

The National Telecommunications Commission (NATCOM) is a statutory body established under the Telecommunications Act, 2006, to regulate the deployment of telecommunications systems and the provision of services in the telecommunications sector in Sierra Leone.

NATCOM is currently searching for suitable persons to fill several job vacancies and NATCOM now invites qualified candidates to apply for the following vacant positions tenable at its offices across Sierra Leone.

- I. **Title:** Deputy Director, Corporate and Industry Affairs
Reports to: Director, Corporate and Industry Affairs
Based at: NATCOM Head Quarters - Freetown

Job purpose:

The incumbent is required to serve as the principal deputy to the substantive Director of the Corporate and Industry Affairs (CIA) department at NATCOM and reports directly to the Director, Corporate and Industry Affairs. The incumbent shall assist the Director in the performance of the Director's functions and shall serve as the acting Director in the absence of the Director.

The incumbent is under the general direction of the Director, Corporate and Industry Affairs - NATCOM.

Key responsibilities and accountabilities:

- Provide direct support to the Director, CIA in ensuring that all departmental goals and targets are achieved effectively and efficiently
- Ensure that supervisory leadership for the department is maintained at all times
- Supervise the manager designate for public relations or affairs in ensuring that the positive image of the institution, sector and the government as a whole is positively assured and maintained
- Directly provide guidance and support to the leadership (department and institution-wide) on how the wider consuming public should be protected from industry infractions and improprieties
- Support the Director, CIA to maintain the approved consumers' complaints register and ensure that all complaint mechanisms and redress processes and procedures match with the overarching goals of the institution
- Serve as the "Webmaster" or "Web Director" for the Commission's public website and with a focus on maintaining an up-to-date content flow and presence on the website
- Directly work with the ICT department in supervising the ICT personnel assigned with the task of uploading data and or information on the Commission's website
- Lead effort to create and maintain an interactive web portal for the lodging of consumers' complaints and alerts
- Support the Director, CIA to develop, implement and maintain Divisional work procedures and systems
- Provide direct support to the Director, CIA to plan, direct and control activities of staff in the Division and recommend appropriate training and development.

Required Qualifications – Deputy Director, Corporate and Industry Affairs

Interested Candidates should have the following background:

- A Bachelor's degree in the Social Sciences, Administration, Marketing, or related disciplines
- A postgraduate qualification in Consumer Sciences, Journalism or communications, Administration or Law will be an added advantage

- A minimum of four (4) years of experience in a similar role, two (2) of which should have been at a senior corporate communications role.
- Above average working knowledge of international and domestic regulatory reporting procedures and practices.
- Good interpersonal skills, professional demeanor and excellent communications skills
- Ability to work in a diverse team of professionals
- High proficiency with MS Office products' environment and other Research software applications
- Excellent analytical and thinking skills
- Ability to convey strategic directions toward all levels across the staff cadre
- Ability to deliver presentations in a well-structured and logical manner.

Benefits

If you believe you can clearly demonstrate your abilities to meet the relevant criteria for these roles, please submit your application including copies of your academic and professional certificates, testimonials and your curriculum vitae, including among other details your current position, current remuneration, email and telephone contacts of three (3) professional referees.

Only emailed applications will be accepted. Only those applications submitted via email (natcomjobs@natcom.gov.sl) will be considered. To be considered, your application must be received by not later than 25 February 2019. Please place in the subject line of your email, the title or position and the department you are interested in.