

OPEN 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’’

JMS is seeking to hire the services of qualified, competent and motivated personnel to fill the following vacancies:

DIRECTORATE OF CUSTOMER SERVICES

i) Head of Operations - Gulu branch

Reports to: Director Customer Services

Directly Supervises: Senior Warehouse Assistant,
Customer Relations Assistant:
Branch Accounts Assistant / Cashier,
Transport Assistant

Directorate: Directorate of Customer Services

The Main Job Purpose:

Provide branch oversight and 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 fleet.

Key performance indicators:

- Branch Compliance Management
- Monitoring of the Annual workplans and Budgets
- Risk Management
- Logistics Management
- Customer Service
- People Management
- Project Management
- Finance Management.
- Reporting

Key Duties and responsibilities:

- 1) Maintain the Branch warehouses in accordance with regulatory requirements for drugs storage.
- 2) Plan, organize and supervise all resources and ensure that work flow processes are well managed and account for all goods, assets, fleet and the deliverables of the Branch:
- 3) Evaluate JMS market presence, distribution location and reach and suggest effective ways of meeting the demands of customers in various territory and sector and monitor performance against the targets.

- 4) Monitor customer service time to ensure service time limits are adhered to and carry out customer Satisfaction assessments and address customer complaint including their root cause analysis.
- 5) Lead the implementation of the established actions regarding items at risk of expiry and perform spot inventory checks to ascertain precision.
- 6) Supervise the Logistics team to ensure communication to customers on the status of their consignment is routinely done through proper route planning and scheduling for efficient use of distribution vehicles
- 7) Review the implementation of Standard operating Procedures (SOP's) for the branch periodically
- 8) Monitor orders processing for accuracy in service delivery and set performance objectives for all supervisees at the branch and track the daily update of performance monitoring tools.
- 9) Provide day to day coaching' to the team to improve their individual performances
- 10) Identify third party businesses / projects businesses to bring new streams of revenue for the branch
- 11) Attend all meetings and engagements by the partners
- 12) Monitor the cash and cheque banking activities as per established requirement and oversee the proper use and accountability of branch petty cash
- 13) Manage and maintain a healthy debt portfolio for the branch customers as per the cash management manual
- 14) Prepare and submit a timely periodic report for Warehouse and Operations activity

Qualifications

- Bachelor's Degree in any of the following: Procurement, Logistics, Business Administration, Pharmacy, Nursing, Medicine, Laboratory technology and Biomedical Engineering.

Added advantage:

- Master's Degree in any of the following: Stores Management, Business Administration, Pharmacy, Medicine, Public Health, OR
- Professional qualification in ACCA, CPA, CIPS or CIM (Chartered Institute of Marketing)
- Working knowledge of the region and local languages is required.

Experience

- At least 3 years work experience in Warehousing of which one should be in a Supervisory role in a related environment
- Working knowledge of the region and local languages is required

ii) Customer Relations Assistant – Gulu branch

Job Title: Customer Relations Assistant

Reports to: Head of Operations

Supervises: None

The Main Job Purpose:

Manage the processing of customers' orders; respond to customer inquiries and queries relating to products and services in accordance with JMS policies and procedures, carry out roles of supervising pharmacist.

Key duties and responsibilities:

- 1) Give timely feedback to customer inquiries and complaints
- 2) Follow up customer orders to completion
- 3) Process accurate orders and send them to warehouse for picking and review and correct any discrepancies in terms of quantities, brands, units of measure depending on the need of the customer
- 4) Conduct regular out of stock monitoring by capturing out of stock items for all orders and forwarding the list to procurement daily
- 5) Update customer data base on a regular basis and design and implement methodologies for data collection
- 6) Conduct customer satisfaction surveys
- 7) Promote the image of joint medical store amongst customers
- 8) Maintain relevant records
- 9) Issue narcotics and other controlled drugs to customers in line with the procedure while following all the associated regulations
- 10) Implement good storage practices by ensuring that the team keeps the Warehouse clean and tidy at all times, maintains locations organized and emphasize to the team to adhere to the inventory management principles.
- 11) Assist in routine stock taking and daily stock reconciliation as called upon or carrying out cycle counts and promote proper replenishment of the warehouse
- 12) Responsible for categorizing goods/supplies neatly on to their respective racks in the ware house
- 13) Supervise all the pharmaceutical regulatory affairs of the warehouse

QUALIFICATIONS AND EXPERIENCE

Qualifications

- Degree in Pharmacy
- Registration with the pharmaceutical society of Uganda

Experience

- At least two year's working experience in pharmaceutical setting, sales and marketing
- Proficiency in Enterprise Resource Planning (ERP) applications.
- Working knowledge of the region and local languages is required
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DIRECTORATE OF BUSINESS DEVELOPMENT & PROCUREMENT

i) Job Title: Procurement Officer

Reports to: Manager Procurement

Directly Supervises: Procurement Assistant

Directorate: Procurement and Business Development

The Main Job Purpose:

To procure goods / services on behalf of JMS and manage procurement processes in an effective, efficient and transparent manner while providing the best overall value to JMS and maintain positive supplier relations.

Key duties and responsibilities

- 1) Do sourcing for Goods and Services by checking prequalified supplier list for suppliers that can provide items in question

- 2) Check the NDA register and any other references for possible sources
- 3) Evaluate the quotations and choose the most appropriate supplier, considering Price, lead time, availability, etc.
- 4) Request for sample of item in question (if necessary), complete sample tracking form and forward both sample and form to the Quality Assurance for verification against specifications.
- 5) Procure items following procedure once the sample has been approved and implement JMS ordering procedure & Order Management Framework:
- 6) Generate purchase orders from the Purchase Requisition Report, Periodic planner log report and release them for authorisation.
- 7) Process NDA for foreign orders and deliver purchase order to supplier Upon receiving NDA permission to import.
- 8) Forward documents to accounts to prepare payment for pre-payment orders and process insurance documents for the order.
- 9) Follow-up with clearing agent for speedy customs clearance and notify the receiving department.
- 10) Handle queries pertaining to the shipment (with Supplier, clearing agent, NDA, Receiving & Quality Assurance departments) till goods are ready for sale in IFS, In case of narcotics, return to NDA with accompanying letter
- 11) Carry out supplier visits to discuss win-win situations and participate in supplier audits.
- 12) Implement Supplier relationship and Contract Management Frameworks and maintain an up-dated data bank of standard contract forms after preparing contracts and have them approved.
- 13) Submit reports like daily status on stock outs, weekly performance report to line manager as per standard procurement reporting
- 14) Implement the JMS computerized procurement plan in IFS in line with the JMS procurement guidelines.

Person Specifications

a. Qualifications

- Bachelor of any of the following Pharmacy, Nursing, OR Medicine
- Professional Qualifications: CIPS is an added advantage

b. Experience

- Two years of relevant working experience in a related position in a busy business environment.

c. General Competencies & Knowledge:

- Forecasting & Quantifications
- Multi-tasking & self-motivated
- Strong interpersonal and communication skills
- Analytical & details oriented
- Computer skills (MS office, IFS, other RP Applications)

DIRECTORATE OF TECHNICAL SERVICES

i) Job Title: Capacity Building Officer

Reports to: Director Technical Services

Directly Supervises: None

Directorate: Technical Services

Main Job Purpose:

To offer Training of Assured Quality as a Winning Strategy in the Health sector in Uganda. This role includes developing and implementing capacity building programs and managing grants solicitation processes. The officer will work closely with stakeholders to ensure the successful execution of initiatives aimed at strengthening organizational capabilities.

Key duties and responsibilities

- 1) Design and develop capacity building programs tailored to the needs of partner organizations and internal staff.
- 2) Regularly compile, produce and disseminate publications that inform and continually update JMS and MHU staffs
- 3) Plan, Implement, Monitor and Evaluate training advisory programs in line with the Strategic Plan.
- 4) Draft a training program for each need identified and provide technical assistance to JMS staff and clients as per the training and advisory services procedures.
- 5) Propose viable innovations for up scaling training and capacity Building for JMS and its customers and create and disseminate training materials, manuals, and toolkits.
- 6) Participate in the development, implementation and/or coordination of operational and strategic research and advocacy for Joint Medical Store and customers, in line with NCSTG Guidelines on Research
- 7) Plan, Implement, Monitor and Evaluate strategic and operational Research, networking and advocacy programs in line with the Strategic Plan
- 8) Evaluate the effectiveness of capacity building activities and make necessary adjustments to improve outcomes.
- 9) Identify potential funding opportunities that align with the organization's mission and capacity building objectives.
- 10) Write and submit high-quality grant proposals, including budgets and supporting documentation and cultivate and maintain relationships with donors and funding agencies to ensure sustained financial support.
- 11) Oversee the implementation of grant-funded projects, including monitoring and reporting on progress and outcomes.
- 12) Prepare and submit reports on all the training programs conducted

Person specifications:

a. Qualifications

- Degree in either Pharmacy, Nursing or Medicine
- A Master's degree or post graduate training in research, data analysis and information management is an added advantage.
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b. Experience

- At least three years working experience as a trainer and/or researcher
- Experience in grant writing and project coordination is highly desirable.

c. Skills and competences required

- Excellent project management and organizational skills.
- Strong communication and interpersonal skills.
- Proficiency in grant writing and familiarity with donor requirements.
- Ability to work collaboratively with diverse stakeholders.
- Strong analytical and problem-solving skills.
- Proficiency in Microsoft Office

GENERAL MANAGEMENT:

i) Manager Sustainability and Corporate Affairs

Reports to: Executive Director:

Supervises: Business Analytics Office

Directorate: General Management

Main purpose of the job:

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.

Key duties and responsibilities:

- 1) Plan, organize, and coordinate board and Board committee meetings.
- 2) Prepare agendas, materials, and minutes for board and committee meetings and manage timely distribution of meeting materials and reports.
- 3) Maintain accurate records of discussions & decisions and manage board correspondence and follow-up actions
- 4) Ensure compliance with statutory and regulatory requirements and work with the Board in understanding and implementing best practices in corporate governance.
- 5) Maintain and update JMS' corporate governance framework, policies, and procedures.
- 6) Develop and implement ESG strategies aligned with corporate strategy.
- 7) Develop a monitoring mechanism, monitor and report on ESG performance, ensuring alignment with industry standards and regulations.
- 8) Coordinate the integration of ESG practices into JMS business operations.
- 9) Prepare ESG reports and disclosures in compliance with regulatory requirements and industry standards and manage transparency and accuracy in all ESG communications and reports.
- 10) Communicate ESG initiatives and performance to stakeholders, including investors, customers, and JMS employees.
- 11) Manage the development and execution of JMS' strategic plan.
- 12) Provide insights and recommendations to the Executive Committee (EXCO), Management Committee (MANCO) and JMS Employees on strategic initiatives and corporate development.
- 13) Monitor industry trends, market conditions, and competitive landscape to inform the JMS strategic decision.
- 14) Develop KPIs to track the implementation and effectiveness of corporate strategies and develop appropriate tools for strategy implementation monitoring.
- 15) Prepare regular reports on strategic initiatives and performance against KPIs.
- 16) Conduct analysis and provide actionable insights to support strategic objectives.

Qualifications

- Bachelor's degree in Law, Corporate Governance, or a related field.
- A Master's degree or professional certification (e.g., ICSA) is an added advantage

Experience

- Minimum of 3 years of experience and above in corporate governance, ESG, or strategic planning roles.
- In-depth knowledge of corporate governance principles, ESG, and strategic planning.

General Competencies & Knowledge:

- Excellent organizational, communication, and interpersonal skills.
- Strong analytical and problem-solving abilities.
- Ability to work independently and collaboratively with cross-functional teams.
- High ethical standards and integrity.

Please address your applications to:

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

NB

Working knowledge of the region and local languages is required for candidates applying for positions at Gulu branch.

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 below.

Head of Operations Gulu Branch: <https://forms.gle/5qAyjVBcwbbPa7ms6>

Customer Relations Assistant Gulu Branch: <https://forms.gle/KzzGVaXFCYr6r9YW6>

Procurement Officer: <https://forms.gle/Pqbf8oAEqzapUuXN6>

Capacity Building Officer: <https://forms.gle/49MhKN14WzvwDudS7>

Manager Sustainability and Corporate Strategy: <https://forms.gle/fqL3CmdygbUuroQz7>

Only Applications submitted online will be accepted.

Only short-listed candidates will be contacted.

Closing date for applications is Friday, **26th July 2024 at 5:00pm.**

You may visit JMS website at www.jms.co.ug for the job's additional details.