



**THE COMMISSION ON ADMINISTRATIVE JUSTICE**  
**(Office of the Ombudsman)**  
***Hata Mnyonge ana Haki***

**EMPLOYMENT OPPORTUNITY**

The Commission on Administrative Justice (Office of the Ombudsman) is a Constitutional Commission established under Article 59 (4), Chapter fifteen of the Constitution and the Commission on Administrative Justice Act, 2011 with the mandate of addressing all forms of maladministration in the public sector in Kenya. The Commission is also charged with overseeing and enforcing the implementation of the Access to Information Act, 2016.

The Commission seeks to fill the following positions:-

NO	DESIGNATIONS	STATION	NO OF POSTS	J/GRADE
1	Research and Development Officer I	HQ	1	CAJ 6
2	Office Administrator II	HQ	1	CAJ 7
3	Public Education & Advocacy Officer II	HQ	1	CAJ 7
4	Legal Officer II – (Complaints)	Regional offices	3	CAJ 7
5	Assistant Office Administrator II	Regional Offices	2	CAJ 8
6	Assistant Complaints Officer II	Regional Offices/HQ	4	CAJ 8
7	Driver II	HQ	2	CAJ 10
8	Legal Officer II - (Advisory Services)	HQ	1	CAJ 7

Job specification and other requirements are available on our website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)

The application letter, Curriculum vitae, copies of certificates and other credentials should be sent by **25<sup>th</sup> September' 2023** at **5.00pm** with the job reference number clearly marked on the document to the address below:-

**THE COMMISSION SECRETARY**  
**COMMISSION ON ADMINISTRATIVE JUSTICE**  
**2<sup>ND</sup> FLOOR, WEST END TOWERS – WAIYAKI WAY**  
**P O BOX 20414 CITY SQUARE, 00200**  
**NAIROBI**

Only shortlisted candidates will be contacted.

The Commission on Administrative Justice is an Equal Opportunity employer.

THE COMMISSION ON ADMINISTRATIVE JUSTICE  
"Office of The Ombudsman"



*'Hata Mnyonge Ana Haki'*

CAJ/JOB/004/08/2023

INDENT FOR THE POSITION OF OFFICE ADMINISTRATOR II

<b>JOB TITLE</b>	<b>: OFFICE ADMINISTRATOR II</b>
<b>REPORTING TO</b>	<b>: ASSISTANT DIRECTOR HUMAN RESOURCE AND ADMINISTRATION</b>
<b>DEPARTMENT</b>	<b>: CORPORATE SERVICES</b>
<b>JOB GRADE</b>	<b>: CAJ 7</b>
<b>NO. OF POSTS</b>	<b>: 1</b>
<b>TERMS OF EMPLOYMENT</b>	<b>: PERMANENT &amp; PENSIONABLE</b>
<b>DUTY STATION</b>	<b>: HEAD OFFICE</b>

**DUTIES AND RESPONSIBILITIES:**

- i. Coordinating schedules of meetings and appointments;
- ii. Coordinating travel arrangements;
- iii. Ensuring security of office records, equipment and documents, including classified materials.
- iv. Ensuring security, integrity and confidentiality of data;
- v. Establishing and monitoring procedures for record keeping of correspondence and file movements;
- vi. Taking oral dictation;
- vii. Using e-office to research and process data;
- viii. Operating office equipment;
- ix. Attending to visitors/clients;
- x. Handling telephone calls;
- xi. Booking rooms and conference facilities;
- xii. Handling customer inquiries and complaints;
- xiii. Maintaining an up to date filing system in the office;
- xiv. Preparing responses to routine correspondence;

- xv. Managing office protocol and etiquette and managing petty cash; and
- xvi. Guide and supervise staff.
- xvii. Any other duty as may be assigned from time to time.

### **JOB SPECIFICATION**

For appointment to this grade, an officer must have: -

- i. Bachelor's Degree in any of the following disciplines: Secretarial studies, Business Administration/Office Management or equivalent qualification from a recognized institution;
- ii. Diploma in secretarial studies;
- iii. Must have four (4) years relevant experience in the role of an Assistant Office Administrator I or its equivalent;
- iv. Certificate in Computer Application Skills from a recognized institution; and

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CAJ/JOB/005/08/2023

INDENT FOR THE POSITION OF RESEARCH & DEVELOPMENT OFFICER I

<b>JOB TITLE</b>	<b>: RESEARCH &amp; DEVELOPMENT OFFICER I</b>
<b>REPORTING TO</b>	<b>: DIRECTOR, STRATEGY, RESEARCH &amp; COMPLIANCE</b>
<b>DEPARTMENT</b>	<b>: STRATEGY, RESEARCH &amp; COMPLIANCE</b>
<b>JOB GRADE</b>	<b>: CAJ 6</b>
<b>NO. OF POSTS</b>	<b>: 1</b>
<b>TERMS OF EMPLOYMENT</b>	<b>: PERMANENT &amp; PENSIONABLE</b>
<b>DUTY STATION</b>	<b>: HEAD OFFICE</b>

**DUTIES AND RESPONSIBILITIES:**

- i. Preparing research plans and proposals;
- ii. Collecting, collating and compiling research data and report writing;
- iii. Preparing data collection tools and instruments;
- iv. Writing and disseminating research reports;
- v. Conducting research in the specified area; and
- vi. Implementing research protocols and the terms of reference for research.
- vii. Any other duty as may be assigned from time to time.

**JOB SPECIFICATION**

For appointment to this grade, an officer must have: -

- i. Served in the grade of Research and Development Officer II for a minimum period of four (4) years or its equivalent;
- ii. Bachelors degree in any of the following fields: Economics, Economics and Statistics, Communication, Law, Education, Arts, Anthropology, Sociology or any other equivalent qualification from a recognized institution;

- iii. Certificate in Computer Application Skills from a recognized institution; and
- iv. Shown merit and ability as reflected in work performance and results.

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CAJ/JOB/006/08/2023

INDENT FOR THE POSITION OF PUBLIC EDUCATION AND ADVOCACY OFFICER II

<b>JOB TITLE</b>	<b>: PUBLIC EDUCATION AND ADVOCACY OFFICER II</b>
<b>REPORTING TO</b>	<b>: ASSISTANT DIRECTOR, PUBLIC EDUCATION, ADVOCACY AND CORPORATE COMMUNICATIONS</b>
<b>DEPARTMENT</b>	<b>: PUBLIC EDUCATION, ADVOCACY AND CORPORATE COMMUNICATIONS</b>
<b>JOB GRADE</b>	<b>: CAJ 7</b>
<b>NO. OF POSTS</b>	<b>: 1</b>
<b>TERMS OF EMPLOYMENT</b>	<b>: PERMANENT &amp; PENSIONABLE</b>
<b>DUTY STATION</b>	<b>: HEAD OFFICE</b>

**DUTIES AND RESPONSIBILITIES:**

- i. Collecting, collating and compiling data on public education and advocacy programmes;
- ii. Assisting in organizing forums such as meetings, workshops and trainings for public education and advocacy sensitization;
- iii. Disseminating information on public education and advocacy;
- iv. Drafting maladministration reports for stakeholders;
- v. Participating in creating awareness on maladministration and the role of the commission through public forums and use of print and electronic media; and
- vi. Drafting reports on public education and advocacy programs and projects.
- vii. Any other duty as may be assigned from time to time.

**JOB SPECIFICATION**

For appointment to this position, a candidate must have: -

- i. Bachelor's degree in any of the following fields: Education, Public Communication, Law, Political Science, or equivalent qualification from a recognized institution;
- ii. Must have three (3) years post graduate experience in a related role;
- iii. Certificate in Computer Application Skills from a recognized institution.

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CAJ/JOB/007/08/2023

INDENT FOR THE POSITION OF LEGAL OFFICER II

<b>JOB TITLE:</b>	<b>LEGAL OFFICER II - COMPLAINTS</b>
<b>REPORTING:</b>	<b>ASSISTANT DIRECTOR COMPLAINTS AND LEGAL SERVICES</b>
<b>DEPARTMENT:</b>	<b>COMPLAINTS, INVESTIGATIONS AND LEGAL SERVICES</b>
<b>JOB GRADE:</b>	<b>CAJ 7</b>
<b>NO. OF POSTS:</b>	<b>3</b>
<b>TERMS OF EMPLOYMENT:</b>	<b>PERMANENT AND PENSIONABLE</b>
<b>DUTY STATION:</b>	<b>REGIONAL OFFICES</b>

DUTIES AND RESPONSIBILITIES

- i. Receiving, registering and resolving complaints on matters relating to Commission's mandate;
- ii. Drafting reports on complaints;
- iii. Implementing strategies and guidelines on complaints handling;
- iv. Participating in formal hearings and inquiries on complaints;
- v. Updating complaints database; and
- vi. Any other duty as may be assigned from time to time.

JOB SPECIFICATION

For appointment to this position, a candidate must;

- Have a Bachelor of Law Degree (LL.B) from a recognized university.
- Have a Post graduate diploma in Law
- Must be an Advocate of the High Court of Kenya with a current practicing certificate
- Must have post-graduate experience of three (3) years in a related role



- Must be a member to a professional Body in good standing

All interested candidates who meet the job indent for this position are encouraged to send hard copy of their application letter, curriculum vitae and copies of their academic and professional certificates together with a clear National Identification card by **25<sup>th</sup> September 2023** at **5.00p.m.** to:-

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2<sup>ND</sup> FLOOR, WESTEND TOWERS – WAIYAKI WAY  
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CAJ/JOB/008/08/2023

INDENT FOR THE POSITION OF ASSISTANT OFFICE ADMINISTRATOR II

<b>JOB TITLE</b>	<b>: ASSISTANT OFFICE ADMINISTRATOR II</b>
<b>REPORTING TO</b>	<b>: ASSISTANT DIRECTOR HUMAN RESOURCE AND ADMINISTRATION</b>
<b>DEPARTMENT</b>	<b>: CORPORATE SERVICES</b>
<b>JOB GRADE</b>	<b>: CAJ 8</b>
<b>NO. OF POSTS</b>	<b>: 2</b>
<b>TERMS OF EMPLOYMENT</b>	<b>: PERMANENT &amp; PENSIONABLE</b>
<b>DUTY STATION</b>	<b>: REGIONAL OFFICES</b>

**DUTIES AND RESPONSIBILITIES:**

- i. Taking oral dictation;
- ii. Managing e-office;
- iii. Word and data processing;
- iv. Operating office equipment;
- v. Maintaining office diary, appointments and travel itineraries;
- vi. Attending to visitors/clients;
- vii. Handling telephone calls; coordinating schedules of meetings;
- viii. Ensuring security of office records, equipment and documents, including classified materials;
- ix. Maintaining an up to date filing system in the office;
- x. Establishing and monitoring procedures for record keeping of correspondence and file movements;
- xi. Preparing responses to simple routine correspondence;
- xii. Managing office protocol and etiquette;
- xiii. Supervising office cleanliness; managing petty cash;
- xiv. Ensuring security, integrity and confidentiality of data; and

- xv. Undertaking any other office administrative services duties that may be assigned; and
- xvi. Any other duty as may be assigned from time to time.

**JOB SPECIFICATION**

For appointment to this grade, an officer must have: -

- i. Served in the grade of Assistant Office Administrator III for a minimum period of four (4) years or its equivalent;
- ii. Diploma in Secretarial Studies from Kenya National Examinations Council (KNEC); or
- iii. Business Education Single and Group certificates (BES &GC) Stages I, II, and III from the Kenya National Examinations Council (KNEC) in the following subjects:
  - a) Shorthand III (Minimum 120w.p.m)
  - b) Typewriting III (50w.p.m)/Certificate in Computerized document processing III
  - c) Business English III/Communications II
  - d) Commerce II
  - e) Office Practice II
  - f) Secretarial Duties II, and
  - g) Office Management III/Office Administration and Management III
- iv. Certificate in Customer Care course from a recognized institution;
- v. Certificate in Computer Application Skills from a recognized institution; and

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CAJ/JOB/009/08/2023

INDENT FOR THE POSITION OF ASSISTANT COMPLAINTS OFFICER II

JOB TITLE	: ASSISTANT COMPLAINTS OFFICER II
REPORTING TO	: ASSISTANT DIRECTOR COMPLAINTS, REGIONAL COORDINATION & LEGAL SERVICES
DEPARTMENT	: COMPLAINTS, INVESTIGATION & LEGAL SERVICES
JOB GRADE	: CAJ 8
NO. OF POSTS	: 4
TERMS OF EMPLOYMENT	: PERMANENT & PENSIONABLE
DUTY STATION	: REGIONAL OFFICES/HEAD OFFICE

DUTIES AND RESPONSIBILITIES:

- i. Receiving and registering complaints;
- ii. Drafting reports on complaints;
- iii. Implementing strategies and guidelines on complaints handling;
- iv. Collating and compiling complaints received;
- v. Participating in formal hearings and inquiries on complaints;
- vi. Updating complaints database; and
- vii. Any other duties as may be assigned.

JOB SPECIFICATION

For appointment to this grade, an officer must have: -

- i. Diploma in any of the following disciplines: - Business Administration/ Management, Law, Counselling and Psychology or equivalent qualification from a recognized institution;
- ii. Three (3) years relevant experience
- iii. Certificate in Computer Application Skills from a recognized institution;

iv. Licensed court process server will be an added advantage.

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CAJ/JOB/010/08/2023

INDENT FOR THE POSITION OF DRIVER II

<b>JOB TITLE</b>	<b>:</b>	<b>DRIVER II</b>
<b>REPORTING TO</b>	<b>:</b>	<b>ASSISTANT DIRECTOR HRM AND ADMINISTRATION</b>
<b>DEPARTMENT</b>	<b>:</b>	<b>CORPORATE SERVICES</b>
<b>JOB GRADE</b>	<b>:</b>	<b>CAJ 10</b>
<b>NO. OF POSTS</b>	<b>:</b>	<b>2</b>
<b>TERMS OF EMPLOYMENT</b>	<b>:</b>	<b>PERMANENT &amp; PENSIONABLE</b>
<b>DUTY STATION</b>	<b>:</b>	<b>HEAD OFFICE</b>

DUTIES AND RESPONSIBILITIES

- i. Driving the vehicle as authorised;
- ii. Detecting and reporting vehicle defects on time;
- iii. Ensuring vehicle cleanliness;
- iv. Ensuring routine service and maintenance of the vehicle;
- v. Ensuring security and safety of the vehicle, passengers and goods on and off the road;
- vi. Maintaining daily work ticket;
- vii. Carrying out routine checks on vehicle's cooling, oil, electrical and brake systems and tyre pressure;
- viii. Timely reporting of accidents and follow up of police abstracts; and
- ix. Vehicle inspection and keeping up-to-date insurance documents.
- x. Any other duty as may be assigned from time to time.

JOB SPECIFICATION

For appointment to this grade, an officer must have: -

- i. Kenya Certificate of Secondary Education (KCSE) mean grade D or its equivalent;
- ii. Valid Class BCE Driving License free from any endorsement;
- iii. Occupational Trade Test Grade III for drivers;
- iv. Passed Suitability Test for drivers;
- v. First Aid Certificate Course lasting not less than one (1) week from St. John Ambulance or Kenya Institute of Highways and Building Technology (KIHBIT) or any other recognized institution;
- vi. Certificate of good conduct;
- vii. Must have 3 years related experience;
- viii. Attended a refresher course for divers lasting not less than one (1) week within the last three (3) years at Kenya Institute of Highway and Building Technology (KIHBIT) or any other recognised institution, and
- ix. Shown merit and ability as reflected in work performance and results.

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CAJ/JOB/011/08/2023

INDENT FOR THE POSITION OF LEGAL OFFICER II

<b>JOB TITLE:</b>	<b>LEGAL OFFICER II (ADVISORY SERVICES)</b>
<b>REPORTING:</b>	<b>ASSISTANT DIRECTOR ADVISORY UNIT</b>
<b>DEPARTMENT:</b>	<b>ADVISORY UNIT</b>
<b>JOB GRADE:</b>	<b>CAJ 7</b>
<b>NO. OF POSTS:</b>	<b>1</b>
<b>TERMS OF EMPLOYMENT:</b>	<b>PERMANENT AND PENSIONABLE</b>
<b>DUTY STATION:</b>	<b>HEAD OFFICE</b>

**DUTIES AND RESPONSIBILITIES**

- i. Opening case files for cases instituted before the Commission;
- ii. Opening, maintaining and updating case registers;
- iii. Preparing case files for hearing;
- iv. Drafting legal opinions and legal briefs;
- v. Drafting legal documents/instruments, leases and contracts; and
- vi. Conducting legal research on pending case files and come up with an opinion to facilitate the justice process.

**JOB SPECIFICATION**

For appointment to this position, a candidate must;

- Have a Bachelor of Law Degree (LL.B) from a recognized university;
- Have Diploma in Law from the Kenya School of Law;
- Must be an Advocate of the High Court of Kenya with a current practicing certificate



- Must have post-graduate experience of three (3) years in a related role
- Must be a member to a professional Body in good standing
- Must have a certificate in computer application skills from a recognized institution;
- Legal drafting skills will be an added advantage
- Certification in any foreign language will be an added advantage

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