

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.

Title: Director, Corporate and Industry Affairs

Reports to: The Deputy Director-General

Based at: NATCOM Head Quarters - Freetown

Job purpose:

To advise and assist the Deputy Director-General in providing safeguard mechanisms and improved services on issues relating to consumer rights and consumer protection, interconnection, interoperability and resolution of disputes among key stakeholders (consumer and licensed operators) to enhance the image of the Commission and ultimately facilitate the orderly development of the communications sector in the country.

The incumbent is under the general direction of the Deputy Director-General, NATCOM.

Key responsibilities and accountabilities:

- Responsible for incoming complaints on real or perceived issues via written or online channels and collaborate with relevant Divisions to resolve them.
- Create and update databases of issues investigated in an accurate manner
- Disseminate information on telecommunications services including quality of service issues among major stakeholders and the public.
- Assist in the organization of periodic fora for stakeholders to discuss topical issues affecting the communications sector.
- Adopt and implement international and domestic regulatory requirements related to complaint handling and adverse event reporting.
- Develop mechanisms for timely communications with the press, operators, consumers and other stakeholders to ensure that the public is aware of the functions of the Commission.
- Liaise with other Divisions and lead in preparing information for posting at the Commission's Website and in various publications.
- Lead all economic (communications driven) and industry related research and studies
- Provide the Commission with directional leadership on all Corporate Social Investments (CSI) projects and or programs being undertaken by the Commission
- Maintain constant and consistent contacts with all international organizations (such as ITU, ATU, WATRA, CTO, etc.), other National Regulatory Agencies (foreign) and foreign governmental entities that may always require an association of various degrees with the Commission
- Supervise the Commission's Corporate Social Investment (CSI) activities and maintain a register of all CSI activities undertaken by the Commission
- Develop, implement and maintain divisional work procedures and systems
- Plan, direct and control activities of staff in the division and recommend appropriate training and development.

Required Qualifications – Director, Corporate and Industry Affairs

Interested Candidates should have the following background:

- A Bachelor's degree in the Social Sciences, Business Administration, Telecommunications Management, Journalism or related disciplines
- A postgraduate qualification in Consumer Sciences, Journalism, Administration or Law.
- A minimum of six (6) years of experience in a similar role, three (3) of which should have been at a senior corporate communications role.
- Strong working knowledge of international and domestic regulatory reporting procedures and practices.
- Good interpersonal abilities, professional demeanor and excellent communications skills
- Ability to work in a diverse team of professionals
- High proficiency within the Windows environment and other Research software applications
- Excellent analytical and thinking skills.
- 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.