

NATIONAL SOCIAL PROTECTION AUTHORITY (NSPA), SIERRA LEONE

TERMS OF REFERENCE

Position Title: Director, Programmes, and Grants Management

Reporting to: The Deputy Director-General, National Social Protection Authority (NSPA)

Location: Freetown, Sierra Leone

Organisational Context

The National Social Protection Authority is established through an Act of Parliament in March 2025, to regulate, coordinate, facilitate, promote, monitor and evaluate social protection delivery in Sierra Leone.

Specifically, the Authority is mandated to promote and advance the social and economic well-being of vulnerable persons; to establish a legal and institutional framework for the development, implementation, maintenance, facilitation, monitoring and evaluation of social protection programmes to promote poverty reduction; to develop exit strategies for beneficiaries to be able to attain independence and to provide for other related matters.

Job Context

The Director, Programmes Implementation, Grants and Data Management will oversee the full cycle of programmes, from design to evaluation, ensuring that they are delivered on time, and within budget, with maximum impact in line with the Mandate of NSPA. S/He will also be responsible for managing the organisation's grant portfolio, ensuring compliance with funding requirements, and leveraging data for continuous improvement of programmatic strategies.

Key Responsibilities:

1. Programme Strategy, Development, and Implementation:

- Lead the design and development of social protection programmes aligned with the Sierra Leone Social Protection Act, National Social Protection Strategy, and international best practices
- Develop operational guidelines, targeting methodologies, and beneficiary selection criteria to ensure transparency and inclusiveness
- Oversee the development and execution of annual workplans, ensuring the timely and cost-effective delivery of programmes activities
- Coordinate with policy, legal, M&E, and ICT directorates to integrate programme components with institutional systems such as the Management Information System (MIS) and grievance redress mechanisms
- Facilitate stakeholder consultations including government ministries, social protection institutions, local authorities, development partners, and civil society to ensure programme relevance and ownership

- Support resource mobilization efforts by preparing programme proposals and engaging donors and partners
- Manage the programmatic budget, ensuring that funds are utilized effectively and in compliance with financial guidelines
- Collaborate with other departments (such as Corporate Services, Finance, Policy Planning, Community Engagement & Outreach) to ensure smooth programme operations

2. **Programme Implementation and Coordination:**

- Oversee the rollout of social protection programmes, ensuring timely, efficient, and quality delivery of services to beneficiaries
- Coordinate with social protection institutions, district and local government structures, implementing partners, and community organizations to facilitate effective outreach and service delivery
- Monitor programme adherence to legal, financial, and operational standards and donor requirements
- Ensure integration of cross-cutting issues such as gender equality, disability inclusion, and child protection in programme implementation
- Manage risks related to programme delivery and develop mitigation strategies.
- Ensure a well-established grievance redress mechanism and feedback systems to assess performance of the social protection programmes

3. **Grants Management & Compliance**

- Oversee the full cycle of grant management, from proposal writing to post-grant monitoring and reporting; specifically, overseeing the identification, development, and management of grant applications, ensuring compliance with funding agency guidelines and reporting requirements
- Coordinate the administration of all grants, including pre-award, post-award, and closeout activities
- Review and approve grant proposals, ensuring alignment with NSPA's priorities and donor guidelines
- Ensure detailed records and documentation for all grant activities and ensure compliance with funder and regulatory requirements
- Monitor grant deliverables, timelines, and reporting requirements
- Develop, maintain, and update grant tracking systems to ensure timely submission of reports and compliance with funder requirements
- Coordinate audits and financial reviews as needed

4. **Data Management**

- Lead the design, implementation, and management of data collection systems, ensuring data quality, integrity, and accuracy
- Oversee the development, implementation, and maintenance of data management frameworks, including databases, data warehouses, and Management Information Systems (MIS) relevant to social protection programmes.

- Ensure data quality through validation, cleaning, and verification processes, and establish protocols to maintain data integrity and confidentiality
- Collaborate with the Monitoring and Evaluation team to align data collection tools and processes with programme indicators and reporting requirements.
- Oversee the development and maintenance of dashboards, data visualization tools, and reports to facilitate data interpretation and use by management and stakeholders.
- Provide technical support and ensure that relevant staff stay updated on emerging data management technologies and on data entry, management, and analysis tools.
- Ensure compliance with data protection policies, including privacy, security, and ethical standards governing beneficiary information.
- Coordinate the preparation of data for audits, evaluations, and donor reporting.

5. Strategic Planning, Monitoring and Reporting:

- Contribute to the organisation's strategic planning process, ensuring that programmes and grants align with long-term goals and donor priorities
- Prepare and present data-driven reports for internal stakeholders and donors, highlighting key performance indicators and programmatic impact
- Collaborate with the Policy Directorate to establish robust systems for tracking programme outputs, outcomes, and impact
- Conduct regular field visits and provide technical support to programmes staff
- Ensure timely collection and analysis of programme data to inform adaptive management and continuous improvement
- Prepare and submit periodic programme reports to the Director-General, government authorities, and donors
- Facilitate learning and knowledge sharing on programme successes, challenges, and innovations

6. Capacity Building and Team Leadership:

- Lead and manage the programmes, grants, and data management teams, providing guidance and mentoring to staff
- Promote a culture of accountability, teamwork, and results orientation within the programme team
- Build the capacity of staff and stakeholders in programme management, grant administration, and data analysis through training and development
- Coordinate capacity-building initiatives for implementing partners and local stakeholders to strengthen programme delivery

7. Policy and Legal Compliance:

- Ensure all programmes comply with the Social Protection Act, relevant national laws, national strategies, and donor regulations
- Work closely with the Policy, Planning and Legal Affairs units/Directorate to align programme activities with evolving policy and legal frameworks

Social Work

- Conduct comprehensive social assessments of beneficiaries to identify their social, economic, and protection needs.
- Ensure counselling, psychosocial support, and referral services to vulnerable individuals and families, including women, children, persons with disabilities, and marginalized groups.
- Facilitate access to social services, including health, education, legal aid, and livelihood support, through coordination with government agencies, NGOs, and community-based organizations.
- Design and implement social protection programmes that address the specific needs of vulnerable populations.
- Monitor beneficiary well-being and progress, documenting case management and follow-up activities.
- Support grievance redress mechanisms by providing guidance and assistance to beneficiaries in accessing complaint channels.

Beneficiaries Empowerment

- Develop and oversee beneficiary empowerment frameworks and exit strategies aligned with the National Social Protection Strategy (2022-2026) and the Social Protection Act (2025).
- Coordinate the integration of livelihood support, skills development, financial inclusion, and linkages to economic opportunities into social protection programmes.
- Collaborate with programme teams, government agencies, development partners, and civil society to design and implement empowerment initiatives targeting vulnerable groups.

Exit Strategies:

- Develop and implement exit strategies and create a framework for sustainable training, education and employment that enable beneficiaries to attain sustainable independence.
 - Oversee the coordination of linkages with livelihoods, skills development, microfinance, and other empowerment initiatives.
 - Coordinate the monitoring of post-exit outcomes and support follow-up mechanisms.
 - Ensure that exit strategies are gender-sensitive, inclusive of persons with disabilities, and responsive to the diverse needs of beneficiaries.
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Qualifications and Experience:

- Master's degree in social sciences, Development Studies, Public Health, Public Administration, or related field.
- Minimum of 10 years' experience in programme development and implementation, or related sectors.
- Proven track record managing large-scale, multi-stakeholder programmes in Sierra Leone or similar contexts.
- knowledge of social protection systems, targeting mechanisms

- Experience with donor-funded programmes and compliance requirements (e.g., World Bank, EU, UN agencies).
 - Excellent leadership, coordination, and communication skills
 - Ability to work collaboratively with government partners, and communities
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Competencies:

- Strategic and operational planning
 - Programme design and management
 - Stakeholder engagement and partnership building
 - Results-oriented with strong problem-solving skills, and problem-solving abilities
 - Strong leadership and Team management skills
 - Excellent organizational, analytical and reporting skills
 - Proficiency in Microsoft Office, project management tools and software (MS Project, or other data management systems)
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Performance Indicators:

- Successful design and launch of social protection programmes aligned with national priorities
 - Timely and effective implementation of programmes in line with NSPA's mandate
 - Regular programme performance reports and data-driven evaluations
 - Quality and timeliness of programme implementation and beneficiary coverage
 - Compliance with legal, financial, and donor requirements
 - Positive feedback from beneficiaries, partners, and stakeholders
 - Effective coordination and capacity building of programme teams and partners
 - Timely and accurate reporting
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NATIONAL SOCIAL PROTECTION AUTHORITY (NSPA), SIERRA LEONE

TERMS OF REFERENCE

Position Title: Senior Programme Officer

**Reporting to: The Director, Programme, and Grant Management,
National Social Protection Authority**

Location: Freetown, Sierra Leone

Organisational Context

The National Social Protection Authority is established through an Act of Parliament in March 2025, to regulate, coordinate, facilitate, promote, monitor and evaluate social protection delivery in Sierra Leone.

Specifically, the Authority is mandated to promote and advance the social and economic well-being of vulnerable persons; to establish a legal and institutional framework for the development, implementation, maintenance, facilitation, monitoring and evaluation of social protection programmes to promote poverty reduction; to develop exit strategies for beneficiaries to be able to attain independence and to provide for other related matters.

Job Context

The Manager, Programme Implementation, is responsible for coordinating and overseeing the successful execution of programmes, ensuring they are delivered on time, within scope, and according to NSPA's quality standards.

Key Responsibilities:

Programme Planning and Implementation:

- Assist in the development and implementation of programmes work plans, ensuring alignment with NSPA's mandate
- Coordinate day-to-day programme activities, ensuring that deliverables are completed on schedule, complied with quality standards, and within the allocated budget
- Assist in the development and operationalization of social protection programmes in line with the National Social Protection Strategy and the Social Protection Act
- Ensure that programmes are implemented in accordance with agreed strategies, timeliness, and donor guidelines
- Collaborate with field teams, local government, and partners to facilitate beneficiary registration, targeting, and service delivery
- Track and report on programmes milestones, deliverables, and overall progress
- Support the integration of cross-cutting issues such as gender, inclusion, and protection into programme design and implementation

- Develop and maintain implementation guidelines, manuals, and standard operating procedures.

Monitoring, Evaluation, and Reporting

- Support the development and implementation of monitoring and evaluation (M&E) frameworks, ensuring that programme outcomes are tracked effectively
- Ensure accurate data collection and reporting for internal and donor requirement
- Conduct regular programme reviews and assessments to ensure progress toward objectives
- Identify opportunities to improve programme efficiency, quality, and impact based on monitoring data
- Prepare regular progress reports for senior management, highlighting successes, challenges, and any necessary adjustments
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Resource and Budget Management

- Track programme expenditures and provide feedback on financial performance to ensure cost efficiency
- Support in the preparation and monitoring of programme budgets, ensuring that expenditures are within budgetary limits
- Liaise with the Finance Department to ensure that resources are allocated and utilized appropriately for programme activities
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Donor and Stakeholder Coordination:

- Assist in preparing donor reports, proposals, and funding applications related to programme activities
- Ensure compliance with donor requirements, including financial and narrative reporting
- Liaise with government ministries, development partners, NGOs, and community organizations to foster collaboration and alignment of social protection efforts
- Represent the Authority in programme-related forums and coordination meetings as required

Capacity Building and Team Management:

- Work with the Corporate Department on recruitment, training, and supervision of programme staff and field teams
- Collaboration with Corporate Department on capacity-building initiatives for the directorate to strengthen programme management and service delivery skills
- Promote teamwork, motivation, and professional development within the programme unit

Risk Management

- Identify programme risks and challenges early and develop mitigation strategies

- Work with other teams to resolve issues that could impede the success of programme activities

Social Work

- Support community sensitization and awareness-raising activities on social protection entitlements, rights, and available services.
- Assist in the design and implementation of social protection programmes that address the specific needs of vulnerable populations.
- Monitor beneficiary well-being and progress, documenting case management and follow-up activities.
- Collaborate with programme teams to integrate social protection with child protection, gender-based violence prevention, and disability inclusion initiatives.
- Participate in capacity-building activities to enhance community and staff understanding of social work principles and practices.
- Prepare reports and case studies for the Programme Development and Implementation Manager and other stakeholders.
- Maintain confidentiality and ethical standards in all social work activities.

Beneficiaries Empowerment

- Facilitate capacity-building activities for beneficiaries to enhance their skills, knowledge, and access to social and economic services.
- Monitor and evaluate the effectiveness of empowerment and exit interventions, using data to inform programme adjustments and policy recommendations.
- Support the development of communication and outreach materials that promote beneficiary awareness of empowerment opportunities and exit processes.

Exit Strategies:

- Assist in designing and implementing exit strategies that enable beneficiaries to attain sustainable independence.
- Coordinate linkages with livelihoods, skills development, microfinance, and other empowerment initiatives.
- Monitor post-exit outcomes and support follow-up mechanisms.

Qualifications and Experience:

- Master's degree in project management, International Development Studies, Social Sciences, or related field
- Minimum of 5 years' experience in programme management, preferably in social protection, poverty reduction, or related development sectors.
- Experience working with government agencies, NGOs, or international organizations in Sierra Leone or similar contexts.
- Knowledge of social protection systems, targeting mechanisms, and beneficiary management.
- Familiarity with monitoring and evaluation methodologies and tools.
- Strong organizational, coordination, and communication skills.
- Experience in donor-funded programme implementation and reporting.

- Ability to work collaboratively with diverse stakeholders.
 - Skills in analytical report writing
 - Skills in proposal development
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Competencies:

- Results-oriented with strong problem-solving skills.
 - Strong organizational and time-management skills, with the ability to manage multiple priorities
 - Excellent interpersonal, communication, and negotiation skills.
 - Ability to manage multiple tasks and work under pressure.
 - Commitment to transparency, accountability, and ethical standards.
 - Understanding of donor requirements and reporting standards
 - Proficiency in project management software (e.g. MS Project, Microsoft Office Suite, and programme management software.
 - Fluency in English; knowledge of local languages is an advantage.
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Performance Indicators:

- Timely and quality implementation of programme activities.
- Compliance with donors and legal requirements.
- Effective coordination and collaboration with stakeholders.
- Functionality of monitoring and evaluation systems.
- Successful design and implementation of beneficiary exit strategies.
- Positive feedback from beneficiaries and partners.

NATIONAL SOCIAL PROTECTION AUTHORITY (NSPA), SIERRA LEONE

TERMS OF REFERENCE

Position Title: Programmes Officer

**Reporting to: The Senior Programme Officer,
National Social Protection Authority**

Location: Freetown, Sierra Leone

Organizational Context

The National Social Protection Authority is established through an Act of Parliament in November 2025, to regulate, coordinate, facilitate, promote, monitor and evaluate social protection delivery in Sierra Leone.

Specifically, the Authority is mandated to promote and advance the social and economic well-being of vulnerable persons; to establish a legal and institutional framework for the development, implementation, maintenance, facilitation, monitoring and evaluation of social protection programmes to promote poverty reduction; to develop exit strategies for beneficiaries to be able to attain independence and to provide for other related matters.

Job Context

The Programmes Implementation Officer assists in the coordination and execution of programme activities.

Key Responsibilities:

Support to Programmes:

- Assist in the preparation of programme work plans and ensure activities are delivered according to the set timelines
- Support the logistical coordination of programme activities, ensuring that necessary resources, materials, and equipment are available
- Manage programme documentation, maintaining files, preparing correspondence, and ensuring the confidentiality of sensitive materials
- Help manage the day-to-day activities and resolve any issues that may arise during programme implementation
- Gather and compile data reports, documents, and presentations, and supporting the development of implementation guidelines, manuals and position papers
- Help build and maintain effective relationships with programme stakeholders, including beneficiaries, local communities, partners, and donors, to facilitate beneficiary registration, targeting, and service delivery
- Support the integration of cross-cutting issues such as gender, inclusion, and protection into programme design and implementation

- Assist in preparing donor reports, proposals, and funding applications related to programme activities
- Contribute to knowledge, sharing best practices and participating in training sessions
- Provide support for capacity-building activities, including organising training sessions for staff and beneficiaries

Monitoring, Reporting, and Risk Management,

- Maintain accurate records of activities, expenditures, and other relevant programme data
- Contribute to the preparation of internal and external reports, tracking progress against programme goals and indicators
- Support the collection and analysis of data for monitoring and evaluation purposes
- Assist in identifying programme risks and challenges, providing feedback and suggesting improvements
- Help with the preparation of contingency plans for unforeseen challenges

Qualifications and Experience:

- Bachelor's degree in development studies, Project Management, Social Work, Social Sciences, or related field.
- Minimum of 2 years' experience in programme management, preferably in social protection, poverty reduction, or related development sectors.
- Experience working with government agencies, NGOs, or international organizations in Sierra Leone or similar contexts.
- Knowledge of social protection systems, targeting mechanisms, and beneficiary management.
- Familiarity with monitoring and evaluation methodologies and tools.
- Strong organizational, coordination, and communication skills.
- Experience in donor-funded programme implementation and reporting.
- Ability to work collaboratively with diverse stakeholders.

Competencies:

- Results-oriented with strong problem-solving skills.
- Excellent interpersonal and negotiation skills.
- Ability to manage multiple tasks and work under pressure.
- Commitment to transparency, accountability, and ethical standards.
- Proficiency in Microsoft Office Suite and programme management software.
- Fluency in English; knowledge of local languages is an advantage.

Performance Indicators:

- Timely and quality implementation of programme activities in compliance with donors and legal requirements
- Timely preparation of reports and documentation as required by donors and internal stakeholders
- Effective coordination and collaboration with stakeholders.

- Positive feedback from beneficiaries and partners.

NATIONAL SOCIAL PROTECTION AUTHORITY (NSPA), SIERRA LEONE

TERMS OF REFERENCE

Position Title: Outreach Officer

Reporting to: Director – Community Engagement and Outreach, National Social Protection Authority

Location: Freetown, Sierra Leone

Organisational Context

The National Social Protection Authority is established through an Act of Parliament in November 2025, to regulate, coordinate, facilitate, promote, monitor and evaluate social protection delivery in Sierra Leone.

Specifically, the Authority is mandated to promote and advance the social and economic well-being of vulnerable persons; to establish a legal and institutional framework for the development, implementation, maintenance, facilitation, monitoring and evaluation of social protection programmes to promote poverty reduction; to develop exit strategies for beneficiaries to be able to attain independence and to provide for other related matters.

Job Context:

The Job holder supports the **Manager, Outreach** in the planning, coordination, and implementation of outreach strategies that promote awareness, participation, and accountability in social protection programmes.

Key Responsibilities:

Outreach, Communication and Information Management:

- Assist in the development and dissemination of culturally appropriate information, education, and communication (IEC) materials to raise awareness about social protection programmes and eligibility criteria.
- Work closely with and ensure effective communication with vulnerable communities, local authorities, civil society, and other stakeholders to enhance programme responsiveness, and impact.
- Facilitate communication between the community and the organization, ensuring that feedback and concerns are passed on to the relevant departments

- Coordinate the use of digital tools and social media platforms to enhance efforts and engage a broader audience

Stakeholder Coordination and Partnership:

- Obtain community feedback for integration into the programme monitoring and reporting of the M&E Unit.
 - Assist in the capacity building of outreach workers, and the local communities on social protection concepts and engagement technique
 - Distribute informational materials such as flyers, brochures, and newsletters to increase awareness and participation in programmes
 - Assist in tracking community feedback and collecting data to evaluate programme effectiveness
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Qualifications and Experience:

- Bachelor's degree in social sciences, Community Development, Communications, or related field.
 - Minimum of 2 years' experience in community engagement, outreach, or social mobilization, preferably within social protection, public sector, or development organizations in Sierra Leone or similar contexts.
 - Demonstrated experience working with vulnerable and marginalized populations.
 - Knowledge of Sierra Leone's social protection landscape, local governance structures, and community dynamics.
 - Strong skills in stakeholder coordination, facilitation, and participatory approaches.
 - Excellent communication skills, including the ability to produce clear and culturally sensitive IEC materials.
 - Experience managing teams and coordinating multi-stakeholder initiatives.
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Competencies:

- Strong interpersonal and negotiation skills.
 - Ability to work collaboratively with diverse communities and partners.
 - Results-oriented with excellent organizational and planning skills.
 - Adaptability, cultural sensitivity, and respect for diversity.
 - Proficiency in Microsoft Office and communication platforms.
 - Commitment to transparency, accountability, and ethical standards.
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Performance Indicators:

- Successful implementation of community engagement and outreach plans.
- Increased awareness and participation of vulnerable groups in social protection programmes.

- Functionality and responsiveness of community feedback and grievance mechanisms.
- Positive feedback from communities and stakeholders on engagement efforts.
- Effective coordination and partnership with local authorities and development partners.
- Timely and quality reporting on outreach activities and outcomes.

NATIONAL SOCIAL PROTECTION AUTHORITY (NSPA), SIERRA LEONE

TERMS OF REFERENCE

Position Title: Director, Corporate Services

Reporting to: Director-General, National Social Protection Authority

Location: Freetown, Sierra Leone

Organisational Context

The National Social Protection Authority is established through an Act of Parliament in March 2025, to regulate, coordinate, facilitate, promote, monitor and evaluate social protection delivery in Sierra Leone.

Specifically, the Authority is mandated to promote and advance the social and economic well-being of vulnerable persons; to establish a legal and institutional framework for the development, implementation, maintenance, facilitation, monitoring and evaluation of social protection programmes to promote poverty reduction; to develop exit strategies for beneficiaries to be able to attain independence and to provide for other related matters.

Job Context:

The Job holder supports the **Director-General**, in providing strategic leadership and management of all human resources, administrative, and ICT related matters within the National Social Protection Authority.

Key Responsibilities:

Human Resources Management

- Lead the development, implementation, and continuous improvement of HR policies, procedures, and systems aligned with Sierra Leone's labour laws, Public Service Commission guidelines, and best practices.
- Oversee recruitment, selection, onboarding, and induction processes to attract and retain qualified personnel.
- Manage performance management systems including appraisals, disciplinary procedures, grievance handling, and staff welfare initiatives.
- Coordinate staff development and capacity-building programmes to enhance skills and career growth.
- Ensure effective payroll administration, benefits management, leave records, and compliance with statutory requirements.
- Promote a positive organizational culture fostering motivation, diversity, equity, and inclusion.

- Provide expert advice to senior management on HR issues and workforce planning

Operations Management

- Oversee the day-to-day operations of corporate services department, including human resource management, office management, ICT management, asset management, logistics, and facilities maintenance
- Ensure efficient management of office resources and service providers in compliance with organizational policies and donor regulations.
- Coordinate travel arrangements, official events, meetings, and correspondence.
- Develop and implement administrative policies and procedures to enhance operational efficiency.
- Ensure compliance with health, safety, and security standards within the workplace.
- Ensure smooth coordination and efficiency across all departments

ICT Leadership and Infrastructure Management

- Lead the design, deployment, and maintenance of ICT infrastructure including hardware, software, networks, and cloud services to support NSPA operations.
- Develop and implement ICT policies, standards, and protocols ensuring data security, privacy, and compliance with national laws and donor requirements.
- Oversee the integration and interoperability of ICT systems such as Management Information Systems (MIS), Single Social Registry (SSR), and other digital platforms.
- Manage ICT resources, budgets, procurement, and vendor relationships to ensure cost-effective service delivery.
- Provide technical guidance and support to staff and partners on ICT tools, cybersecurity, and system usage.
- Monitor emerging ICT trends and innovations relevant to social protection and recommend adoption where appropriate

Strategic Leadership and Coordination

- Develop and implement strategic HR, administrative plans, ICT policies, aligned with the Authority's objectives and national social protection goals.
- Lead and mentor the HR and administration team to ensure high performance and professional development.
- Facilitate effective communication and coordination between HR, administration, and other directorates.
- Represent the Authority in relevant government forums, donor meetings, and sectoral working groups related to HR and administration.
- Support resource mobilization efforts by providing inputs on HR and administrative capacity and costs.

Compliance and Risk Management

- Ensure that NSPA is in compliance with all relevant laws and regulations

- Oversee risk management strategies, ensuring that NSPA is minimizing legal and operational risks

Policy and Procedure Development

- Develop and implement HR manuals, policies, procedures, and standards of operation for NSPA
- Ensure adherence to policies and best practices

Qualifications and Experience:

- Master's degree in human resource management, Public Administration, Business Administration, or related field preferred.
- Bachelor's degree with substantial relevant experience will be considered.
- Minimum of 8 years of progressively responsible experience in human resources and administration management, preferably within the public sector or donor-funded projects in Sierra Leone or similar contexts.
- In-depth knowledge of Sierra Leone's labour laws, civil service regulations, and HR best practices.
- Proven leadership and management experience overseeing HR and administrative teams.
- Experience in policy development, workforce planning, performance management, and staff welfare.
- Strong knowledge of data protection laws, cybersecurity, and ICT standards.
- Proven experience managing large-scale ICT infrastructure, data systems, and digital transformation projects.
- Experience with social protection information systems, MIS, SSR, and data analytics tools (e.g., Power BI, Tableau, SQL).
- Excellent communication, negotiation, and interpersonal skills.

Competencies:

- Strategic thinking and leadership.
- Strong organizational and problem-solving skills.
- Ability to manage confidential information with discretion.
- Effective team building and staff development capabilities.
- Results-oriented with attention to detail.
- Proficiency in Microsoft Office and HR information systems.
- Commitment to ethical standards, diversity, and inclusion.

Performance Indicators:

- Timely and effective implementation of HR policies and administrative procedures.
- Staff recruitment, retention, and performance management targets met.
- Efficient management of administrative resources and services.
- Positive staff satisfaction and engagement levels.
- Compliance with statutory and donor requirements.
- Quality and timeliness of HR and administrative reporting.
- Successful capacity building and professional development of HR and admin staff.

NATIONAL SOCIAL PROTECTION AUTHORITY (NSPA), SIERRA LEONE

TERMS OF REFERENCE

Position Title: Secretary (Confidential)

Reporting to: The Director-General/Deputy Director General, National Social Protection Authority

Location: Freetown, Sierra Leone

Organisational Context

The National Social Protection Authority is established through an Act of Parliament in March 2025, to regulate, coordinate, facilitate, promote, monitor and evaluate social protection delivery in Sierra Leone.

Specifically, the Authority is mandated to promote and advance the social and economic well-being of vulnerable persons; to establish a legal and institutional framework for the development, implementation, maintenance, facilitation, monitoring and evaluation of social protection programmes to promote poverty reduction; to develop exit strategies for beneficiaries to be able to attain independence and to provide for other related matters.

Job Context:

The Jobholder provides high-level administrative support to the senior management team by ensuring the smooth operation of executive functions. It requires a high degree of confidentiality, professionalism, and organizational skills, as it often involves handling sensitive information, correspondence, and records.

Key Responsibilities:

Administrative Support:

- Manage the Director-General's calendar and schedule, including scheduling meetings, appointments, and travel arrangements
- Draft, proofread, and manage confidential correspondence, reports, and documents
- Take minutes during confidential meetings, ensuring sensitive information is recorded accurately and handled securely

Confidentiality and Security:

- Ensure the highest level of confidentiality when handling sensitive documents, files, and communications
- Maintain the confidentiality of all NSPA's information, ensuring that privileged materials and communications are appropriately safeguarded

Communication and Liaison

- Act as the first point of contact between the senior management and other stakeholders, filtering and prioritizing communication (internal and external)
- Respond to inquiries and requests, directing them to the appropriate parties as necessary

Document Management

- Organise and maintain filing systems for sensitive and confidential documents, both physical and digital
- Ensure timely retrieval and secure archiving of records

Travel and Event Coordination

- Coordinate travel arrangements for executives, ensuring travel itineraries are organized in advance, including flights, accommodations, and transportation
- Assist in organising and coordinating events, meetings, or conferences hosted by senior management

General Office Administration

- Order and manage office supplies and equipment for the Director-General
- Assist with any other duties as assigned

Qualifications and Experience:

- Diploma in Secretarial Studies, Business Administration or related field. A Bachelor's degree in the related field will be an added advantage
- Minimum of 8 years of experience in a similar administrative or secretarial role, preferable, preferably within a high-level executive environment
- Proficiency in Microsoft Office software, Google Workspace, calendar management tools, and basic office equipment
- Strong typing and communication skills, and a working knowledge of office equipment such as printer, scanner, copier, etc

Competencies:

- Ability to handle sensitive information with the utmost confidentiality and professionalism
- Strong organizational and time-management skills to manage multiple tasks effectively
- Excellent written and verbal communication skills to interact professionally with stakeholders at all levels
- Accuracy in handling documentation, travel arrangements, and other administrative tasks
- Ability to resolve issues efficiently and proactively
- Must demonstrate a high degree of integrity, professionalism, and maturity in all interactions

Performance Indicators:

- Timeliness, accuracy, quality of work and adherence to confidentiality and security protocols
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NATIONAL SOCIAL PROTECTION AUTHORITY (NSPA), SIERRA LEONE

TERMS OF REFERENCE

Position Title: General Secretary

Reporting to: The Admin and HR Officer, National Social Protection Authority

Location: Freetown, Sierra Leone

Organisational Context

The National Social Protection Authority is established through an Act of Parliament in March 2025, to regulate, coordinate, facilitate, promote, monitor and evaluate social protection delivery in Sierra Leone.

Specifically, the Authority is mandated to promote and advance the social and economic well-being of vulnerable persons; to establish a legal and institutional framework for the development, implementation, maintenance, facilitation, monitoring and evaluation of social protection programmes to promote poverty reduction; to develop exit strategies for beneficiaries to be able to attain independence and to provide for other related matters.

Job Context:

This role provides essential administrative support to their respective department or team, by organising tasks, managing communications, scheduling appointments, and maintaining documentation.

Key Responsibilities:

Administrative Support:

- Receive, screen, and respond to incoming correspondence (emails, phone calls, letters, memos) on behalf of the department/team or NSPA in general, ensuring appropriate and timely responses

Document Management:

- Prepare, proofread, and format documents, reports, and presentations for internal and external stakeholders
- Maintain the confidentiality of all departmental/NSPA's information, ensuring that privileged materials and communications are appropriately safeguarded

Record Keeping and Filing Systems

- Maintain records of meetings, minutes, decisions, and action items in a clear, organized manner
- Create, maintain, and organize both physical and digital filing systems to ensure documents are easily accessible and properly stored

Scheduling and Coordination

- Coordinate and manage the schedules of the team or department, including organising meetings, conferences, and appointments
- Organise travel arrangements (flights, accommodation transportation) for team members or senior management as required.
- Assist in the organization and logistics of the assigned departmental events, conferences, or workshops

Communication and Liaison

- Serve as a point of contact between the department and other teams, facilitating smooth communication across the organization
- Communicate with external partners, clients, on behalf of the department assigned as needed, ensuring professionalism and clarity in all interactions

General Office Administration

- Monitor office supplies and ensure the timely ordering and restocking of necessary materials and equipment
- Handle basic office duties such as filing, copying, scanning, and mail distribution

Support to Management

- Provide administrative support to senior management and assist with various ad hoc tasks as required, ensuring that team priorities are met

Qualifications and Experience:

- Diploma in Secretarial Studies, Business Administration or related field. A Bachelor's degree in the related field will be an added advantage
- Minimum of 5 years of experience in a similar administrative or secretarial role, preferable, preferably within a high-level executive environment
- Proficiency in Microsoft Office, Google Workspace, etc and familiarity with office equipment, such as printer, scanner, copier, etc
- Strong typing and communication skills

Competencies:

- Ability to manage multiple tasks efficiently, meet deadlines, and prioritise work effectively
- Excellent written and verbal communication skills to interact professionally with stakeholders at all levels
- Accuracy in handling documentation, scheduling and other administrative tasks
- Ability to resolve issues efficiently and proactively
- High degree of integrity, professionalism, and maturity in all interactions

Performance Indicators:

Timeliness, accuracy, quality of work, adherence to confidentiality & security protocols

NATIONAL SOCIAL PROTECTION AUTHORITY (NSPA), SIERRA LEONE

TERMS OF REFERENCE

Position Title: Office Assistant

Reporting to: The Admin and HR Officer, National Social Protection Authority

Location: Freetown, Sierra Leone

Organisational Context

The National Social Protection Authority is established through an Act of Parliament in March 2025, to regulate, coordinate, facilitate, promote, monitor and evaluate social protection delivery in Sierra Leone.

Specifically, the Authority is mandated to promote and advance the social and economic well-being of vulnerable persons; to establish a legal and institutional framework for the development, implementation, maintenance, facilitation, monitoring and evaluation of social protection programmes to promote poverty reduction; to develop exit strategies for beneficiaries to be able to attain independence and to provide for other related matters.

Job Context:

The Office Assistant is responsible for providing general administrative support to ensure the smooth running of the office. The role involves a variety of clerical and office management tasks.

Key Responsibilities

Administrative Support and Document Management

- Assist in handling general inquiries and providing information to visitors, clients and staff
- Coordinate office activities and operations to secure efficiency and compliance with institutional policies
- Organise and maintain physical and electronic filing systems, ensuring easy retrieval of documents

Dispatch Operations and Record Keeping

- Receive, sort and distribute incoming mail or personnel or department within
- Prepare outgoing mail for dispatch to the appropriate ministries, departments, agencies, ensuring accuracy and completeness of documentation
- Coordinate courier service for urgent deliveries and track deliveries as necessary
- Maintain accurate records of incoming and outgoing correspondence, including tracking numbers, delivery dates and recipients

Communication Coordination

- Handle incoming and outgoing communications, including emails, phone calls and postal mail

- Redirect calls and inquiries to the appropriate department or staff members and take messages when necessary
- Coordinate internal communication initiatives such as announcements, newsletters and notices

Facilities Management

- Monitor and maintain office equipment and supplies, including photocopiers, printers and kitchen amenities
- Coordinate with building management for maintenance and repairs issues
- Ensure cleanliness and tidiness of the office space, including meetings rooms and common areas

Qualifications and Experience

- Diploma or Senior Secondary School Certificate or equivalent qualification. Certification in office management or administration is an added advantage
- Minimum of one (1) year working experience, with proven experience as an office assistant or in a relevant administrative role
- Previous experience in an office environment, especially in administrative roles, is preferred
- Basic computer literacy (Microsoft Office), and familiarity with office equipment, and strong organizational skills

Competencies:

- Ability to handle multiple tasks efficiently, stay organised and meet deadlines
- Strong verbal and written communication skills for interacting with team members, Ministries, Departments and Agencies, and visitors to NSPA
- Accuracy in managing records, filing systems, and completing tasks
- Ability to handle a wide range of tasks and adjust to varying demands as they arise

NATIONAL SOCIAL PROTECTION AUTHORITY (NSPA), SIERRA LEONE

TERMS OF REFERENCE

Position Title: Driver

Reporting to: The Admin and HR Officer, National Social Protection Authority

Location: Freetown, Sierra Leone

Organisational Context

The National Social Protection Authority is established through an Act of Parliament in March 2025, to regulate, coordinate, facilitate, promote, monitor and evaluate social protection delivery in Sierra Leone.

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Job Context:

The Driver is responsible for providing safe, courteous and timely transportation service for staff and official visitors of the National Social Protection Authority (NSPA), as directed. The role includes maintaining assigned vehicles(s) and ensuring they are always in good working condition to support the operational needs of the NSPA.

Key Responsibilities

Driving and Transportation

- Provide transportation for staff, guests and officials to and from appointments, meetings, airports and other destinations as required
- Plan routes and meet schedules to optimize travel and wait times
- Adherent to all traffic laws and regulations to ensure safe and secure travel

Vehicle Maintenance

- Conduct regular checks and routine maintenance of vehicles, including checking oil, fuel, brakes and radiator and making minor repairs if necessary
- Schedule and take vehicles for servicing at the approved garage and ensure that any issues are promptly addressed
- Keep the vehicle clean and presentable at all times

Record Keeping

- Maintain accurate records of vehicle use, including mileage logs, fuel purchases and maintenance services
- Report any accidents or incidents immediately to the Transport Coordinator and assist in the preparation of accident reports

Administrative Support

- Assist with office errands as required, including delivering documents and collecting supplies
- Support the logistics of events or conferences by transporting equipment or materials (such as projector and screen, flip chart and stand, etc) as necessary

Security and Safety

- Ensure the security of the vehicle, especially when not in use
- Remain vigilant and report any security threats observed during the execution of duties
- Participate in security briefings and driving training as required by the NSPA from time to time
- Enforce the use of seatbelts for front seat passengers

Qualifications and Experience

- Ability to read and write
- Valid Driver's license with a clean driving record
- Minimum of 3 years of professional driving experience, preferably in a corporate or governmental setting
- Knowledge of travelling in the provinces, conversant with local roads and routes
- Experience in basis vehicle maintenance

Skills/Personal Attributes

- Punctuality and reliability
- Good communication skills
- Ability to navigate various routes efficiently while also adapting to changing schedules or routes as necessary
- Basic mechanical skills to handle minor repairs and vehicle maintenance
- Professional and neat appearance
- Discretion and respect for authority and confidentiality
- Strong sense of responsibility and the ability to work independently
- Excellent time management and organization skills

Performance Metrics

Key performance indicators (KPIs) for this role include: -

- Clean record: no accident involved
- Upkeep of the vehicle
- Requests for servicing vehicles

Working Conditions and Travel

This job may require working early mornings, late evenings, weekends and holidays to accommodate the schedule of the assigned supervisor or the general staff

Local travel is primarily required, though occasional long-distance travel may be frequent.
