedure.</li> <li>• Supervise loading and offloading of the truck.</li> </ul>		

<ul style="list-style-type: none"> <li>• Verify the received stock by sampling some pallets</li> <li>• Supervise/oversee the palleting of items. correctly locate sort out damages and locate</li> <li>• Register receipts in the ERP accurately</li> <li>• Verify for completeness of receipt documents</li> <li>• Print goods received notes</li> <li>• Verify put aways for accuracy by sampling</li> <li>• Communicate to the concerned procurement officer about discrepancies between physical items received</li> <li>• Make entries in the system against the receiving form</li> <li>• Forward documents for approval before inspection by the QAO and to MCS</li> <li>• Keep track of all orders reserved, released, and invoiced and generate a daily status report for line supervisor's appropriate action.</li> <li>• Adherence to safety and health policy.</li> <li>• Make Timely non-stock requisitions for item needed for normal operations</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Adhere to department budget as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	



<ul style="list-style-type: none"> <li>• Degree in Business Administration, Logistics and Procurement, Logistics, Biomedical Engineering, Pharmacy, Nursing or equivalent, OR</li> <li>• Diploma in Business Administration, Logistics and Procurement, Logistics, Biomedical Engineering, Pharmacy, Nursing or equivalent</li> <li>• Training in Public Health related field will an added advantage</li> </ul>	4 years of experience in a similar environment preferably in a pharmaceutical organization.	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of warehouse processes, systems, and practices</li> <li>• Basic Knowledge of Risk Management</li> </ul>		
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>		

<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	
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### 9. Job Title: Inventory Control Officer - (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Inventory Control Officer	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/KjSGsLFhEd?origin=lprLink">https://forms.office.com/r/KjSGsLFhEd?origin=lprLink</a>	
<b>Reports to / Title of Immediate Supervisor:</b> Supply Chain Services Director	<b>Supervises:</b> Inventory Control Assistant		
<b>Job Purpose:</b> The position reports to the Supply Chain Director and will handle stock management and develop a comprehensive inventory tracking system to streamline the business. He / She will develop and implement tools that aid in monitoring, analysing and reporting inventory accuracy; analyse inventory sales, maintain the right amount of stock as per JMS inventory holding policies to better satisfy customer needs at the lowest cost.			
<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b><u>Stakeholders:</u></b>  Clients  Suppliers		
<b>Functional Outputs/Activities per key performance area:</b>			

**Inventory Process Administration**

- Monitor strategy implementation to ensure business growth is aligned with strategy
- Devise ways to optimize inventory control procedures
- Inspect the levels of drug supplies and materials to identify shortages
- Ensure product stock is adequate for all distribution channels and can cover direct demand from customers
- Record daily deliveries and shipments to reconcile inventory
- Use software to monitor demand and document characteristics of inventory
- Place orders to replenish stock avoiding insufficiencies or excessive surplus
- Analyze data to anticipate future needs
- Collaborate with warehouse employees and other staff to ensure business goals are met
- Report to upper management on stock levels and issues

**Maintenance of optimum Inventory levels**

- Extract inventory items list for the JMS stock items and filter out the inactive items and those not in the procurement plan.
- Extract the inventory part in stock for each item
- Extract the sales of the previous month and link this to the items list extracted above
- Extract the open purchase orders per item and analyze them in the status levels
- Extract the inventory details for items expiring within nine months,
- Merge the different extracts into one schedule and obtain the months of stock, the Average monthly consumption and classify the sales trend for each item
- Identify, analyze and categorize the items to avail information on the following;
  - 1) Threat of stock out
  - 2) Threat of over stocking
  - 3) Threat of expiry in relation to over stocking
  - 4) Items being dormant
- Participate in the procurement meetings
- Analyze inventory consumption for the last six months, stock availability level (months of stock), safety stock quantity, procurement lead time and item quantities in pipeline to determine what, how much and when to order/replenish.
- Monitor orders placed to ensure items and quantities ordered are in line with the quantification and report any deviation.

**Ensuring Bin Accuracy**

<ul style="list-style-type: none"> <li>• Develop tools (auto updating templates) that are used to carry out the counts at the various bins</li> <li>• Review the above templates for relevance given the changing working tactics usually every after-stock take.</li> <li>• Review the counts made by the stock control assistants. so as to identify items that may need attention (Full counting) and also to further investigations as indicated by the variances.</li> </ul> <p><b>Ensuring Inventory accuracy</b></p> <ul style="list-style-type: none"> <li>• Develop tools (auto updating templates) that are used to carry out the counts at the various bins.</li> <li>• Review the above templates for relevance given the changing working tactics usually every after-stock take.</li> <li>• Review the counting sheets for counts as a result of the recommendations from the bin accuracy exercise and the risk based counting plan and recommend necessary investigations</li> <li>• Analyze all inventory movement issues and unclear stock adjustments.</li> <li>• Follow up on inventory movement process (including returns) to ensure completeness</li> </ul> <p><b>Audits &amp; Investigations</b></p> <ul style="list-style-type: none"> <li>• Run the item audit trails (transactions history) as per the likely clues based on the analysis made</li> <li>• Analyses the audit trail for any clues that could be leading to the variance.</li> <li>• Obtain documentation so as to attain objective evidence in relation to your findings</li> <li>• Prioritize the items for investigation purposes based on judgment in relation to the nature of the variance.</li> <li>• Check physical count sheets to confirm that there are no data entry error where that seems to be 1st clue.</li> <li>• Adjust the variance report, update the investigation findings summary sheet and make recommendations for stock adjustment</li> <li>• Conduct investigations of customer complaints relating to stock</li> </ul> <p><b>Warehouse space utilization &amp; consignment stock.</b></p> <ul style="list-style-type: none"> <li>• Analyze space utilization considering inventory in the pipeline</li> <li>• Prepare recommendations and seek approval for removal of confirmed damaged and expired items from physical and system inventory</li> <li>• Regulate purchase deliveries in relation to available warehouse space through the ASN system</li> <li>• Confirm customer information is attached to special order consignments</li> <li>• Check to verify the letter of undertaking or consignment agreement for each order.</li> </ul> <p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Proactively identify potential risks associated with inventory management</li> </ul>	
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<b>Team Management</b> <ul style="list-style-type: none"> <li>• Support the staff to develop individual work plans for the week/month or year to create visibility and clarity of tasks, track their progress against these plans.</li> <li>• Develop and implement KPIs for staff and evaluate and assess staff performance regularly.</li> <li>• Ensure that all staff have individual development programs, and the department has a defined training plan.</li> <li>• Provide guidance, coaching and mentoring to department staff.</li> <li>• Conduct quarterly performance reviews for department staff and identify areas of improvement.</li> <li>• Manage the administration of staff i.e. leave approval, travel approval etc.</li> <li>• Approve expenditures as per the delegation of authority.</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Develop the budget for the department as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the supply chain process.</li> <li>• Develop mitigation measures to curb the risk inherent in the supply chain process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the department align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Bachelor's Degree in Commerce, Finance, Business Administration or any other relevant field.</li> <li>• Professional qualification in ACCA, CPA, CIPS</li> </ul>	5 – 7 years of experience in a similar environment preferably in a medical supply logistics context.	

<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>	
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>	
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**10. Job Title: Inventory Control Assistant – (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Inventory Control Assistant	<b>Job Grade:</b>	
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<b>Department:</b> Supply Chain	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/KjSGsLFhEd?origin=lprLink">https://forms.office.com/r/KjSGsLFhEd?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Inventory Control Officer	<b>Supervises:</b> N/A	
<b>Job Purpose:</b> To monitor the level of accuracy of stocks in all warehouses, synchronize physical stock position with computerized system inventory position in order to ensure a correct valuation of stocks in books of accounts at the end of financial year in conformity with JMS policies and stock control procedures.		
<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b><u>Stakeholders:</u></b>  Clients  Suppliers  Tax Authorities	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Inventory accuracy</b> <ul style="list-style-type: none"> <li>• Conduct regular cycle counts to make sure physical quantity matches the system quantity and come up with stock status and discrepancy report</li> <li>• Carry out receipt verification against purchase order to ensure correct item description, batch, expiry and quantity are delivered.</li> <li>• Follow up on the incomplete transactions i.e. intra/inter warehouse movements and investigate any discrepancies immediately.</li> <li>• Monitor stock activities at branches i.e. transport tasks, variance adjustments, incomplete transactions and carrying out investigations on findings.</li> <li>• Verify items to be disposed off and attach the inventory value.</li> </ul> <b>Bin Verification</b> <ul style="list-style-type: none"> <li>• Conduct cycle counts by Aisle to ensure system matches the physical items by locations, batches, expiry dates and item descriptions.</li> <li>• Conduct physical verification of stock as documented on the Bin cards</li> <li>• Verify inter and intra warehouse movement of stock</li> <li>• Verify inbound goods put away</li> </ul>		•

<ul style="list-style-type: none"> <li>• Verify inventory hold and Returns per location</li> <li>• Track all damages and expired stock for disposal.</li> </ul> <p><b>Advanced Shipping Notification</b></p> <ul style="list-style-type: none"> <li>• Create accounts for advanced shipping notification (ASN) and training users i.e. suppliers, employee on how to use ASN</li> <li>• Reconcile the mother order with the quantification to ensure the quantity on the mother order tallies with the one on the quantification</li> <li>• Monitor stock level and consumption to identify items and the quantity to be replenished in relation to weekly quantification and available warehouse space.</li> <li>• IN agreement with the supplier, Schedule and book delivery.</li> <li>• Monitor ASN system usage and recommend upgrade when necessary.</li> </ul> <p><b>Operations for stock control</b></p> <ul style="list-style-type: none"> <li>• Initiate removal procedure of the affected items from the bins and appropriate disposal</li> <li>• Prepare documentation for stock adjustment</li> <li>• Separate damaged, near expiry stock from locations to hold.</li> <li>• Initiate inspection and destruction of damaged and expired stock</li> <li>• Maintain adequate stock levels of warehouse operational consumables (e.g. packing, strapping and other necessary materials),</li> <li>• Put controls on the stock movement</li> <li>• Supervise utilization of materials in the warehouse</li> <li>• Promptly initiate orders for replenishment, and ensure that materials are received, stored</li> <li>• Effect approved stock movements in the system.</li> <li>• Verify replenished location for accuracy</li> <li>• Create manual transport tasks for replenishing stock for efficient intra warehouse movements.</li> <li>• Physical and system monitoring of stock movements to have optimal stock levels in the picking warehouse.</li> <li>• Consider FEFO when creating transport tasks</li> <li>• Receive and verify cold chain and inflammable stock items in accordance with receiving procedures and</li> <li>• Physically monitor receiving of the cold chain to ensure proper handling and efficient receipt.</li> <li>• Liaise with QAO for inspection of items</li> <li>• Liaise with the responsible staff to store items appropriately</li> </ul>	
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<ul style="list-style-type: none"> <li>• Receive returned stock items from customers in accordance with goods return procedures,</li> <li>• Check and appropriately store returned items to ensure stability</li> <li>• Locate the returned items in the respective locations both in the system and physically.</li> <li>• Create picks for items which are not on location or with different batch numbers from the original pick through manual reservation 9(back up).</li> <li>• Create picks through manual reservations.</li> <li>• Investigate causes of manual reservations. and implement measures to reduce the manual reservations</li> <li>• Monitor the number of manual reservations</li> <li>• Carry out regular checks to ensure all warehouse storage areas are tidy, clean, properly labeled and orderly; that stock items are placed in correct locations</li> <li>• Check to confirm that picking of stock is conducted as per the procedures.</li> <li>• Check, investigate and submit weekly reports on damages, expiry, breakages, and obsolescence to immediate supervisor.</li> <li>• Conduct Daily checks on stock as well as daily recording of damages and other investigations in the file.</li> <li>• Inspect the warehouse regularly</li> </ul>	
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Provide input into the department budget as per the set guidelines.</li> <li>• Adherence to approved budget</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>	
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>	
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Comply with regulatory requirements and accreditation standards.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>	
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>

<ul style="list-style-type: none"> <li>• Bachelor's Degree in Finance, Business Administration, Stores Management and Logistics, Commerce, or related discipline with a bias in accounting.</li> <li>• At least ACCA, CPA CIPS, level 2</li> <li>• Certified Fork Lift Operator</li> <li>• Certificate in Stores Health and Safety is an added advantage</li> <li>• Computer skills (Microsoft excel, word)</li> <li>• Knowledge about Enterprise Resource Planning (ERP) such as IFS software or any other software</li> </ul> <p>OR</p> <p>Diploma or Bachelor's Degree in Stores management, Procurement, Logistics, Business Administration, Pharmacy or equivalent.</p>	At least three year's working experience in a busy warehouse setting	
<p>Competencies Required:</p> <p><b>Behavioural</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<p><b>Knowledge.</b></p> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>		

<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**11. Job Title: Branch Manager – ( 3 job positions – Mbarara, Fort portal & Arua)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Branch Manager	<b>Job Grade:</b>	
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<b>Department:</b> Supply Chain	<b>Duty Station:</b> Branches – Mbarara, Arua & Fort portal	<p>Supply Chain Services – Mbarara:  <a href="https://forms.office.com/r/DkQ5QiWQUz?origin=lprLink">https://forms.office.com/r/DkQ5QiWQUz?origin=lprLink</a></p> <p>Supply Chain Services – Arua:  <a href="https://forms.office.com/r/vvbZLvZhZR?origin=lprLink">https://forms.office.com/r/vvbZLvZhZR?origin=lprLink</a></p> <p>Supply Chain Services – Fort Portal:  <a href="https://forms.office.com/r/0MAvjjYVHE?origin=lprLink">https://forms.office.com/r/0MAvjjYVHE?origin=lprLink</a></p>
<b>Reports to / Title of Immediate Supervisor:</b> Supply Chain Services Director	<b>Supervises:</b> Customer Solutions Assistant, Warehouse Assistant and Cashier/Branch Accountant Administratively	
<b>Job Purpose:</b> To manage JMS Branch operations for customer satisfaction, sustainability and self-sustenance. He / She will also be required to promote the development and market presence of JMS products by implementing strategies that promote smooth operations within the value chain by managing human resources, stock and other resources.		
<b>Key Customer/s:</b> SMT JMS Staff Finance	<b><u>Stakeholders:</u></b> Clients Suppliers Tax Authorities	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Branch Operations Management</b> <ul style="list-style-type: none"> <li>Set and implement systems and procedures for effective and efficient management of branch operations</li> </ul>		

<ul style="list-style-type: none"> <li>• Ensure correct positioning of the branch to optimize on market opportunities for branch sustainability and customer satisfaction</li> <li>• Plan, organize and supervise all resources and ensure that work flow processes are well managed.</li> <li>• Account for all goods, assets and the deliverables of the Branch;</li> <li>• Ensure efficient performance management to achieve branch objectives and targets</li> <li>• Ensure effective and efficient use and control of branch resources for accountability and maximum output</li> <li>• Cultivate Christian principles and values in the branch to ensure maintenance of high levels of personal and professional integrity</li> <li>• Ensure compliance of branch operations with statutory and regulatory requirements for business continuity</li> <li>• Oversee branch activities and employee relations to ensure operational efficiency</li> <li>• Set and maintain operational standards to enhance quality of service</li> <li>• Handle administrative matters relating to maintenance, utilities management, security etc.</li> <li>• Prepare branch performance reports to facilitate decision-making</li> <li>• Actively participate in regional industry conferences, events, and meetings to network with potential partners, donors, and key stakeholders while staying informed of emerging trends, technologies, and best practices in supply chain management.</li> </ul> <p><b>Self-Sustaining unit</b></p> <ul style="list-style-type: none"> <li>• To lead, manage, and grow the business unit into a self-sustaining, financially viable, and strategically aligned entity that contributes to the overall goals of JMS.</li> <li>• Prepare and manage the Branch budget to ensure profitability and cost-effectiveness.</li> <li>• Develop revenue-generating models and meet financial performance targets (income, ROI, break-even).</li> <li>• Ensure financial controls, pricing policies, and revenue collection systems are in place</li> <li>• Drive customer acquisition, retention, and satisfaction strategies.</li> <li>• Build networks, partnerships, and collaborations that add value to the Branch.</li> <li>• Develop and execute marketing and branding strategies</li> </ul> <p><b>Logistics Management</b></p> <ul style="list-style-type: none"> <li>• Supervise the Logistics team to ensure communication to customers on the status of their consignment is routinely done.</li> <li>• Take lead in proper route planning and scheduling for efficient use of distribution vehicles</li> </ul>	
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<ul style="list-style-type: none"> <li>• Put in place the monitoring tool for document return for monthly report making.</li> <li>• Sample some of the orders to check that all customer enquiries have been responded to by the CR team.</li> <li>• Develop monitoring tools for the CR team for day-to-day performance evaluation.</li> <li>• Check that those back orders are minimized by processing some of the orders with items out of stock from the Branch</li> <li>• Review the implementation of Standard operating Procedures (SOP's) for the branch periodically</li> </ul> <p><b>Finance Management</b></p> <ul style="list-style-type: none"> <li>• Monitor the cash and cheque banking activities as per established requirement.</li> <li>• Oversee the proper use and accountability of branch petty cash</li> <li>• Manage and maintain a healthy debt portfolio for the branch customers as per the cash management manual</li> <li>• Receivable management report submitted by 5th day of the following month</li> <li>• Manage the safe custody of the branch finances and other valuable assets</li> </ul> <p><b>3<sup>rd</sup> Party Management</b></p> <ul style="list-style-type: none"> <li>• Oversee the delivery of orders for regular customers as per the delivery schedule</li> <li>• Identify third party businesses to bring new streams of revenue for the branch</li> <li>• Attend all meetings and engagements by the partners</li> </ul> <p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Lead the implementation of the established actions regarding items at risk of expiry.</li> <li>• Coordinate with the WHO to ensure that expiring stock is returned to head office warehouse as required by the policy</li> <li>• Plan and implement monthly warehouse inspections to ascertain compliance to GSP</li> <li>• Perform spot inventory checks to ascertain precision.</li> <li>• Conduct routine system checks to ensure all perishable items have expiry dates.</li> </ul> <p><b>Team Management</b></p> <ul style="list-style-type: none"> <li>• Support the staff to develop individual work plans for the week/month or year to create visibility and clarity of tasks, track their progress against these plans.</li> <li>• Develop and implement KPIs for staff and evaluate and assess staff performance regularly.</li> <li>• Ensure that all staff have individual development programs, and the department has a defined training plan.</li> <li>• Provide guidance, coaching and mentoring to department staff.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Conduct quarterly performance reviews for department staff and identify areas of improvement.</li> <li>• Manage the administration of staff i.e. leave approval, travel approval etc.</li> <li>• Approve expenditures as per the delegation of authority.</li> </ul>		
<b>Reporting</b> <ul style="list-style-type: none"> <li>• Compile weekly reports from the CRO and the WHO and ensure that they are accurate before dissemination.</li> <li>• Track the daily update of performance monitoring tools.</li> <li>• Prepare and submit a timely periodic report for Warehouse and Operations activity</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Develop the budget for the Branch as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the supply chain process.</li> <li>• Develop mitigation measures to curb the risk inherent in the supply chain process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	

<ul style="list-style-type: none"> <li>• Bachelor's Degree in: Nursing, Procurement, Logistics, Business Administration, Pharmacy, Laboratory technology and Biomedical Engineering.</li> <li>• Master's Degree in Stores Management, Business Administration, Pharmacy, is an added advantage.</li> <li>• Professional qualification in CIPS or CIM (Chartered Institute of Marketing) is an added advantage</li> </ul>	At least 8 years work experience of which 4 years is in a managerial role in a Medical Supply Chain Organisation	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of NDA standards</li> <li>• Basic Knowledge of Risk Management</li> </ul>		
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>		



<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	
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**12. Job title: Customer Solutions Assistant – Branch – (2 Job positions – Arua & Fort portal)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Customer Solutions Assistant - Branch	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain Services	<b>Duty Station:</b> JMS Branch – Arua, Fort portal	Supply Chain Services – Arua: <a href="https://forms.office.com/r/vvbZLvZhZR?origin=lprLink">https://forms.office.com/r/vvbZLvZhZR?origin=lprLink</a>  Supply Chain Services – Fort Portal: <a href="https://forms.office.com/r/0MAvjYVHE?origin=lprLink">https://forms.office.com/r/0MAvjYVHE?origin=lprLink</a>	
<b>Reports to / Title of Immediate Supervisor:</b> Branch Manager	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> This role will report to the Branch Manager and will be responsible for meeting client expectations through timely receipt, accurate booking, order keying and handling customer complaints.			

<b>Key Customer/s:</b> Branch Manager  JMS Staff  Finance	<b><u>Stakeholders:</u></b>  Suppliers  Clients	
<b>Functional Outputs/Activities per key performance area:</b>		
<ul style="list-style-type: none"> <li>• Separate narcotics orders from regular orders for proper booking and handling.</li> <li>• Input booked orders into the ERP system for accurate packing and processing.</li> <li>• Provide feedback to clients regarding order status, issues, or delays to enhance their experience and address concerns promptly.</li> <li>• Update and maintain client information and order status in the system to ensure data accuracy and maintain accurate records of client interactions and order details to support tracking and reporting.</li> <li>• Sales and Marketing of medicines &amp; equipment</li> <li>• Management of Customer Orders</li> <li>• Customer Data and Records Management</li> <li>• Receive, acknowledge and document client concerns in the system to facilitate accurate tracking and resolution.</li> <li>• Respond to client inquiries about the status and progress of their complaints and to keep them informed and satisfied.</li> <li>• Collaborate with sections such as Inventory Control/Warehousing and Quality Assurance to resolve complaints, assigning issues based on severity.</li> <li>• Convert quotations into sales orders upon client confirmation to facilitate order fulfilment.</li> <li>• Maintain cleanliness and organization of the front office to uphold a positive corporate image</li> </ul> <b>Customer Engagement and Relationship Management</b> <ul style="list-style-type: none"> <li>• Receive &amp; acknowledge receipt of customer inquiry on phone, mail or physically within the agreed timeline</li> <li>• Follow up with customer by phone and email to confirm their orders on a daily basis</li> <li>• Send / and or amend proforma invoices to customers as per JMS SLA</li> <li>• Proactively recommend additional or complementary items for customers to order.</li> <li>• Document customer feedback/complaints for investigation</li> </ul>		

<ul style="list-style-type: none"> <li>Follow up orders with the relevant staff throughout the order processing</li> <li>Keep customers updated on the progress of their orders till the customer receives their order</li> <li>Keep the customer informed of the regular order distribution schedule</li> </ul>		
<b>Management of controlled drugs</b> <ul style="list-style-type: none"> <li>Assess the authenticity of the customers who receive drugs.</li> <li>Store and pick the controlled drugs as per the NDA guidelines</li> <li>Monitor the expiries and damages of controlled drugs.</li> <li>Issue the drugs as per the S.O.Ps.</li> <li>Maintain full accuracy level of the controlled drugs.</li> <li>Report any variances in controlled drugs.</li> <li>Manage safe custody of all controlled stock at JMS branch</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>Adherence to department budget</li> <li>Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>Continuously assesses risk inherent in the supply chain process.</li> <li>Develop mitigation measures to curb the risk inherent in the supply chain process.</li> <li>Review the effectiveness of the mitigation measures on a continuous basis</li> <li>Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>Monitor the implementation of contracts</li> <li>Ensure JMS Procurement Process Compliance by all stakeholders in execution of activities.</li> <li>Follow all organization safety guidelines and infection control protocols</li> <li>Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	

<p>Bachelor's Degree in Pharmacy, Nursing, Clinical Medicine or medical related field.</p> <p>OR</p> <p>Diploma in Pharmacy, Nursing, Clinical Medicine or medical related field.</p>	<p>3 years of experience in a similar environment preferably in a pharmaceutical organization.</p>	
<p>Competencies Required:</p> <p><b>Behavioural</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<p><b>Knowledge.</b></p> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of ERP Systems</li> <li>• Basic Knowledge of Risk Management</li> </ul>		
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>		
<p><b>Attributes include:</b></p> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>		

**13. Job title: Customer Solutions Officer – Mbarara Branch – (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Customer Solutions Officer – Mbarara Branch	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain	<b>Duty Station:</b> JMS Head Office	<b>Supply Chain Services – Mbarara:</b> <a href="https://forms.office.com/r/DkQ5QiWQUz?origin=lprLink">https://forms.office.com/r/DkQ5QiWQUz?origin=lprLink</a>	
<b>Reports to / Title of Immediate Supervisor:</b> Customer Solutions Manager	<b>Supervises:</b> Customer Solutions Assistant		
<b>Job Purpose:</b> Provide customers with relevant information about JMS, attend to their concerns and suggestions, Process customers’ orders; respond to enquiries and queries relating to products and services and follow up all issues with relevant staff in order to provide appropriate feedback to the customers in conformity with JMS policies and procedures.			
<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b><u>Stakeholders:</u></b>  Clients  Suppliers		
<b>Functional Outputs/Activities per key performance area:</b>			
<ul style="list-style-type: none"><li>• Customer Engagement and Relationship Management</li><li>• Receive &amp; acknowledge receipt of customer inquiry on phone, mail or physically within the agreed timeline</li><li>• Follow up with customer by phone and email to confirm their orders on a daily basis</li></ul>			

<ul style="list-style-type: none"> <li>• Send / and or amend proforma invoices to customers as per JMS SLA</li> <li>• Proactively recommend additional or complementary items for customers to order.</li> <li>• Documentation customer feedback/complaints for investigation</li> <li>• Follow up orders with the relevant staff throughout the order processing</li> <li>• Keep customers updated on the progress of their orders till the customer receives their order</li> <li>• Keep the customer informed of the regular order distribution schedule.</li> <li>• Make follow-up calls on customers allocated to request for orders and if not, find out reasons as to why they no longer buy from us.</li> <li>• Orient customers and new staff on the JMS ordering process and procedures,</li> <li>• Promote the image of joint medical stores amongst customers by being presentable and exhibiting high levels of professionalism</li> <li>• Follow up with procurement for special request inquiries (Non stock items requested by customers)</li> <li>• Follow up with procurement for all items confirmed but not served due to out of stock and update customer (Project sheet)</li> <li>• Improve sale of specialized items</li> <li>• Check authenticity of orders placed and review and correct any discrepancies in terms of quantities, units of measure depending on the need of the customer.</li> <li>• Provide customer with suitable alternatives for the out of stock items</li> <li>• Compile reports on out of stock items and forward to procurement</li> <li>• Keep the customer informed on items not served with appropriate feedback on lead times.</li> <li>• Attend scheduled trainings.</li> <li>• Capture and update the customer contacts into the IFS from consignment delivery verification and customer order forms, medical representative reports, and at the time of ordering.</li> <li>• Follow up with medical representatives /customer for approved licenses</li> <li>• Initiate and receive compiled data from customer satisfaction surveys</li> <li>• Disseminate the results of the customer survey data and implement recommendations from the surveys.</li> <li>• Design measures to ensure 100% customer satisfaction based on analyses made.</li> <li>• Organize all the important records in properly labeled files.</li> <li>• Save copies of key documents on the general server.</li> <li>• Monitor and implement the customer service systems, Policies, Practices and Procedures as per the JMS standards.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Supervise, motivate and manage the performance and development of staff in line with the Company's goals, objectives, policies and regulations.</li> <li>• Set daily, weekly, &amp; monthly targets for staff efficiency</li> <li>• Hold performance review meetings</li> <li>• Coordinate implementation of projects handled by JMS</li> <li>• Compile data for monitoring and evaluation of projects handled by JMS.</li> <li>• Compile the quarterly/bi-monthly /monthly performance projects report</li> <li>• Collect, analyze and present relevant logistics data to inform forecasting and quantification of projects orders.</li> <li>• Develop and monitor a system for stock accountability and visibility from JMS through the 3rd party transporter to the hospital stores</li> <li>• Analyze the consumption of commodities on order forms per quarter/cycle/month and the back orders processed per quarter.</li> <li>• Coordinate quarterly projects commodities supply planning for project owned stock.</li> <li>• Compile a list of all PNFP facilities and monitor ordering trends to advise on accreditation</li> <li>• Liaise with MOH to provide accreditation to facilities based on the profiled list of facility ordering trends</li> <li>• Directly supervise technical representative's performance and ensure accredited health facilities are supported to improve overall supply chain performance</li> <li>• Maintain an up-to-date risk register</li> <li>• Review all Laboratory orders and product range</li> <li>• Manage CPHL account and report regularly</li> <li>• Review of bi-monthly orders against consumption</li> <li>• Review of dispatch documents</li> <li>• Attend planning meetings and report on action points</li> <li>• Prepare monthly performance reports on project performance, stock status, supply planning and workplans</li> </ul> <p><b>Management of controlled drugs</b></p> <ul style="list-style-type: none"> <li>• Assess the authenticity of the customers who receive drugs.</li> <li>• Store and pick the controlled drugs as per the NDA guidelines</li> <li>• Monitor the expiries and damages of controlled drugs.</li> <li>• Issue the drugs as per the S.O.Ps.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Maintain full accuracy level of the controlled drugs.</li> <li>• Report any variances in controlled drugs.</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Develop the budget for the Directorate as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the supply chain process.</li> <li>• Develop mitigation measures to curb the risk inherent in the supply chain process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Bachelor's Degree in Pharmacy, or related field.</li> <li>• Professional Diploma is an added advantage</li> </ul>	Minimum of five (5) years of working experience of must have been gained from a reputable organization	
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		



<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**14. Job Title: Warehouse Officer – Mbarara branch (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Warehouse Officer	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain	<b>Duty Station:</b> Mbarara Branch	<a href="https://forms.office.com/r/KjSGsLFhEd?origin=lprLink">https://forms.office.com/r/KjSGsLFhEd?origin=lprLink</a>	
<b>Reports to / Title of Immediate Supervisor:</b> Manager Branch	<b>Supervises:</b> Warehouse Assistant - Mbarara		

<b>Job Purpose:</b> The Warehouse Officer is responsible for ensuring that commodities are received in full as per delivery notes, properly stored to maintain form and quality, accurately documented while in custody and shipped/dispatched as per approved orders.		
<b>Key Customer/s:</b> SMT JMS Staff Finance	<b><u>Stakeholders:</u></b> Clients Suppliers	
<b>Functional Outputs/Activities per key performance area:</b>		
<ul style="list-style-type: none"> <li>Responsible for planning, directing and coordinating all activities of the warehouse.</li> <li>Ensure implementation of standard operating procedures (SOPs) in the warehouse covering receipt, storage, dispatch, returns from customers, packaging in line with pharmaceutical distribution best practices.</li> <li>Develop and implement distribution and delivery scheduling for all customers and ensure timely picking and dispatch of customer orders.</li> <li>Coordinate with logistics department in ensuring timely dispatch and delivery of orders to customers.</li> <li>Plan and manage storage of goods in the warehouse in accordance with the FIFO/FEFO policy and ensuring most efficient picking process.</li> <li>Responsible for the cyclical and annual physical inventory counts</li> <li>Ensure speedy completion of orders and minimal time wastage</li> <li>Assist the manager in creating strategy and operation procedures</li> <li>Ensure efficient performance management to achieve operational objectives and targets</li> <li>Prepare and maintain order status data for decision making</li> <li>Ensure employee training on best warehouse practices and safety is provided.</li> </ul> <b>Order Processing</b> <ul style="list-style-type: none"> <li>Plan for the efficient processing of customer orders, receipt of deliveries, replenishment and returned medicines and supplies.as per established procedure</li> <li>Study the flow of orders in the store to plan for timely order processing</li> <li>Reserve released customer orders in the ERP for picking according to zone/route/urgency in emergency cases.</li> </ul>		

<ul style="list-style-type: none"> <li>• Amend all wrong batches to ease picking of customer orders.</li> <li>• Extract branch transport tasks in the ERP for picking following FEFO and FIFO</li> <li>• Supervise physical picking of branch tasks and ensuring that execution of transport task lines, is done accurately and timely.</li> <li>• Ensure that products are received, replenished, stored, picked and dispatched in accordance with the storage and dispatch procedures manual and other agreed procedure.</li> <li>• Closely checking on the orders still in planned status and ensure proper follow up of all customers that delay to confirm their orders.</li> <li>• Effective picking of customer orders at all times</li> </ul> <p><b>Stock Monitoring</b></p> <ul style="list-style-type: none"> <li>• Conduct physical counting of stock regularly</li> <li>• Review of stock control reports.</li> <li>• Daily checking of the status in the system and physical monitoring of stock and consignments.</li> <li>• Train team on inventory management and GSPs</li> <li>• Follow up identified problem items in the stock by carrying out physical checks on the stock.</li> <li>• Investigate errors and discrepancies</li> <li>• of orders that were released but remained in other statuses rather than invoiced/closed.</li> <li>• Investigate customer complaints.</li> <li>• Continually monitor stock movements and storage of products to ensure that no stock items that are expired, faulty, adulterated, improperly labelled or inappropriate in any way remain on locations in the warehouse</li> </ul> <p><b>Management of Goods Returned</b></p> <ul style="list-style-type: none"> <li>• Post goods returns and carry out any other stock adjustments (e.g. revision of batches, movement of stock to respective locations) on the ERP system.</li> <li>• Create GRNS, for customers</li> <li>• Provide solutions for a customer with returns and forward the reasons for return to a responsible officer.</li> </ul> <p><b>Management of Warehouse Receipts / Inbound</b></p> <ul style="list-style-type: none"> <li>• Plan for the efficient receipt of deliveries from suppliers and ensure that transport tasks are executed.</li> <li>• Plan for warehouse resource requirements such as space and personnel for receipts. and follow up with immediate supervisor in case of resource constraints.</li> <li>• Register purchase order arrival of stock in ERP</li> </ul>	
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<ul style="list-style-type: none"> <li>• Create transport task for received stock</li> <li>• Verify received stock for accuracy of items and put-aways</li> <li>• Maintain records of all transactions</li> <li>• Communicate to procurement officer about discrepancies between physical items received and purchase order in comparison with the supplier invoice.</li> <li>• Document verification to ensure that the correct entries have been put in the system before inspection as pertaining items received. (quantity, item, price)</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Develop the budget for the Directorate as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the supply chain process.</li> <li>• Develop mitigation measures to curb the risk inherent in the supply chain process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Bachelor's Degree in Pharmacy, Nursing, Business related discipline, Supply Chain Management, Logistics, Commerce or its equivalent from a reputable institution</li> <li>• Professional Diploma in procurement &amp; Supplies CIPS, CILT Level 4</li> <li>• Master's degree in supply chain management, Procurement, Commerce, Finance or any other business-related field from a reputable institution is an added advantage</li> </ul>	Minimum of five (5) years of working experience of which three (3) must have been gained from a supervisory position in a reputable organization	

<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>	
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>	
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Warehouse Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**15. Job Title: Warehouse Assistant – Mbarara branch (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Warehouse Assistant	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain	<b>Duty Station:</b> Mbarara Branch	<a href="https://forms.office.com/r/KjSGsLFhEd?origin=lprLink">https://forms.office.com/r/KjSGsLFhEd?origin=lprLink</a>	
<b>Reports to / Title of Immediate Supervisor:</b> Warehouse Officer	<b>Supervises:</b> Warehouse Assistant - Mbarara		
<b>Job Purpose:</b> The Warehouse Assistant is responsible for ensuring that commodities are received in full as per delivery notes, properly stored to maintain form and quality, accurately documented while in custody and shipped/dispatched as per approved orders.			
<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b><u>Stakeholders:</u></b>  Clients  Suppliers		
<b>Functional Outputs/Activities per key performance area:</b>			
<b>Warehouse Management Support</b> <ul style="list-style-type: none"> <li>• Maintain the warehouse inventory stocks shelved within their assigned locations and updated at all times.</li> <li>• Shelf and arrange stock in all the respective locations.</li> <li>• Pick all reserved orders or transport tasks.</li> <li>• Carry out cycle counts for all locations from which stock was picked or replenished the previous day.</li> <li>• Move damaged and expired drugs and immediately report to a supervisor.</li> <li>• Keep the assigned locations clean at all times.</li> <li>• Dispose off waste materials and engage warehouse cleaners to clean the warehouse as per the recommended warehouse standards.</li> </ul> <b>Inspection of drugs in the warehouse</b>			

<ul style="list-style-type: none"> <li>• Proper disposal and placement of rubbish or waste material.</li> <li>• Verification of stock for any damages, spills and expiries.</li> <li>• Report any findings to the supervisor for action</li> </ul> <p><b>Manage order processing</b></p> <ul style="list-style-type: none"> <li>• Sort out, consolidate, pack, register and label invoiced goods as per the pick document.</li> <li>• Proper pelleting done</li> <li>• Oversee accurate System entering of customer orders, picked data, quantities picked from a given location numbers of boxes per order</li> <li>• Pick items as indicated on the pick</li> </ul> <p><b>Stock reconciliations</b></p> <ul style="list-style-type: none"> <li>• Carry out cycle counts for all locations from which stock was picked and replenished.</li> <li>• Investigate any stock discrepancies.</li> <li>• Carry out bin verification and count stock biannually.</li> <li>• Arrange Stock in all the respective locations.</li> <li>• Verify available, received and replenished stock.</li> <li>• Remove damaged and expired stock.</li> <li>• Enter the numerical data.</li> </ul> <p><b>Compliance to warehouse standards</b></p> <ul style="list-style-type: none"> <li>• Maintain proper hygiene and proper palleting of items.</li> <li>• Keep items off the floor and walls.</li> <li>• Keep the warehouse clean</li> <li>• Put on safety gear when accessing the warehouse.</li> <li>• Report any health and safety breaches and shortcomings to the immediate supervisor.</li> <li>• Oversee the proper handling of all the equipment.</li> <li>• Keep count of the locations from which stock was picked or replenished.</li> <li>• Review Stock Control reports and take corrective &amp; preventive actions.</li> <li>• Verify full utilization of installed technology to improve efficiency and accuracy.</li> <li>• Implement approved security control procedures</li> <li>• Conduct cycle counts</li> <li>• Carry out the warehouse activities in line with customer service systems, Policies, Practices and Procedures as per the JMS standards.</li> <li>• Communicate with customers service team constantly for better planning on which order shall be required first.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Enter customer orders as per the documents in IFS.</li> <li>• Pro-actively liaise with the logistics team to process planned and emergency customer</li> <li>• Operate the forklift, hand pallets laptop/RF terminal as per guidelines.</li> <li>• Report any cases of malfunction.</li> <li>• Observe health and safety measures when operating the forklift.</li> </ul> <p><b>Maintenance of Shop Aisles</b></p> <ul style="list-style-type: none"> <li>• Maintain a high standard of accuracy, orderliness and cleanliness within the aisles</li> <li>• Remove clutter within the aisles</li> <li>• Identify and communicate problem situations</li> <li>• Work with Warehouse Officer to investigate customer complaints</li> <li>• Conduct daily transactional counts and provide report to WHO</li> <li>• Conduct weekly cycle counts at aisles &amp; provide report to WHO</li> <li>• Neatly organize stock at the aisle to ease picking</li> <li>• Monitor temperatures in the designated areas (cold room and inflammables).</li> <li>• Inform supervisors about variations in the range of the normal temperatures in the cold room.</li> </ul> <p><b>Receipt of incoming goods</b></p> <ul style="list-style-type: none"> <li>• Count and verify the delivered stock upon receipt of approval from WO/WSA</li> <li>• Accurately prepare receiving form to indicate the items that have been delivered.</li> <li>• Locate stock items that pass quality assurance checks to specific locations</li> <li>• Indicate the right location on the receiving form</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Develop the budget for the Directorate as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>	
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the supply chain process.</li> <li>• Develop mitigation measures to curb the risk inherent in the supply chain process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>	
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>	



Minimum Qualification Requirements:	Related Minimum Experience:	
<ul style="list-style-type: none"> <li>• Degree / Diploma in Stores and Warehousing, Logistics, Customer Care, Nursing, Clinical Medicine, Pharmacy or related qualification</li> <li>• Training in Public Health related field.</li> <li>• Professional Diploma in procurement &amp; Supplies CIPS, CILT is added advantage</li> </ul>	Minimum of two (2) years of working experience of which three (3) must have been gained from a supervisory position in a reputable organization	
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Warehouse Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>		
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>		

<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	
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**16. Job Title: Warehouse Assistant – Order processing – Head Office (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Warehouse Assistant – Order processing	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain	<b>Duty Station:</b> Head Office		<a href="https://forms.office.com/r/KjSGsLFhEd?origin=lprLink">https://forms.office.com/r/KjSGsLFhEd?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Senior Warehouse Assistant	<b>Supervises:</b> None		
<b>Job Purpose:</b> The Warehouse Assistant – order processing is responsible for ensuring that commodities are received in full as per delivery notes, properly stored to maintain form and quality, accurately documented while in custody and shipped/dispatched as per approved orders.			
<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b>Stakeholders:</b>  Clients  Suppliers		
<b>Functional Outputs/Activities per key performance area:</b>			
<b>Warehouse Management Support</b> <ul style="list-style-type: none"> <li>• Maintain the warehouse inventory stocks shelved within their assigned locations and updated at all times.</li> </ul>			

- Shelf and arrange stock in all the respective locations.
- Pick all reserved orders or transport tasks.
- Carry out cycle counts for all locations from which stock was picked or replenished the previous day.
- Move damaged and expired drugs and immediately report to a supervisor.
- Keep the assigned locations clean at all times.
- Dispose off waste materials and engage warehouse cleaners to clean the warehouse as per the recommended warehouse standards.

#### **Inspection of drugs in the warehouse**

- Proper disposal and placement of rubbish or waste material.
- Verification of stock for any damages, spills and expiries.
- Report any findings to the supervisor for action

#### **Manage order processing**

- Sort out, consolidate, pack, register and label invoiced goods as per the pick document.
- Proper pelleting done
- Oversee accurate System entering of customer orders, picked data, quantities picked from a given location numbers of boxes per order
- Pick items as indicated on the pick

#### **Stock reconciliations**

- Carry out cycle counts for all locations from which stock was picked and replenished.
- Investigate any stock discrepancies.
- Carry out bin verification and count stock biannually.
- Arrange Stock in all the respective locations.
- Verify available, received and replenished stock.
- Remove damaged and expired stock.
- Enter the numerical data.

#### **Compliance to warehouse standards**

- Maintain proper hygiene and proper palleting of items.
- Keep items off the floor and walls.
- Keep the warehouse clean
- Put on safety gear when accessing the warehouse.
- Report any health and safety breaches and shortcomings to the immediate supervisor.
- Oversee the proper handling of all the equipment.
- Keep count of the locations from which stock was picked or replenished.

<ul style="list-style-type: none"> <li>• Review Stock Control reports and take corrective &amp; preventive actions.</li> <li>• Verify full utilization of installed technology to improve efficiency and accuracy.</li> <li>• Implement approved security control procedures</li> <li>• Conduct cycle counts</li> <li>• Carry out the warehouse activities in line with customer service systems, Policies, Practices and Procedures as per the JMS standards.</li> <li>• Communicate with customers service team constantly for better planning on which order shall be required first.</li> <li>• Enter customer orders as per the documents in IFS.</li> <li>• Pro-actively liaise with the logistics team to process planned and emergency customer</li> <li>• Operate the forklift, hand pallets laptop/RF terminal as per guidelines.</li> <li>• Report any cases of malfunction.</li> <li>• Observe health and safety measures when operating the forklift.</li> </ul> <p><b>Maintenance of Shop Aisles</b></p> <ul style="list-style-type: none"> <li>• Maintain a high standard of accuracy, orderliness and cleanliness within the aisles</li> <li>• Remove clutter within the aisles</li> <li>• Identify and communicate problem situations</li> <li>• Work with Warehouse Officer to investigate customer complaints</li> <li>• Conduct daily transactional counts and provide report to WHO</li> <li>• Conduct weekly cycle counts at aisles &amp; provide report to WHO</li> <li>• Neatly organize stock at the aisle to ease picking</li> <li>• Monitor temperatures in the designated areas (cold room and inflammables).</li> <li>• Inform supervisors about variations in the range of the normal temperatures in the cold room.</li> </ul> <p><b>Receipt of incoming goods</b></p> <ul style="list-style-type: none"> <li>• Count and verify the delivered stock upon receipt of approval from WO/WSA</li> <li>• Accurately prepare receiving form to indicate the items that have been delivered.</li> <li>• Locate stock items that pass quality assurance checks to specific locations</li> <li>• Indicate the right location on the receiving form</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Develop the budget for the Directorate as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>	
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the supply chain process.</li> </ul>	

<ul style="list-style-type: none"> <li>• Develop mitigation measures to curb the risk inherent in the supply chain process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Degree / Diploma in Stores and Warehousing, Logistics, Customer Care, Nursing, Clinical Medicine, Pharmacy or related qualification</li> <li>• Training in Public Health related field.</li> <li>• Professional Diploma in procurement &amp; Supplies CIPS, CILT is added advantage</li> </ul>	Minimum of two (2) years of working experience of which three (3) must have been gained from a supervisory position in a reputable organization	
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Warehouse Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>		

<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**17. Job Title: Senior Warehouse Assistant – Fort portal Branch (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Senior Warehouse Assistant	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain	<b>Duty Station:</b> JMS Fort portal Branch		<a href="https://forms.office.com/r/KjSGsLFhEd?origin=lprLink">https://forms.office.com/r/KjSGsLFhEd?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Manager Branch	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> The Senior Warehouse Assistant is responsible for services encompassing warehousing, distribution, processing orders in a timely, accurate manner and logistics in which he/she will be responsible of developing the necessary capacity while managing the processes to deliver the desired results.			

<b>Key Customer/s:</b> SMT JMS Staff Finance	<b><u>Stakeholders:</u></b> Clients Suppliers Tax Authorities	
<b>Functional Outputs/Activities per key performance area:</b>		
<ul style="list-style-type: none"> <li>• Ensure effective and efficient processing of client orders</li> <li>• Allocate client orders for picking and packing for timely processing of orders.</li> <li>• Maintain records on client's order processing to facilitate decision making.</li> <li>• Prepare and maintain order status data for decision making.</li> <li>• Consolidate warehouse staff daily output and maintain data for preparation of monthly report, for efficiency.</li> <li>• Ensure cleanliness and fumigation of warehouses to uphold good warehousing practices.</li> <li>• Issue and monitor usage of packaging material to minimize wastage</li> </ul> <p><b>Warehouse Management</b></p> <ul style="list-style-type: none"> <li>• Create Manual transport tasks for replenishing stock for efficient intra/inter warehouse movements</li> <li>• Supervise picking of the customer orders</li> <li>• Keep track of all orders reserved, released, and invoiced and generate a daily status report for line supervisor's appropriate action.</li> <li>• Supervise/oversee the pelleting of customer order items</li> <li>• Register customer in the ERP accurately</li> <li>• Verify for completeness of customer order documents</li> <li>• Print Tax invoices and delivery Notes</li> <li>• Verify any items taken out for sampling by Quality Assurance.</li> <li>• Create a process flow for items that are not on location or with different batch number from the original pack and verify accuracy and or using the equipment provided</li> <li>• Ensure all relevant documents and information related to each order are passed over to the Warehouse Assistant in relation to the customer orders under picking.</li> </ul> <p><b>Warehouse Receiving processes Monitoring</b></p> <ul style="list-style-type: none"> <li>• Authorize items to be offloaded by following receiving procedure.</li> <li>• Supervise loading and offloading of the truck.</li> </ul>		

<ul style="list-style-type: none"> <li>• Verify the received stock by sampling some pallets</li> <li>• Supervise/oversee the palleting of items. correctly locate sort out damages and locate</li> <li>• Register receipts in the ERP accurately</li> <li>• Verify for completeness of receipt documents</li> <li>• Print goods received notes</li> <li>• Verify put aways for accuracy by sampling</li> <li>• Communicate to the concerned procurement officer about discrepancies between physical items received</li> <li>• Make entries in the system against the receiving form</li> <li>• Forward documents for approval before inspection by the QAO and to MCS</li> <li>• Keep track of all orders reserved, released, and invoiced and generate a daily status report for line supervisor's appropriate action.</li> <li>• Adherence to safety and health policy.</li> <li>• Make Timely non-stock requisitions for item needed for normal operations</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Adhere to department budget as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	



<ul style="list-style-type: none"> <li>• Degree in Business Administration, Logistics and Procurement, Logistics, Biomedical Engineering, Pharmacy, Nursing or equivalent, OR</li> <li>• Diploma in Business Administration, Logistics and Procurement, Logistics, Biomedical Engineering, Pharmacy, Nursing or equivalent</li> <li>• Training in Public Health related field will an added advantage</li> </ul>	4 years of experience in a similar environment preferably in a pharmaceutical organization.	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of warehouse processes, systems, and practices</li> <li>• Basic Knowledge of Risk Management</li> </ul>		
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>		

<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	
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**18. Job Title: Senior Warehouse Assistant – Arua Branch (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Senior Warehouse Assistant	<b>Job Grade:</b>	
<b>Department:</b> Supply Chain	<b>Duty Station:</b> JMS Arua Branch		<a href="https://forms.office.com/r/KjSGsLFhEd?origin=lprLink">https://forms.office.com/r/KjSGsLFhEd?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Manager Branch	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> The Senior Warehouse Assistant is responsible for services encompassing warehousing, distribution, processing orders in a timely, accurate manner and logistics in which he/she will be responsible of developing the necessary capacity while managing the processes to deliver the desired results.			
<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b><u>Stakeholders:</u></b>  Clients  Suppliers  Tax Authorities		
<b>Functional Outputs/Activities per key performance area:</b>			
<ul style="list-style-type: none"> <li>• Ensure effective and efficient processing of client orders</li> <li>• Allocate client orders for picking and packing for timely processing of orders.</li> </ul>			

<ul style="list-style-type: none"> <li>• Maintain records on client's order processing to facilitate decision making.</li> <li>• Prepare and maintain order status data for decision making.</li> <li>• Consolidate warehouse staff daily output and maintain data for preparation of monthly report, for efficiency.</li> <li>• Ensure cleanliness and fumigation of warehouses to uphold good warehousing practices.</li> <li>• Issue and monitor usage of packaging material to minimize wastage</li> </ul> <p><b>Warehouse Management</b></p> <ul style="list-style-type: none"> <li>• Create Manual transport tasks for replenishing stock for efficient intra/inter warehouse movements</li> <li>• Supervise picking of the customer orders</li> <li>• Keep track of all orders reserved, released, and invoiced and generate a daily status report for line supervisor's appropriate action.</li> <li>• Supervise/oversee the pelleting of customer order items</li> <li>• Register customer in the ERP accurately</li> <li>• Verify for completeness of customer order documents</li> <li>• Print Tax invoices and delivery Notes</li> <li>• Verify any items taken out for sampling by Quality Assurance.</li> <li>• Create a process flow for items that are not on location or with different batch number from the original pack and verify accuracy and or using the equipment provided</li> <li>• Ensure all relevant documents and information related to each order are passed over to the Warehouse Assistant in relation to the customer orders under picking.</li> </ul> <p><b>Warehouse Receiving processes Monitoring</b></p> <ul style="list-style-type: none"> <li>• Authorize items to be offloaded by following receiving procedure.</li> <li>• Supervise loading and offloading of the truck.</li> <li>• Verify the received stock by sampling some pallets</li> <li>• Supervise/oversee the palleting of items. correctly locate sort out damages and locate</li> <li>• Register receipts in the ERP accurately</li> <li>• Verify for completeness of receipt documents</li> <li>• Print goods received notes</li> <li>• Verify put aways for accuracy by sampling</li> <li>• Communicate to the concerned procurement officer about discrepancies between physical items received</li> <li>• Make entries in the system against the receiving form</li> <li>• Forward documents for approval before inspection by the QAO and to MCS</li> </ul>	
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<ul style="list-style-type: none"> <li>• Keep track of all orders reserved, released, and invoiced and generate a daily status report for line supervisor's appropriate action.</li> <li>• Adherence to safety and health policy.</li> <li>• Make Timely non-stock requisitions for item needed for normal operations</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Adhere to department budget as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Degree in Business Administration, Logistics and Procurement, Logistics, Biomedical Engineering, Pharmacy, Nursing or equivalent, OR</li> <li>• Diploma in Business Administration, Logistics and Procurement, Logistics, Biomedical Engineering, Pharmacy, Nursing or equivalent</li> <li>• Training in Public Health related field will an added advantage</li> </ul>	4 years of experience in a similar environment preferably in a pharmaceutical organization.	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		

<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>	
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of warehouse processes, systems, and practices</li> <li>• Basic Knowledge of Risk Management</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**E. Directorate: BIO MEDICAL ENGINEERING SERVICES DIRECTORATE**

**1. Job Title: Bio Medical Engineering Services Director – (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Bio Medical Engineering Services Director	<b>Job Grade:</b>	
<b>Department:</b> Bio Medical Engineering Services	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/SdsGME Dy18?origin=lprLink">https://forms.office.com/r/SdsGME Dy18?origin=lprLink</a>	
<b>Reports to / Title of Immediate Supervisor:</b> Executive Director	<b>Supervises:</b> Bio Medical Engineering Services Manager, 3 <sup>rd</sup> Party Contractors		
<b>Job Purpose:</b> The Biomedical Engineering Director is responsible for overseeing the selection, implementation, and maintenance of biomedical technologies and equipment. This role involves leading a multidisciplinary team, managing budgets, ensuring compliance with regulations, while driving innovation to improve patient care services for clients, operational efficiency and data accuracy.			
<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b>Stakeholders:</b>  Clients  3 <sup>rd</sup> Party Contractors  Tax Authorities		
<b>Functional Outputs/Activities per key performance area:</b>			
<b>Strategic Planning</b> <ul style="list-style-type: none"> <li>Spearhead the development of JMS's comprehensive Bio Medical Engineering Services strategy, ensuring it aligns with the organization's overall goals and mission.</li> </ul>			

- Provide visionary leadership to the Bio Medical Engineering Services function, ensuring the timely, reliable, and cost-effective delivery of Bio Medical Technologies to customers while continuously optimizing processes.
- Develop operational plans in line with the strategy
- Monitor execution of the activities in the CRM plan
- Evaluate the impact of the execution Monitor and approve the performance of the directorate's financial plans(budgets).

#### **Self-Sustaining unit**

- To lead, manage, and grow the business unit into a self-sustaining, financially viable, and strategically aligned entity that contributes to the overall goals of JMS.
- Prepare and manage the directorate budget to ensure profitability and cost-effectiveness.
- Develop revenue-generating models and meet financial performance targets (income, ROI, break-even).
- Ensure financial controls, pricing policies, and revenue collection systems are in place
- Drive customer acquisition, retention, and satisfaction strategies.
- Build networks, partnerships, and collaborations that add value to the Directorate.
- Develop and execute marketing and branding strategies

#### **Bio Medical Engineering Services Administration**

- Oversee, coordinate and govern all functions related to installation, repair, and maintenance of biomedical patient care equipment and furniture
- Develop and implement training programs for customers and relevant patient care personnel regarding equipment operations, standards, and maintenance.
- Identify and support the equipment needs for JMS existing and new customers
- Review, assess requests for biomedical equipment services and deploy appropriate responses
- Ensure there is a systematic approach to managing the full lifecycle of medical equipment including tracking, maintenance, upgrades, and replacement
- Develop a contracts management policy and guidelines for biomedical equipment and services
- Develop and implement marketing strategies of the BMT equipment to meet the desired targets
- Develop and implement appropriate biomedical equipment sales and maintenance packages for JMS customers
- Provide technical advice to management on the Bio-medical equipment portfolio in line with the changing technology and market trends.

<ul style="list-style-type: none"> <li>• Oversee inventory control processes to ensure sourcing of correct and cost-effective products and services</li> <li>• Implement and monitor for compliance to the customer charter</li> <li>• Implement strategies to increase customer loyalty and achieve and maintain outstanding customer service.</li> <li>• Develop and implement systems to ensure that we serve the customer orders 100%</li> <li>• Plan and implement customer satisfaction surveys</li> </ul> <p><b>Profit and Loss Management</b></p> <ul style="list-style-type: none"> <li>• Partner with other directorates to develop a sustainable logistics service that contributes to revenue generation by offering affordable, reliable bio medical engineering services, thereby supporting the financial stability of JMS.</li> <li>• Develop innovative ways of improving efficiency and cost reduction in bio medical services delivery.</li> </ul> <p><b>Project Management</b></p> <ul style="list-style-type: none"> <li>• Oversee and coordinate biomedical engineering projects from conception through completion, ensuring timely delivery and adherence to specified goals and objectives</li> <li>• Establish and maintain quality assurance programs to monitor and evaluate the performance and reliability of biomedical equipment, data and systems</li> <li>• Coordinate with Procurement staff to ensure that orders are served fully</li> <li>• Streamline communication to customers to ensure timely feedback</li> </ul> <p><b>Networking and Collaboration</b></p> <ul style="list-style-type: none"> <li>• Actively participate in industry conferences, events, and meetings to network with potential partners, donors, and key stakeholders while staying informed of emerging trends, technologies, and best practices in supply chain management.</li> <li>• Negotiate service agreements with vendors where appropriate.</li> </ul> <p><b>3<sup>rd</sup> Party Contract Management</b></p> <ul style="list-style-type: none"> <li>• Oversee the management of the portfolio of 3rd Party contracts to ensure contract compliance.</li> <li>• Develop and maintain strong relationships with the 3rd Party through various collaborations, meetings etc.</li> <li>• Set in place systems to anticipate and manage risks of 3rd Party contractors.</li> <li>• Sign purchase/task orders for the partners on behalf of JMS</li> </ul> <p><b>Risk Management</b></p>	
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<ul style="list-style-type: none"> <li>Proactively identify potential risks associated with Bio Medical Equipment.</li> <li>Develop and implement comprehensive risk mitigation strategies to safeguard operations and ensure business continuity.</li> <li>Develop and implement a system for identifying and mitigating organization supply chain risks as per the Organization risk management framework</li> </ul> <p><b>Team Management</b></p> <ul style="list-style-type: none"> <li>Support the staff to develop individual work plans for the week/month or year to create visibility and clarity of tasks, track their progress against these plans.</li> <li>Develop and implement KPIs for staff and evaluate and assess staff performance regularly.</li> <li>Ensure that all staff have individual development programs, and the department has a defined training plan.</li> <li>Provide guidance, coaching and mentoring to department staff.</li> <li>Conduct quarterly performance reviews for department staff and identify areas of improvement.</li> <li>Manage the administration of staff i.e. leave approval, travel approval etc.</li> <li>Approve expenditures as per the delegation of authority.</li> </ul>		
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>Develop the budget for the Directorate as per the set guidelines.</li> <li>Continuously identify areas for improved efficiency.</li> </ul>		
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>Continuously assesses risk inherent in the Bio Medical Engineering Services process.</li> <li>Develop mitigation measures to curb the risk inherent in the Bio Medical Engineering Services process.</li> <li>Review the effectiveness of the mitigation measures on a continuous basis</li> <li>Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	

<ul style="list-style-type: none"> <li>• Masters' degree in Mechanical Engineering, or Biomedical Engineering or its equivalent</li> <li>• The Bachelor's Degree held should be in a medical-related field</li> <li>• Certifications: Professional certification in biomedical engineering (e.g., CBET, CCE) is an added advantage</li> </ul>	Minimum of ten (10) years of working experience of which eight (8) must have been gained from a supervisory position in a reputable organization	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Knowledge of many different types of patient care equipment.</li> <li>• Knowledge of electronic theory and technology.</li> <li>• Advanced Knowledge of Risk Management</li> </ul>		
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>		

<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	
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## 2. Job title: Bio Medical Services Manager – (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Bio Medical Engineering Services Manager	<b>Job Grade:</b>	
<b>Department:</b> Bio Medical Engineering Services	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/SdsGMEDy18?origin=lprLink">https://forms.office.com/r/SdsGMEDy18?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Bio Medical Engineering Services Director	<b>Supervises:</b> Bio Medical Engineering Services Officer		
<b>Job Purpose:</b> The Biomedical Engineering Manager is responsible for the day to day management, operation, and organizational effectiveness of the Biomedical Engineering Directorate, including managing all aspects of human and financial resources together with developing, implementing and managing short and long-term strategic priorities and quality improvement initiatives.			

<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b><u>Stakeholders:</u></b>  Clients  3 <sup>rd</sup> Party Contractors  Tax Authorities	
<b>Functional Outputs/Activities per key performance area:</b>		
<ul style="list-style-type: none"> <li>• Draft and participate in the development of the BME Directorate’s policies, strategies and procedures and submit to the Director for approval.</li> <li>• Carryout interviews/surveys to appreciate their merits and identify areas of improvement.</li> <li>• Develop and implement a capacity-building strategy and program for DBME personnel at both JMS and client health units.</li> <li>• Implement the recommendations for performance improvement given in the strategic review process.</li> <li>• Support the Director BME to identify what in the current marketing strategy of DBME should be retained and what should be revised/replaced.</li> <li>• Lead the DBME team to implement the business development strategy of the directorate and report all proceedings to the Director BME.</li> <li>• Carry out the implementation of robust quality assurance systems for biomedical technology equipment, services and supplies.</li> <li>• Implement and adhere to all the standard operating procedures as developed by the Director BME.</li> <li>• Monitor, test and manage equipment functionality.</li> <li>• Inspect all medical equipment to be sold by JMS and ascertain that they adhere to international and national quality standards and satisfy customer quality expectations as much as possible.</li> <li>• Carry out all the necessary equipment testing and calibration required in-house.</li> <li>• Follow-up on the use of systems and implementation of work schedules for human capital in the directorate</li> <li>• Plan and schedule work in liaison with the workshop team.</li> <li>• Conduct a capacity needs assessment and identify the need for training of DBME staff</li> <li>• Support and guide DBME Officers in a career perspective in line with their interests and goals.</li> </ul>		<ul style="list-style-type: none"> <li>•</li> </ul>

<ul style="list-style-type: none"> <li>• Provide training and mentorship for the Officers and Assistants regarding the equipment operations and systems.</li> <li>• Submit periodic reports on activities, tasks and assignments undertaken</li> </ul> <p><b>Self-Sustaining unit</b></p> <ul style="list-style-type: none"> <li>• To lead, manage, and grow the business unit into a self-sustaining, financially viable, and strategically aligned entity that contributes to the overall goals of JMS.</li> <li>• Prepare and manage the directorate budget to ensure profitability and cost-effectiveness.</li> <li>• Develop revenue-generating models and meet financial performance targets (income, ROI, break-even).</li> <li>• Ensure financial controls, pricing policies, and revenue collection systems are in place</li> <li>• Drive customer acquisition, retention, and satisfaction strategies.</li> <li>• Build networks, partnerships, and collaborations that add value to the Directorate.</li> <li>• Develop and execute marketing and branding strategies</li> </ul> <p><b>Implementation of Business Development and Marketing strategy</b></p> <ul style="list-style-type: none"> <li>• Support the Director BME to identify what in the current marketing strategy of DBME should be retained and what should be revised/replaced. <ul style="list-style-type: none"> <li>• Lead the DBME team to implement the business development strategy of the directorate and report all proceedings to the Director BME.</li> </ul> </li> </ul> <p><b>Quality Assurance Support</b></p> <ul style="list-style-type: none"> <li>• Carry out the implementation of robust quality assurance systems for biomedical technology equipment, services and supplies.</li> <li>• Implement and adhere to all the standard operating procedures as developed by the Director BME.</li> <li>• Monitor, test and manage equipment functionality.</li> <li>• Inspect all medical equipment to be sold by JMS and ascertain that they adhere to international and national quality standards and satisfy customer quality expectations as much as possible.</li> <li>• Carry out all the necessary equipment testing and calibration required in-house</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Follow-up on the use of systems and implementation of work schedules for human capital in the directorate</li> <li>• Plan and schedule work in liaison with the workshop team.</li> <li>• Conduct a capacity needs assessment and identify the need for training of DBME staff <ul style="list-style-type: none"> <li>• Support and guide DBME Officers in a career perspective in line with their interests and goals.</li> </ul> </li> </ul>	
<p><b>Financial Management</b></p>	

<ul style="list-style-type: none"> <li>• Provide input into the budget for the Directorate as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the Bio Medical Engineering Services process.</li> <li>• Develop mitigation measures to curb the risk inherent in the io Medical Engineering Services process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Bachelor's Degree in Mechanical Engineering, or Biomedical Engineering or its equivalent in a Medical field</li> <li>• A Master's Degree is an added advantage</li> </ul>	Minimum of seven (7) years of working experience of which four (4) must have been gained from a supervisory position in a reputable organization	
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		

<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Knowledge of many different types of patient care equipment.</li> <li>• Knowledge of electronic theory and technology.</li> <li>• Advanced Knowledge of Risk Management</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

### 3. Job title: Bio Medical Services Engineering Officer – (2 job positions)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Bio Medical Engineering Services Officer	<b>Job Grade:</b>	
<b>Department:</b> Bio Medical Engineering Services	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/SdsGMEDy18?origin=lprLink">https://forms.office.com/r/SdsGMEDy18?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Bio Medical Services Engineering Manager	<b>Supervises:</b> Bio Medical Engineering Services Assistant		

<b>Job Purpose:</b> The Biomedical Engineering Officer is responsible for providing proactive and responsive Biomedical Engineering services to customers, and support the processes that ensure appropriate stocks of medical equipment are maintained for sale at JMS.		
<b>Key Customer/s:</b> SMT JMS Staff Finance	<b><u>Stakeholders:</u></b> Clients 3 <sup>rd</sup> Party Contractors	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Installation and Maintenance of Equipment Supplied</b> <ul style="list-style-type: none"> <li>• Oversee the Installation, service and repair of medical equipment in accordance to the international standards</li> <li>• Develop and implement service delivery standards.</li> <li>• Offer technical consultancy services to health units.</li> <li>• Develop field visit plans.</li> <li>• Develop assessment tools.</li> <li>• Assess various units and offer technical support.</li> <li>• Oversee and monitor the installation of new Equipment in health units.</li> <li>• Service the medical equipment.</li> <li>• Offer technical support to health units on retirement and disposal of medical equipment.</li> </ul> <b>Capacity Building</b> <ul style="list-style-type: none"> <li>• Develop training needs assessment and evaluation tools.</li> <li>• Train medical equipment users and hospital technicians</li> <li>• Develop a training curriculum and training materials</li> <li>• Train equipment users and technicians in the health facilities or centralized locations in Uganda</li> </ul> <b>Calibration and Validation of Medical Equipment</b> <ul style="list-style-type: none"> <li>• Calibrate and validate medical devices as per the technical manuals</li> <li>• Develop list of equipment to validate and calibrate.</li> <li>• Oversee the requisition of calibration and validation equipment.</li> </ul>		



<ul style="list-style-type: none"> <li>• Setup charges for various devices to be calibrated.</li> <li>• Identify marketing opportunities of the calibration and validation services.</li> <li>• Develop Standard Operating Procedures for calibration of equipment.</li> </ul> <p><b>Asset Management</b></p> <ul style="list-style-type: none"> <li>• Review and update equipment inventory at JMS to match MoH, CDC, and WHO requirements</li> <li>• Acquire the list of equipment requirements from MoH, CDC, WHO.</li> <li>• Propose and recommend effective methods for showcasing medical equipment</li> </ul> <p><b>Team Management</b></p> <ul style="list-style-type: none"> <li>• Oversee the day-to-day operations of Medical Equipment in the Workshop and field</li> <li>• Prepare an Operational Plan and activities for the management of Medical Equipment in the Workshop and field.</li> <li>• Plan and schedule work in liaison with the workshop team.</li> <li>• Submit periodic reports on activities, tasks and assignments undertaken.</li> </ul>		
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Provide input into the budget for the Directorate as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	

<ul style="list-style-type: none"> <li>• Bachelor's Degree in Biomedical, Electro-Mechanical, Electronics Engineering or the equivalent.</li> <li>• Specialized training in repair and maintenance of medical equipment is an added advantage.</li> </ul>	At least five year's working experience in a similar position.	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Knowledge of many different types of patient care equipment.</li> <li>• Knowledge of electronic theory and technology.</li> <li>• Advanced Knowledge of Risk Management</li> </ul>		
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>		
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>		

**4. Job title: Bio Medical Services Engineering Assistant – (4 job positions)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Bio Medical Engineering Services Assistant	<b>Job Grade:</b>	
<b>Department:</b> Bio Medical Engineering Services	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/SdsGMEdy18?origin=lprLink">https://forms.office.com/r/SdsGMEdy18?origin=lprLink</a>	
<b>Reports to / Title of Immediate Supervisor:</b> Bio Medical Services Engineering Officer	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> The Biomedical Engineering Assistant role is to provide proactive and responsive Biomedical Engineering support services to customers, and lead on coordination of Gadian-JMS activities that facilitate availability of stocks of medical equipment, their spare parts and accessories to meet customer service needs.			
<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b><u>Stakeholders:</u></b>  Clients  3 <sup>rd</sup> Party Contractors  Tax Authorities		
<b>Functional Outputs/Activities per key performance area:</b>			
<ul style="list-style-type: none"> <li>• Coordinate the development of Preventive Maintenance schedules.</li> <li>• Develop and implement service delivery standards</li> <li>• Assess health facilities' needs and offer technical guidance.</li> <li>• Oversee on-site Preventive Maintenance activities</li> <li>• Install, service and repair assorted medical equipment at various health facilities or JMS workshop to international standards</li> </ul>			

<ul style="list-style-type: none"> <li>• Lead and manage on-site installation, maintenance and repair of Gadian Medical Equipment</li> <li>• Manage on site installations of Gadian brand Medical Equipment.</li> <li>• Support in the installation of new equipment in the Health Units.</li> <li>• Service assorted medical equipment.</li> <li>• Offer technical support to health units on retirement and disposal of medical equipment.</li> <li>• Implement service delivery standards.</li> <li>• Update the workshop management information system when any action is done out of the system.</li> <li>• File all the necessary document.</li> <li>• Issue Equipment repair requests and dispatch documents accordingly.</li> <li>• Report and provide information regarding loss of any equipment in the showroom.</li> <li>• Maintain an up-to-date list of inventory equipment in workshops and showrooms.</li> <li>• Organize and maintain cleanliness of the workshop and showrooms and items therein to the required JMS standard.</li> <li>• Develop and maintain a tracking system for all stock inventory including equipment, spare parts, consumables, and accessories</li> <li>• Track products from receipt to point of sale and product use.</li> <li>• Follow up for cases where items are not found in the supply chain.</li> <li>• Attain a list of equipment requirements and follow up on order fulfilment.</li> <li>• Maintain accountability in the tracking system for all products delivered by Gadian/JMS.</li> <li>• Coordinate periodic stock take exercises and harmonize inventory records.</li> <li>• Register and tag all equipment brought for repairs and update clients of the status of their equipment.</li> <li>• Inspect new receipts of new Medical Equipment in accordance with JMS set specifications.</li> <li>• Perform sales and marketing activities to boost market for Gadian products in Uganda and other geographical regions of interest to JMS</li> <li>• Proactively contribute to preparation of annual operational plan activities for Biomedical equipment and services.</li> <li>• Actively participate in the planning and scheduling of marketing activities for Gadian/JMS products to both new and existing JMS customers.</li> <li>• Represent Gadian/ JMS products at conferences/ exhibitions in Uganda and other geographical regions of interest to JMS</li> <li>• Offer technical consultancy services to both new and existing JMS customers.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Actively participate in Exhibition Events of JMS products, respond to customer enquiries and share feedback.</li> <li>• Respond to customer enquiries about products and services.</li> <li>• Update customers on job statuses.</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Adhere to the budget for the Directorate as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Ensure all activities within the directorate align with JMS's core values, ethical standards, and regulatory requirements, fostering a culture of integrity and accountability across all operations.</li> <li>• Ensure JMS Supply Chain Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Diploma / Degree in Biomedical, Electro-Mechanical, Electronics Engineering or the equivalent.</li> <li>• Specialized training and/or in repair and maintenance of medical equipment is an added advantage</li> </ul>	Minimum of two to three (3) years of working experience in a reputable organization	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		

<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>	
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Knowledge of many different types of patient care equipment.</li> <li>• Knowledge of electronic theory and technology.</li> <li>• Advanced Knowledge of Risk Management</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

## F. PLANNING AND PROCUREMENT DIRECTORATE

### 1. Job Title: Planning and Procurement Director – (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Planning and Procurement Director	<b>Job Grade:</b>	
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<b>Department:</b> Procurement and Planning	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/XTkJq4UeTt?origin=lprLink">https://forms.office.com/r/XTkJq4UeTt?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Executive Director	<b>Supervises:</b> Procurement and Planning Manager, Marketing and Business Development Manager	
<b>Job Purpose:</b> The Director, Planning and Procurement is responsible for providing leadership and oversight to the Procurement function and ensure timely procurement of medical supplies, goods, works, services and guide, support the operations of the entire Directorate in regard to policy planning, execution and implementation of the business development strategies in line with the JMS policies		
<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b>Stakeholders:</b>  Suppliers  Tax Authorities	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Strategic Planning</b> <ul style="list-style-type: none"> <li>• Develop, review, and maintain effective procurement policies, systems, and procedures</li> <li>• Review and harmonize the procurement policies with other Organization policies and procedures</li> <li>• Formulate procurement strategies, plans and activities</li> </ul> <b>Procurement Planning and Sourcing</b> <ul style="list-style-type: none"> <li>• Develop and implement a procurement plan for pharmaceutical products, sardines, goods, works and services for effective functioning of the Organization in line with the procurement policy and procedures.</li> <li>• Plan and monitor the preparation of bidding documents and Request for Proposals and technical Specifications in accordance with terms of reference and Organization Procurement Guidelines.</li> <li>• Assess and evaluate suppliers/items in line with Organization's procurement procedures and guidelines.</li> </ul>		

<ul style="list-style-type: none"> <li>• Develop and maintain supplier's database as per the Organization's procurement policies and procedures.</li> <li>• Design and implement a mechanism for pre-qualifying supplier of critical items and services for the Organization in line with the procurement plan</li> <li>• Review request for quotations (RFQ) and purchase orders for accuracy and correct details prior to transmission to suppliers in line with Organization procurement guidelines.</li> </ul> <p><b>Procurement Process Administration</b></p> <ul style="list-style-type: none"> <li>• Support the implementation of the Organization's quality assurance policy, associated SOPs and procedures in accordance with the QMS standards.</li> <li>• Identify and assess wasteful practices that impact on the procurement process and Organization resources and make appropriate recommendations to management.</li> <li>• Supervise the compiling and forwarding of relevant documents for the payment of suppliers in line with financial manual.</li> <li>• Lead the drafting of service level agreements between JMS and suppliers and support internal users in monitoring of supplier performance.</li> <li>• Oversee assets and inventory disposal in line with JMS and donor regulations.</li> <li>• Develop and implement a procurement monitoring and evaluation system in accordance with the Organization objectives.</li> <li>• Prepare and submit periodic reports on procurement activities and performance to Management.</li> <li>• Provide access of records to the Auditors as may be required and provide responses to audit or any other queries in a timely manner.</li> </ul> <p><b>Stakeholder Management</b></p> <ul style="list-style-type: none"> <li>• Develop and implement Supplier and customer relationship management initiatives.</li> <li>• Increase Stakeholder satisfaction</li> <li>• Carry out regular stakeholder satisfaction surveys and implement identified initiatives.</li> <li>• Improve marketing and business development initiatives.</li> <li>• Assign key customers to account managers.</li> <li>• Organize interactive forum for suppliers (supplier conference)</li> </ul> <p><b>Marketing &amp; Business Development Initiatives</b></p> <ul style="list-style-type: none"> <li>• Develop Business development &amp; Marketing Strategy</li> <li>• Build networks with specific customers or partners to discuss and grow business/partnerships</li> <li>• Develop effective business and marketing matrices for evaluating results and business performance management.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Identify and partner with manufacturers to boost JMS competitiveness.</li> <li>• Develop and review MOUs with identified partners with specific targets and deliverables.</li> <li>• Profile customers, products and carry out market campaigns.</li> <li>• Carry out market intelligence to identify business opportunities and alternatives and keep a breast with market trends.</li> <li>• Carry out a price market survey for identified/ basket of products to analyze JMS' competitiveness.</li> <li>• Increase revenue from all JMS product ranges.</li> <li>• Implement a product portfolio framework and corresponding initiatives.</li> <li>• Increase the speed in Implementation of Direct to Vendor (D2V) strategy initiatives.</li> <li>• Conduct regular customer regional days and field visits.</li> </ul> <p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Develop and implement a system for identifying and mitigating organization procurement risks as per the Organization risk management framework</li> </ul> <p><b>Team Management</b></p> <ul style="list-style-type: none"> <li>• Support the staff to develop individual work plans for the week/month or year to create visibility and clarity of tasks, track their progress against these plans.</li> <li>• Develop and implement KPIs for staff and evaluate and assess staff performance regularly.</li> <li>• Ensure that all staff have individual development programs, and the department has a defined training plan.</li> <li>• Provide guidance, coaching and mentoring to department staff.</li> <li>• Conduct quarterly performance reviews for department staff and identify areas of improvement.</li> <li>• Manage the administration of staff i.e. leave approval, travel approval etc.</li> <li>• Approve expenditures as per the delegation of authority.</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Develop the budget for the department as per the set guidelines.</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>	
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the procurement process.</li> <li>• Develop mitigation measures to curb the risk inherent in the procurement process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>	

<b>Compliance</b> <ul style="list-style-type: none"> <li>• Monitor the implementation of contracts</li> <li>• Ensure JMS Procurement Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Master of Science in Procurement and Supply Chain Management or MBA (Marketing option) OR Pharmacy</li> <li>• Bachelors' Degree in: Pharmacy, Procurement, Logistics, Business Administration, Pharmacy, Biomedical Engineering or equivalent</li> <li>• Either; CIPS or CIM (Chartered Institute of Marketing), CILT (Chartered institute of Logistics &amp; Transport) is a MUST</li> </ul>	Minimum of ten (10) years of working experience of which eight (8) must have been gained from a supervisory position in a reputable organization	
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>		

<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

## 2. Job Title: Procurement and Planning Manager (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Procurement and Planning Manager	<b>Job Grade:</b>	
<b>Department:</b> Procurement and Planning	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/XTkJq4UeTt?origin=lprLink">https://forms.office.com/r/XTkJq4UeTt?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Procurement and Planning Director	<b>Supervises:</b> Procurement Officer		
<b>Job Purpose:</b> The role is responsible for developing and managing the procurement function of the JMS to ensure that good and supplies are procured at the most competitive prices and of the required quality as per the Organization procurement policies and procedures.			

<b>Key Customer/s:</b> SMT JMS Staff Finance	<b><u>Stakeholders:</u></b> Suppliers Tax Authorities	
<b>Functional Outputs/Activities per key performance area:</b>		
<ul style="list-style-type: none"> <li>• Liaise with relevant functions in the organization to determine product and service needs</li> <li>• Develop and manage supplier base and contracts for reliability and competitiveness</li> <li>• Draw up service contracts for effective execution and performance monitoring</li> <li>• Coordinate purchasing activities to meet organizational needs</li> <li>• Approve and authorize purchase orders for accountability</li> <li>• Manage tender process for quality, cost effectiveness and efficiency</li> <li>• Administer the full cycle of subcontractor management activities, including planning, facilitation, selection, pre-award assessments, negotiation, submission, orientations, review of monthly reports, monitoring/compliance visits and closeout</li> <li>• Manage RFP and bid analysis process for subcontracts</li> <li>• Place overseas orders, liaise with clearing agent and verify transactional documents to facilitate payment</li> <li>• Develop and maintain Procedures for Procurement Section for efficiency</li> <li>• Prepare Management Reports for decision making</li> </ul> <p><b>Procurement Planning &amp; Budgeting</b></p> <ul style="list-style-type: none"> <li>• Coordinate and work with user departments to collect, review and incorporate user needs in the annual procurement plan making sure they are in line with JMS' work plan and budget.</li> <li>• Support user departments in their annual work plans and budgets by providing information on cost estimates.</li> <li>• Monitor the implementation and responsiveness of the procurement plan.</li> <li>• Develop, implement and prioritize resource allocation, monitor, control procurement budget and report in accordance to JMS budgeting requirements.</li> <li>• Develop and Implement Annual Procurement Plan</li> <li>• Review Procurement Plans and budgets to inform the next course of action</li> </ul> <p><b>Tender /Bidding process Management</b></p>		

<ul style="list-style-type: none"> <li>• Identify the type of bidding that would best suit the requirements</li> <li>• Prepare the documents in relation to the type of bidding agreed upon</li> <li>• Submit tender documents and advise Management the appropriate procurement methods depending on threshold and timelines for approval</li> <li>• Send the documents to the suppliers and adverts in the newspapers.</li> <li>• Ensure Specifications/TOW/SOW are incorporated in the bidding documents</li> </ul>		
<b>Contracts Management</b> <ul style="list-style-type: none"> <li>• Determine what is necessary for the different contracts</li> <li>• Develop and maintain standard contract template in consultation with JMS lawyer; ensuring proper terms. Conditions and obligations are incorporated</li> <li>• Share the JMS standard contract with all suppliers and service providers to confirm and accept the terms and conditions before it is approved.</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Plan and control sectional budget to optimize utilization of resources and accountability</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the procurement process.</li> <li>• Develop mitigation measures to curb the risk inherent in the procurement process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Monitor the implementation of contracts</li> <li>• Ensure JMS Procurement Process Compliance by all stakeholders in execution of activities.</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	

<ul style="list-style-type: none"> <li>• Master's degree in Pharmacy, Supply Chain Management/Procurement, and or Business Administration</li> <li>• Professional Qualification in Procurement; CIPS is an Added Advantage</li> <li>• Bachelor's Degree in Business Administration, Procurement, Pharmacy or in any other relevant/related field</li> </ul>	<p>Minimum of eight (8) years of working experience of which five (5) must have been gained from a supervisory position in a reputable organization</p>	
<p>Competencies Required:</p> <p><b>Behavioural</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<p><b>Knowledge.</b></p> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>		
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>		

<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	
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### 3. Job Title: Procurement Officer – (2 job positions)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Procurement Officer	<b>Job Grade:</b>	
<b>Department:</b> Procurement and Planning	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/XTkJq4UeTt?origin=lprLink">https://forms.office.com/r/XTkJq4UeTt?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Planning & Procurement Manager	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> The Procurement Officer is responsible for managing procurement processes, supplier engagement, and contract management while ensuring compliance with regulatory and organizational policies.			
<b>Key Customer/s:</b> SMT JMS Staff Finance	<b>Stakeholders:</b> Suppliers Tax Authorities		
<b>Functional Outputs/Activities per key performance area:</b>			

<p><b>Procurement Planning and Sourcing</b></p> <ul style="list-style-type: none"> <li>• Timely handling of procurement requests from the different Departments through the ERP system.</li> <li>• Ensure cost effective procurement of goods, services or works</li> <li>• Ensure 100% LPO delivery compliance</li> <li>• Ensure compliance with the Organization Procurement Plan</li> <li>• Maintaining accurate purchase and pricing records.</li> </ul> <p><b>Tender Process Management</b></p> <ul style="list-style-type: none"> <li>• Implement the framework for preparation of bidding documents and Request for Proposals in accordance with procurement procedures.</li> <li>• Implement guidelines and framework for bid evaluation and selection process using the technical and commercial evaluation</li> <li>• Participate in evaluation of bids, to ensure Value For Money</li> <li>• Conduct pre-bid meetings with interested vendors and user departments to ensure complete understanding of bid requirements, scope of work and responsibilities.</li> <li>• Participate in contract negotiations.</li> <li>• Resolve delivery problems and complaints, vendor disputes concerning contract obligations, and verbal and written pretexts from unsuccessful bidders</li> <li>• Administer contracts and purchase orders to ensure compliance with bid specifications, requirements, vendor performance, delivery receipts, contract compliance, payment scheduling, etc.</li> <li>• Resolves problems and protests concerning bid solicitations, contract awards or contract performance as need arises.</li> <li>• Reviews and analyses all purchases to ensure justification exists for tender awards and policy as followed</li> </ul> <p><b>Procurement Process Administration</b></p> <ul style="list-style-type: none"> <li>• Identify, develop, and update Quality Management System (QMS) documentation to align with best pharmaceutical procurement practices.</li> <li>• Address and resolve quality-related complaints by liaising with suppliers and implementing corrective and preventive actions (CAPA).</li> <li>• Support procurement activities for donor-funded programs, grants, and access programs to enhance project outcomes.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Manage international procurement, liaising with overseas vendors, regulators for Import Declaration Forms (IDFs), and clearing agents to ensure smooth clearance.</li> <li>• Initiate and recommend payment of procurement related issues</li> <li>• Receives, reviews and analyses purchase requisitions</li> <li>• Confers with department officials concerning supply requirements</li> <li>• Interprets purchasing policies, relays instructions of policy and procedure revision to other departments</li> <li>• Conduct supplier performance reviews for improvement of services</li> <li>• Prepare and present monthly reports to Procurement Manager on cost analysis vs. budget</li> <li>• Department records management</li> </ul>		
<b>Stakeholder Management</b> <ul style="list-style-type: none"> <li>• Stakeholder engagements to promote best procurement practices (and reduce complaints) within the Organization</li> <li>• Support the Procurement manager in procurement planning and supplier relationship management.</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Adherence to department budget</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the procurement process.</li> <li>• Develop mitigation measures to curb the risk inherent in the procurement process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Monitor the implementation of contracts</li> <li>• Ensure JMS Procurement Process Compliance by all stakeholders in execution of activities.</li> <li>• Follow all organization safety guidelines and infection control protocols</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	

<ul style="list-style-type: none"> <li>• Bachelor's degree in Procurement/ Supply Chain /Logistics Management or Pharmacy; Business Administration; BCOM; Nursing, Biomedical Engineering.</li> <li>• Professional Qualifications: CIPS is a must</li> </ul>	5 years of experience in a similar environment preferably in a medical supply logistics context.	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>		
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>		
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>		

#### 4. Job Title: Procurement Assistant (3 job positions)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Procurement Assistant	<b>Job Grade:</b>	
<b>Department:</b> Procurement and Planning	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/XTkJq4UeTt?origin=lprLink">https://forms.office.com/r/XTkJq4UeTt?origin=lprLink</a>	
<b>Reports to / Title of Immediate Supervisor:</b> Procurement Officer	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> This role will report to the Procurement Officer and will be responsible for supporting the procurement process to ensure timely procurement, prevent stockouts, and maintain accurate financial and inventory records.			
<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b>Stakeholders:</b>  Suppliers  Tax Authorities		
<b>Functional Outputs/Activities per key performance area:</b>			
<ul style="list-style-type: none"> <li>• Receive and record purchase requests from end-users to ensure timely procurement of goods and services.</li> <li>• Key in purchase orders to prevent stockouts and maintain adequate inventory levels</li> <li>• Obtain authorization from relevant approvers and designated signatories to formalize procurement transactions</li> <li>• Update the vendors master list for reference and decision-making</li> <li>• Track the status of purchase orders and inform relevant staff of estimated delivery times or changes affecting delivery conditions to manage expectations.</li> <li>• Receive and record supplier invoices for non-trade commodities attached to requisitions to facilitate prompt payment and maintain accurate financial records.</li> <li>• File all procurement documents systematically for recordkeeping and audit purposes, and maintain orderly files on active orders, including changes and partial shipments.</li> </ul>			<ul style="list-style-type: none"> <li>•</li> </ul>

<ul style="list-style-type: none"> <li>• Receive and record tender samples, to facilitate decision making</li> <li>• Implement Supplier Relationship Framework;</li> <li>• Participate in supplier visits to discuss win win situations</li> <li>• Maintain and promote a good professional relationship with the suppliers and service providers so as to foster feedback and continuous improvement.</li> <li>• Assist all suppliers coming into the directorate to access the right officers/offices</li> </ul> <p><b>Contract management system Support.</b></p> <ul style="list-style-type: none"> <li>• Implement JMS Contract Management Framework;</li> <li>• Develop and regularly update a contract log for tracking all contracts in place.</li> <li>• Participate in the evaluation of supplier performance.</li> </ul> <p><b>Procurement and Sourcing of goods and Services</b></p> <ul style="list-style-type: none"> <li>• Participate in the procurement and sourcing of items as per the purchase requisition generated in ERP and based on day-to-day customer requirements &amp; JMS operational usage.</li> <li>• Follow up and monitor the delivery of items with the supplier.</li> <li>• Implement the JMS computerized purchase order management system in line with the JMS procurement guidelines.</li> <li>• Verify and forward supplier information provided for payment to Finance Department.</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Adherence to department budget</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>	
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the procurement process.</li> <li>• Develop mitigation measures to curb the risk inherent in the procurement process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>	
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Monitor the implementation of contracts</li> <li>• Ensure JMS Procurement Process Compliance by all stakeholders in execution of activities.</li> <li>• Follow all organization safety guidelines and infection control protocols</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>	

<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Degree in procurement and Logistics Management and any other relevant field</li> <li>• At least level 2 of CIPS</li> </ul>	3 years of experience in a similar environment preferably in a pharmaceutical organization.	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>		
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>		
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>		

**5. Job title: Business Development Manager – (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Business Development Manager	<b>Job Grade:</b>	
<b>Department:</b> Procurement and Planning	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/XTkJq4UeTt?origin=lprLink">https://forms.office.com/r/XTkJq4UeTt?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Procurement and Planning Director	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> To create, maintain and improve Strategic Business Relationships between JMS and her potential and existing customers through Business Development Initiatives that result in enhanced Organizational Sustainability.			
<b>Key Customer/s:</b> SMT JMS Staff Finance	<b>Stakeholders:</b> Clients Suppliers Tax Authorities		
<b>Functional Outputs/Activities per key performance area:</b>			
<b>Strategy Planning</b> <ul style="list-style-type: none"> <li>• Develop and maintain appropriate policies and procedures to guide and direct business development operations</li> <li>• Conduct a Market Analysis and segmentation.</li> <li>• Develop market performance matrix</li> <li>• Monitor strategy implementation to ensure business growth is aligned with strategy</li> </ul> <b>Business Development</b> <ul style="list-style-type: none"> <li>• Oversee the relationship, marketing and communication management of potential and existent customer including selected top clients – Key accounts.</li> </ul>			

<ul style="list-style-type: none"> <li>• Drive the growth strategy for the key accounts so as to increase JMS revenue from these customers.</li> <li>• Monitor purchases and sales revenue from the key accounts.</li> <li>• Predict and anticipate the needs of the key accounts without necessarily waiting for their orders.</li> <li>• Track order processing up to delivery for the key accounts.</li> <li>• Perform frequent visits to these top/select clients, take note of findings and propose improvement areas of attention for Management's Consideration.</li> <li>• Work with the Key clients to Plan for their needs (quantification and procurement plans development)</li> <li>• Identify the top client's unique needs and communicate them to PIMT for review and inclusion in JMS plans</li> <li>• Establish and maintain relationships with other sections to enhance the growth of business</li> <li>• Work with field officers on approaches to growing new and existing business</li> <li>• Train the team on sales techniques and give advice</li> <li>• Attend meetings with customers alongside the field officer on ad hoc basis</li> <li>• Carryout a market situation analysis on the Key Accounts segment</li> <li>• Conduct Price Surveys for sensitive products regularly to remain relevant</li> <li>• Conduct product promotion campaigns.</li> <li>• Carry out Product profiling and advise on the range of products for strategic focus in the Segment</li> <li>• Identify new business opportunities and target to sell to Key Customers</li> <li>• Explore and implement projects that can diversify the revenue sources.</li> <li>• Manage Key accounts and partnerships through MOUs.</li> <li>• Benchmark organizations with similar business and high performance</li> <li>• Implement Marketing Plan for D2V products and blue ocean products in the segment</li> </ul> <p><b>Partnership Management &amp; Development</b></p> <ul style="list-style-type: none"> <li>• Develop list of potential customers and follow them up.</li> <li>• Develop strategies to win business from potential large customers.</li> <li>• Write project proposals for specific projects to enhance excellent strategic relationships between JMS and Key customers.</li> <li>• Offer support to the business development team.</li> <li>• Develop JMS partnership model for key Customers</li> <li>• Identify which others customers can be included in the Business Partnership model</li> <li>• Create partnerships for D2V and blue ocean products</li> </ul>	
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**Provision of Customer Service**

- Client Credit Facility Management by working with the key customers and other business portfolios to come up with and monitor compliance with payment plans to ensure proper debt management.
- Develop initiatives and incentives for Customers who honour their credit terms 100%
- Complete customer account plans and maintain high customer satisfaction ratings for businesses developed.
- Maintain smooth relationships with all stakeholders within the business portfolio developed
- Manage any prevailing gaps within the value chain to ensure improvement of the JMS Brand and customer loyalty.
- Lead solution development efforts that best address customer needs and uphold high quality levels of Service and product.

**Business Intelligence**

- Identify marketing opportunities by identifying consumer requirements; defining market, competitor's share, and competitor's strengths and weaknesses; forecasting projected business; establishing targeted market share
- Sustain rapport with key accounts by making periodic visits; exploring specific needs; anticipating new opportunities

**Team Management**

- Support the staff to develop individual work plans for the week/month or year to create visibility and clarity of tasks, track their progress against these plans.
- Develop and implement KPIs for staff and evaluate and assess staff performance regularly.
- Ensure that all staff have individual development programs, and the department has a defined training plan.
- Provide guidance, coaching and mentoring to department staff.
- Conduct quarterly performance reviews for department staff and identify areas of improvement.
- Manage the administration of staff i.e. leave approval, travel approval etc.



<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Development and Adherence to department budget</li> <li>• Continuously identify areas for improved efficiency.</li> <li>• Approve expenditures as per the delegation of authority.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the business development and marketing process.</li> <li>• Develop mitigation measures to curb the risk inherent in the business development and marketing process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Monitor the implementation of contracts</li> <li>• Ensure JMS Business Development Process Compliance by all stakeholders in execution of activities.</li> <li>• Follow all organization safety guidelines and infection control protocols</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Bachelor's degree in Business, Pharmacy, Nursing related or Healthcare field.</li> <li>• Postgraduate Training in Relationship Management, supply chain management and business development will be an added advantage.</li> <li>• Professional qualification in Marketing (CIM) is an Added Advantage</li> </ul>	At least seven years of experience in marketing health products and technologies in large sized supply chain organizations or multinationals of which 3 years in supervising marketing field force or Relationship Management, Customer Service and care, Marketing, Business Development or Supply Chain Management.	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		

<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>	
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Business Development Processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>• Data Analysis Skills</li> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**6. Job title: Business Development Officer - Key Accounts and Tender Officer (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> BDO - Key Accounts and Tender Officer	<b>Job Grade:</b>	
<b>Department:</b> Procurement and Planning	<b>Duty Station:</b> JMS Head Office	<a href="https://forms.office.com/r/XTkJq4UeTt?origin=lprLink">https://forms.office.com/r/XTkJq4UeTt?origin=lprLink</a>	

<b>Reports to / Title of Immediate Supervisor:</b> Business Development Manager	<b>Supervises:</b> N/A	
<b>Job Purpose:</b> To implement approved Business Development & Marketing activities in a professional manner in order to meet the overall JMS Strategic Objectives		
<b>Key Customer/s:</b> SMT  JMS Staff  Procurement	<b><u>Stakeholders:</u></b>  Clients  Tax Authorities	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Identification of Business Opportunities</b> <ul style="list-style-type: none"> <li>• Search for leads on a daily basis in newspapers, Websites, Procurement Portals among others.</li> <li>• Lead the preparations for tender forecasts e.g., Opportunity assessment, intelligence gathering among others.</li> <li>• Identification and Management of Business Opportunities</li> <li>• Update and maintain the Organization's Tender database.</li> <li>• Follow up on previous bids.</li> </ul> <b>Bid Preparation</b> <ul style="list-style-type: none"> <li>• Study Tender documents and summarize important clauses and key aspects of the document.</li> <li>• Initiate and Follow up the application for the required certificates and statements</li> <li>• Confirm that pricings quoted in the documents are approved by the DBDP &amp; DFA accordingly.</li> <li>• Organize and put together the documents for submission in time.</li> <li>• Verify that Bids/Proposals/Quotation are submitted accordingly as per the stipulated timelines.</li> <li>• Oversee and maintain quality and accuracy in the preparation of tenders</li> <li>• Develop and maintain a tender checklist</li> </ul> <b>Market Intelligence</b> <ul style="list-style-type: none"> <li>• Carryout regular customer visits &amp; networks to get business.</li> <li>• Conduct market surveys on products, prices and competitor activities.</li> </ul>		

<ul style="list-style-type: none"> <li>• Gather feedback and process for Management’s action.</li> <li>• Follow-up on pending payments from Clients.</li> <li>• Benchmark on networking for tender leads</li> <li>• Visit websites popular for tenders/procurement portals</li> </ul> <p><b>JMS market share Expansion</b></p> <ul style="list-style-type: none"> <li>• Prepare and submit compliant bids at all times</li> <li>• Liaise with procurement to quickly check market prices before submission to ensure the JMS bids response are competitive</li> <li>• Collect market intelligence and share with management for better decision making.</li> <li>• Ensure a high conversion rate of Bids to sales.</li> <li>• Assist in the preparation of branding material and coordinate branding activities with the Communicates and Branding officer and other key stakeholders.</li> </ul> <p><b>Reporting</b></p> <ul style="list-style-type: none"> <li>• Prepare weekly, monthly and quarterly and annual reports accordingly.</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Adherence to department budget</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>	
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the business development process.</li> <li>• Develop mitigation measures to curb the risk inherent in the business development process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>	
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Monitor the implementation of contracts</li> <li>• Ensure JMS Procurement Process Compliance by all stakeholders in execution of activities.</li> <li>• Follow all organization safety guidelines and infection control protocols</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>	
<p><b>Minimum Qualification Requirements:</b></p>	<p><b>Related Minimum Experience:</b></p>

<ul style="list-style-type: none"> <li>• Bachelor's Degree in Procurement, Account and Finance, Business Administration, Marketing</li> <li>• Professional training in any of the following Professional Courses CIPS/CIM/CILT is an added advantage</li> </ul>	4 years of experience in a similar environment preferably in a pharmaceutical organization.	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>		
<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>		
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>		

**7. Job title: Business Development Officer - Direct Vendor Sourcing and Blue Ocean – (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Business Development Officer - Direct Vendor Sourcing and Blue Ocean	<b>Job Grade:</b>	
<b>Department:</b> Procurement and Planning	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/XTkJq4UeTt?origin=lprLink">https://forms.office.com/r/XTkJq4UeTt?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Business Development and Marketing Manager	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> Responsible for coordinating the identification, registration, market entry and market development of Direct to Vendor (D2V) products, Blue Ocean products in liaison with the quality assurance, procurement and business development departments, and the biomedical engineering directorate.			
<b>Key Customer/s:</b> SMT  JMS Staff  Procurement	<b>Stakeholders:</b>  Clients  Tax Authorities		
<b>Functional Outputs/Activities per key performance area:</b>			
<b>Planning and Budgeting</b> <ul style="list-style-type: none"> <li>Develop an annual D2V &amp; blue ocean work plan and financial budget and monitor their implementation in line with the overall business plan.</li> <li>Develop periodic reports for discussion with supervisor and management.</li> </ul> <b>Identification of Business Opportunities</b> <ul style="list-style-type: none"> <li>Review dossiers and related documentation, and prepare documents for GMP and production registration.</li> </ul>			

<ul style="list-style-type: none"> <li>• Follow up the submitted documents&amp; dossiers to fast-track registration of products.</li> <li>• Submit GMP applications and product dossiers to the National Drug Authority.</li> <li>• Host meeting with manufacturers to guide them on the regulatory framework and guidelines in Uganda.</li> </ul> <p><b>Market Intelligence</b></p> <ul style="list-style-type: none"> <li>• Develop business plans and strategies for registered products and all other products where JMS is the distributor so as to increase revenue.</li> <li>• Identify new business opportunities for registered products and carry out market campaigns.</li> <li>• Create new markets and introduce existing products into them.</li> <li>• Introduce new products to new and existing markets.</li> <li>• Compile the relevant science and information on the D2V &amp; blue ocean products and coordinate the development of training materials to educate, persuade, create awareness and encourage customers and promote sale of the D2V &amp; blue ocean products.</li> <li>• Develop a more effective service approach for new and existing clientele.</li> <li>• Review the performance of products under D2V &amp; blue ocean and advise management on key issues for decision making</li> <li>• Identify and partner with manufacturers to boost JMS competitiveness</li> <li>• Respond to the client queries regarding the products in a timely manner</li> <li>• Provide the necessary technical and regulatory information to the marketing team.</li> </ul> <p><b>JMS market share Expansion</b></p> <ul style="list-style-type: none"> <li>• Identify untapped market for D2V &amp; blue ocean products</li> <li>• Implement D2V &amp; blue ocean Marketing plans</li> <li>• Identify different marketing initiatives to penetrate and sustain market segments</li> <li>• Work with marketing team to ensure D2V &amp; blue ocean products are on their routing marketing schedule</li> <li>• Work with Procurement personnel, Stock control team and suppliers/manufacturers to ensure proper quantification, supply schedule and delivery of D2V &amp; blue ocean products</li> <li>• Negotiate for favorable contract terms with the identified suppliers/manufacturers</li> </ul> <p><b>Reporting</b></p> <ul style="list-style-type: none"> <li>• Maintain accurate monthly records of D2V &amp; blue ocean activities and report on any trends.</li> </ul>	
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<ul style="list-style-type: none"> <li>• Compile and submit to management monthly performance and progress reports on D2V initiative for example the products registered, shortlisted, revenue generated among others.</li> <li>• Submit weekly reports to supervisor on work done, challenges and suggest solutions.</li> </ul>		
<b>Financial Management</b> <ul style="list-style-type: none"> <li>• Adherence to department budget</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>		
<b>Risk Management</b> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the business development process.</li> <li>• Develop mitigation measures to curb the risk inherent in the business development process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Monitor the implementation of contracts</li> <li>• Ensure JMS Procurement Process Compliance by all stakeholders in execution of activities.</li> <li>• Follow all organization safety guidelines and infection control protocols</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Bachelor's Degree in Pharmacy from a recognised institution</li> <li>• Member of the Pharmaceutical Society of Uganda with valid certificate of registration as pharmacist in Uganda</li> <li>• Professional training in procurement (CIPS), Marketing (CIMA) is an added advantage</li> </ul>	4 years of experience in a similar environment preferably in a pharmaceutical organization.	



<p>Competencies Required:</p> <p><b>Behavioural</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>	
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>	
<p><b>Knowledge.</b></p> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>	
<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<p><b>Attributes include:</b></p> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**8. Job title: Marketing Manager – (1 job position)**

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Marketing Manager	<b>Job Grade:</b>	
<b>Department:</b> Procurement and Planning	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/XTkJq4UeTt?origin=lprLink">https://forms.office.com/r/XTkJq4UeTt?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Procurement and Planning Director	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> This role will report to the Procurement and Planning Director and will be responsible for developing and managing Business and Marketing Strategies to achieve targeted sales revenue and business strategies to grow JMS business across all products and services.			
<b>Key Customer/s:</b> SMT  JMS Staff  Finance	<b><u>Stakeholders:</u></b>  Clients  Suppliers  Tax Authorities		
<b>Functional Outputs/Activities per key performance area:</b>			
<b>Strategy Planning</b> <ul style="list-style-type: none"><li>• Develop and maintain appropriate policies and procedures to guide and direct business development operations</li><li>• Conduct a Market Analysis and segmentation.</li><li>• Develop marketing strategies and marketing plans</li><li>• Oversee the development of a budget.</li><li>• Develop market performance matrix</li><li>• Monitor strategy implementation to ensure business growth is aligned with strategy</li></ul> <b>Business Development</b> <ul style="list-style-type: none"><li>• Carryout a market situation analysis and segmentation</li></ul>			

<ul style="list-style-type: none"> <li>• Conduct Price Surveys</li> <li>• Conduct product promotion campaigns.</li> <li>• Carry out Product profiling and advise on the range of products for strategic focus</li> <li>• Identify new business opportunities and target to sell to particular customers</li> <li>• Manage and support tender business processes to ensure attainment of bids.</li> <li>• Explore and implement projects that can diversify the revenue source.</li> <li>• Streamline and strengthen export business</li> <li>• Develop marketing strategies and marketing plans</li> <li>• Oversee the development of a budget.</li> <li>• Develop market performance matrix</li> <li>• Establish and maintain relationships with other sections to enhance the growth of business</li> <li>• Work with field officers on approaches to growing new and existing business</li> <li>• Train the team on sales techniques and give advice</li> <li>• Attend meetings with customers alongside the field officer on ad hoc basis</li> </ul> <p><b>Marketing</b></p> <ul style="list-style-type: none"> <li>• Create advertising and promotional campaign materials.</li> <li>• Review advert and promotional materials to ensure compliance to brand manual.</li> <li>• Monitor publicity programs for market positioning and positive corporate image</li> <li>• Coordinate exhibitions and co-sponsorships with partners to enhance JMS brand.</li> <li>• Conduct research to understand the JMS brand rating.</li> <li>• Network and represent JMS on forums where JMS interests can be promoted.</li> <li>• Design communication strategies and brand collaterals.</li> <li>• Carry out Brand audit every 2 years to maintain relevancy</li> <li>• Conduct due diligence for all customers before recommending them for credit.</li> <li>• Recommend business that meets the criteria and follow up payments.</li> <li>• Negotiate for realistic credit days and credit ceilings with customers and communicate to Finance accordingly.</li> <li>• Conduct credit transaction/MOU reviews and advise Management accordingly.</li> <li>• Introduce initiatives and or incentives for customers honouring their credit terms</li> </ul> <p><b>Business Intelligence</b></p>	
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<ul style="list-style-type: none"> <li>• Identify marketing opportunities by identifying consumer requirements; defining market, competitor's share, and competitor's strengths and weaknesses; forecasting projected business; establishing targeted market share</li> <li>• Sustain rapport with key accounts by making periodic visits; exploring specific needs; anticipating new opportunities</li> </ul> <p><b>Team Management</b></p> <ul style="list-style-type: none"> <li>• Support the staff to develop individual work plans for the week/month or year to create visibility and clarity of tasks, track their progress against these plans.</li> <li>• Develop and implement KPIs for staff and evaluate and assess staff performance regularly.</li> <li>• Ensure that all staff have individual development programs, and the department has a defined training plan.</li> <li>• Provide guidance, coaching and mentoring to department staff.</li> <li>• Conduct quarterly performance reviews for department staff and identify areas of improvement.</li> <li>• Manage the administration of staff i.e. leave approval, travel approval etc.</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Development and Adherence to department budget</li> <li>• Continuously identify areas for improved efficiency.</li> <li>• Approve expenditures as per the delegation of authority.</li> </ul>	
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the business development and marketing process.</li> <li>• Develop mitigation measures to curb the risk inherent in the business development and marketing process.</li> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>	
<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Monitor the implementation of contracts</li> <li>• Ensure JMS Business Development Process Compliance by all stakeholders in execution of activities.</li> <li>• Follow all organization safety guidelines and infection control protocols</li> </ul>	

<ul style="list-style-type: none"> <li>Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>Bachelor's Degree in Business Administration, Commerce, Statistics, Economics, Social Sciences, Arts, Procurement, Pharmacy or relevant field.</li> <li>Master's in Business Administration (Marketing) is desirable</li> <li>Professional qualification in Marketing (CIM) is a MUST</li> </ul>	At least ten (10) years of experience in marketing health products and technologies in large sized supply chain organizations or multinationals of which 7 years in supervising marketing field force	
<b>Competencies Required:</b> <b>Behavioural</b> <ul style="list-style-type: none"> <li>Integrity</li> <li>Professionalism</li> <li>Self Confidence</li> <li>Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>Taking Initiative</li> <li>Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>Sound knowledge of Business Development Processes, systems, and practices</li> <li>Excellent Knowledge of Tenders and Contract Management Processes</li> <li>Basic Knowledge of Risk Management</li> </ul>		

<b>Skills</b> <ul style="list-style-type: none"> <li>• Data Analysis Skills</li> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

### 9. Job title: Marketing Officer – (1 job position)

<b>Organization:</b> Joint Medical Store	<b>Job Title:</b> Marketing Officer	<b>Job Grade:</b>	
<b>Department:</b> Procurement and Planning	<b>Duty Station:</b> JMS Head Office		<a href="https://forms.office.com/r/XTkJq4UeTt?origin=lprLink">https://forms.office.com/r/XTkJq4UeTt?origin=lprLink</a>
<b>Reports to / Title of Immediate Supervisor:</b> Business Development and Marketing Manager	<b>Supervises:</b> N/A		
<b>Job Purpose:</b> This role will report to the Business Development and Marketing Manager and will be responsible for implementing approved marketing strategies and campaigns in order to meet the overall sales and marketing objectives in conformity with approved policies and procedures			

<b>Key Customer/s:</b> SMT JMS Staff Finance	<b><u>Stakeholders:</u></b> Suppliers Tax Authorities	
<b>Functional Outputs/Activities per key performance area:</b>		
<b>Sales Forecasting and Distribution Plans</b> <ul style="list-style-type: none"> <li>• Develop marketing strategies and plans according to the territorial/regional targets and performance</li> <li>• Develop market performance matrix</li> <li>• Conduct market research to determine JMS competitiveness in terms of prices, products and products upon which targets are set.</li> <li>• Analyze products performance and customer needs so as to make informed decisions</li> <li>• Look out for promotional opportunities to promote our products and services.</li> <li>• Schedule promotional activities in various territorial areas.</li> <li>• Organize promotional materials and mobilize customers; with special focus and emphasis on D2V products.</li> </ul> <b>Sales Growth Strategies</b> <ul style="list-style-type: none"> <li>• Conduct a Market Situational Analysis to forecast business trends and opportunities.</li> <li>• Carry out product and customer profiling and advise on the range of existing opportunities for strategic focus.</li> <li>• Identify new business opportunities and target to sell to these particular customers.</li> </ul> <b>Market Surveys</b> <ul style="list-style-type: none"> <li>• Carry out market surveys to determine our competitiveness in the market.</li> <li>• Undertake market research and establish the best way to reach the targeted groups.</li> </ul> <b>Market Intelligence</b> <ul style="list-style-type: none"> <li>• Conduct competitor analysis and design appropriate strategies as per the market trends.</li> <li>• Carry out market intelligence to keep a brace with market trends.</li> <li>• Carry our price market survey for identified/ basket of products to check JMS competitiveness.</li> <li>• Set targets and support distributors to achieve their monthly and annual targets through collaborative field activities.</li> </ul>		

<ul style="list-style-type: none"> <li>• Carry out regular visits to Key accounts to engage and build strong relationships through signing MOUs with these customers for business growth.</li> <li>• Engage customers so as to gain knowledge of their periodic needs and reserve their stock accordingly.</li> <li>• Solicit customer complaints and submit to the respective departments for redress.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Monitor and review the weekly and monthly reports of the sales representative staff and put in place mechanisms to develop capacities</li> <li>• Promote a results-based performance management system and ensure timely appraisal process.</li> <li>• Carry out staff development needs assessment</li> <li>• Schedule and conduct trainings in your territory to keep them abreast with emerging marketing issues and to attain set targets.</li> <li>• Encourage innovation and excellent performance.</li> <li>• Carry out field visits to support and mentor the sales representatives in their respective territories.</li> <li>• Follow and resolve issues that may arise from the field.</li> </ul> <p><b>Networking</b></p> <ul style="list-style-type: none"> <li>• Search and identify forum opportunities for JMS participation.</li> <li>• Research on topics for discussion and prepare materials and presentations to the forum.</li> <li>• Organize regional customer days to enhance close customer relationships.</li> </ul> <p><b>Annual Workplan Development</b></p> <ul style="list-style-type: none"> <li>• Participate in departmental budgeting and planning process.</li> <li>• Identify support activities that will drive business.</li> <li>• Implement Marketing activities as per the budget estimates and Market plan.</li> </ul> <p><b>Reporting</b></p> <ul style="list-style-type: none"> <li>• Prepare weekly, monthly, quarterly and annual reports accordingly</li> </ul>	
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Adherence to department budget</li> <li>• Continuously identify areas for improved efficiency.</li> </ul>	
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Continuously assesses risk inherent in the procurement process.</li> <li>• Develop mitigation measures to curb the risk inherent in the procurement process.</li> </ul>	



<ul style="list-style-type: none"> <li>• Review the effectiveness of the mitigation measures on a continuous basis</li> <li>• Continuously assess risks inherent in the goods and services procured by the Organization.</li> </ul>		
<b>Compliance</b> <ul style="list-style-type: none"> <li>• Monitor the implementation of contracts</li> <li>• Ensure JMS Procurement Process Compliance by all stakeholders in execution of activities.</li> <li>• Follow all organization safety guidelines and infection control protocols</li> <li>• Adherence to all JMS Policies and Procedures</li> </ul>		
<b>Minimum Qualification Requirements:</b>	<b>Related Minimum Experience:</b>	
<ul style="list-style-type: none"> <li>• Either; Bachelor's Degree in Pharmacy, Biomedical Laboratory Technology, Public Health, Marketing, Business Administration, Commerce, Biomedical Engineering OR other Health Related fields</li> <li>• Valid Driving Permit</li> <li>• Post graduate Diploma in Business Administration/ Marketing or CIM is an added advantage</li> </ul>	5 years of experience in a similar environment preferably in a pharmaceutical organization.	
Competencies Required: <b>Behavioural</b> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Professionalism</li> <li>• Self Confidence</li> <li>• Resilience and Tenacity</li> </ul>		
<b>Leadership</b> <ul style="list-style-type: none"> <li>• Taking Initiative</li> <li>• Decision Making</li> </ul>		
<b>Knowledge.</b> <ul style="list-style-type: none"> <li>• Sound knowledge of Procurement and Supplies processes, systems, and practices</li> <li>• Excellent Knowledge of Tenders and Contract Management Processes</li> <li>• Basic Knowledge of Risk Management</li> </ul>		

<b>Skills</b> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Time Management</li> <li>• Organizational Skills and Record Management</li> <li>• ICT Skills</li> <li>• Negotiation Skills</li> <li>• Record Management</li> </ul>	
<b>Attributes include:</b> <ul style="list-style-type: none"> <li>• Customer Centric Mindset</li> <li>• Strives for Continuous Improvement</li> <li>• Quality Focused</li> </ul>	

**Please address your applications to:**

The Manager Human Resources & Administration  
Joint Medical Store  
P.O. Box 4501  
Kampala

**Submission of Applications**

Only qualified candidates who meet all the above requirements are invited to submit applications, resume, copies of academic certificates, testimonials and three referees (who are not relatives) with their day time telephone contacts using the links in the right corner of each job or the Links below.

1. General Management: <https://forms.office.com/r/HGuhtqBfWC>
2. Internal Audit Risk & Compliance Directorate: <https://forms.office.com/r/d1VGha8tBJ?origin=lprLink>
3. Directorate of Finance, Investments and ICT: <https://forms.office.com/r/d1VGha8tBJ?origin=lprLink>
4. Directorate of Planning & Procurement: <https://forms.office.com/r/XTkJq4UeTt?origin=lprLink>
5. Supply Chain Services Directorate: <https://forms.office.com/r/KjSGsLFhEd?origin=lprLink>
6. Supply Chain Services – Mbarara: <https://forms.office.com/r/DkQ5QiWQUz?origin=lprLink>

7. Supply Chain Services – Arua: <https://forms.office.com/r/vvbZLvZhzR?origin=lprLink>
8. Supply Chain Services – Fort Portal: <https://forms.office.com/r/0MAvjYVHE?origin=lprLink>
9. Directorate of Biomedical Engineering: <https://forms.office.com/r/SdsGMEDy18?origin=lprLink>

**Only Applications submitted online will be accepted.**

Closing date for applications is Wednesday **25<sup>th</sup> June 2025 at 5:00pm.**

You may visit JMS website at [www.jms.co.ug](http://www.jms.co.ug) for the job's additional details.