

VACANT POSITION
DETAILED JOB DESCRIPTION FOR THE POSITION OF
CASE ADMINISTRATOR II (*Capacity Building, Collaboration and Advocacy*) **NCIA**
Grade 8

Job Title	CASE ADMINISTRATOR II (<i>Capacity Building, Collaboration & Advocacy</i>)
Job Grade	NCIA 8
Terms of Service	Permanent and Pensionable
Directorate	Research, Capacity Building and Collaboration
Department	Capacity Building, Collaboration and Advocacy /Research & Documentation
Salary Scale	Gross Salary: Min Kshs. 131,100 – Max Kshs 176,100
Location / Workstation	Head Office, Nairobi
Reporting Relationships	
Reports to	Case Administrator I
Direct Reports	N/A
Indirect Reports	N/A
Job Purpose	
<p>Provide technical support in formulation, implementation and review of policies, strategies, standards, guidelines and procedures for implementing ADR curriculum and training, conducting ADR research and development and management of partners.</p> <p>An officer at this level may be deployed to head any of the following functional areas: -</p> <ol style="list-style-type: none"> 1) Research and Documentation; and 2) Capacity Building, Collaboration and Advocacy. 	
I. Operational Responsibilities / Tasks	
<p>Capacity Building, Collaboration and Advocacy Functions</p> <ol style="list-style-type: none"> 1) Implement and review of policies, strategies, frameworks, work plans, legislations, guidelines, standards, norms, rules, procedures and regulations for the Department. 2) Collect and Collate data on skills gaps of arbitrators, mediators and alternative dispute resolution practitioners in the area of practice. 3) Collect and collate a database of training of trainers, training institutions, resource persons, knowledge management, development partners and other relevant stakeholders. 4) Receive and profile applications from prospective trainers and training institutions. 5) Promote public awareness, education and use of ADR to inculcate ADR in the country. 	

- 6) Promote Business Process Re-engineering (BPR).
 - 7) Implement the business continuity plan for capacity building and knowledge management.
 - 8) Foster a corporate culture that promotes ethical practices and good corporate citizenship
- Research and Documentation Functions**
- 1) Implement and review policies, strategies, frameworks, work plans, legislations, guidelines, standards, norms, rules, procedures and regulations for the Department.
 - 2) Collect data on alternative disputes resolution mechanisms.
 - 3) Compile data on knowledge management on alternative dispute resolution.
 - 4) Collect data on emerging Arbitration and ADR trends.
 - 5) File and ensure safe custody of records of domestic and international cases registered by the Centre.
 - 6) Implement ADR research guidelines and mechanisms of Memoranda of Understanding (MOUs) and other strategic agreements with national, regional and international bodies.
 - 7) Collect and Compile data on public and private agencies to ensure effective facilitation, conduct, promotion and coordination of ADR research and dissemination of the findings.
 - 8) Promote Business Process Re-engineering (BPR).
 - 9) Implement the business continuity plan for industry development and research.
 - 10) Foster a corporate culture that promotes ethical practices and good corporate citizenship.

Job Dimensions:

I. Financial Responsibility

N/A

II. Responsibility for Physical Assets

Responsible for physical assets i.e., office space, ICT equipment, cabinets, furniture, and Equipment

III. Decision Making / Job Influence

- 1) Analytical Decisions.
- 2) Operational Decisions.

IV. Working Conditions

The role is performed in an office setting at the Centre's Headquarters with regular field assignments locally, regionally, and internationally.

Job Competencies (Knowledge, Experience and Attributes / Skills).
Academic qualifications
Bachelor's degree in any of the following disciplines: - Law, Arbitration, Information Management, Information Science, Archives and Record Management, Economics, Statistics, Knowledge Management, Library and Information Science, Information Studies, Library and Knowledge Management, Library and Information Studies or equivalent qualification from a recognized institution
Professional Qualifications / Membership to professional bodies
Post-graduate Diploma from the Kenya School of Law. OR Diploma in any of the following fields: Research Methods, Archiving and Records Management, Information Management, Curriculum Development or equivalent qualification from a recognized institution
Previous relevant work experience required.
N/A
Functional Skills, Behavioral Competencies/Attributes:
<ul style="list-style-type: none"> (i) Negotiation and Arbitration skills. (ii) Problem solving skills. (iii) Organizational skills. (iv) Stakeholder management skills. (v) Change management skills. (vi) Planning and Analytical skills. (vii) Interpersonal and communication Skills. (viii) Networking skills. (ix) Creativity and Innovation. (x) Time management skills. (xi) Emotional Intelligence Skills

HOW TO APPLY

Interested and eligible candidates are urged to access the detailed job descriptions by visiting our website: www.ncia.or.ke under careers and clicking on the link provided

- (i) Applicants should follow the following steps for application to be considered complete:
Email soft copies(PDF) of the Cover letter, CV, Copies of academic and professional Certificates and any other documents supporting their qualification to **caseadmin@ncia.or.ke** with the job title and reference number as the email subject for the job applied.
- (ii) Complete application by filling your biodata in the prescribed **NCIA Job application form provided**. Applicants must complete both steps for their application to be deemed complete, hard copy applications will not be accepted.
- (iii) Successful candidates will be required to submit the following documents: -
 - a. Valid Tax Compliance Certificate from the Kenya Revenue Authority (KRA).
 - b. Valid Certificate of Clearance from the Higher Education Loans Board (HELB).
 - c. Valid Certificate of Good Conduct from the Directorate of Criminal Investigations (DCI).
 - d. Dully filled and stamped Self-Declaration/Clearance from the Ethics and Anti-Corruption Commission (EACC). The Self-Declaration form should indicate the position being applied for.
 - e. Valid Clearance Certificate from an approved Credit Reference Bureau (CRB).

Please note that:-

Due to the high number of anticipated applications, it will not be possible for the NCIA to respond to each application. Only shortlisted and successful candidates will be contacted.

Canvassing in any form and giving false information will lead to automatic disqualification.

NCIA is an equal-opportunity employer. Qualified Women and Persons Living with Disabilities and persons from marginalized communities are encouraged to apply and clearly state that they are women and/or have disabilities and are marginalized.

All applications must be received on or before 2nd February, 2026



Dr. Henry Murigi, PhD
REGISTRAR/CEO
DATE: 18/12/2025

