

VACANT POSITION
DETAILED JOB DESCRIPTION FOR THE POSITION OF DIRECTOR, CASE
MANAGEMENT AND ACCREDITATION – NCIA GRADE 2

Job Title	Director, Case Management and Accreditation
Job Grade	NCIA 2
Terms of Service	Contract of five (5) years term renewable subject to performance and attainment of mandatory retirement age
Directorate	Case Management and Accreditation
Salary Scale	Gross Salary: Minimum Kshs. 375,197 – Maximum Kshs. 547,795 per month
Location / Workstation	Head Office, Nairobi
Reporting Relationships	
Reports to	Registrar/CEO
Direct Reports	1. Deputy Director, Case Administration and Accreditation 2. Deputy Director, Case Quality Assurance
Indirect Reports	3. Assistant Director, Case Administration and Accreditation 4. Assistant Director Case Quality Assurance
Job Purpose	
To provide strategic leadership in formulation, implementation and review of policies, strategies, standards, guidelines and procedures for administration of disputes, the empanelment of panel applicants and the compliance of standards at the Centre.	
Key Responsibilities/ Duties / Tasks	
I. Managerial / Supervisory Responsibilities	
<ol style="list-style-type: none"> 1. Provide leadership in development, implementation and review of policies, strategies, frameworks, work plans, legislation, guidelines, standards, norms, rules, procedures and regulations for Case Management and Accreditation. 2. Spearhead promotion, facilitation, encouragement and ensuring that the conduct of international commercial arbitration is in accordance with the NCIA Act and other Regulations. 	

3. Lead in development, implementation and review of rules encompassing accreditation and quality assurance on conciliation, mediation, arbitration and other alternative dispute resolution processes.
4. Provide leadership in ensuring that standards are adhered to during the conduct of arbitration and alternative dispute resolution processes.
5. Guide in administration of domestic and international arbitrations as well as alternative dispute resolution techniques under its auspices.
6. Spearhead formulation of national policies, laws and plans of action on alternative dispute resolution in collaboration with other lead agencies and non-State actors.
7. Lead in development, implementation and review of national policies, laws and plans of action on alternative dispute resolution.
8. Provide leadership in development of guidelines on civil and criminal matters for which court adjudication will not be available at the first instance, and which must be first submitted to ADR In collaboration with relevant stakeholders.
9. Coordinate provision of advice and assistance for the enforcement and translation of arbitral awards.
10. Lead the enforcement, monitoring and evaluation of national policies, laws, rulings, plans, guidelines, regulations and legislations on alternative dispute resolution
11. Provide leadership in maintenance and proactive co-operation with other national, regional and international institutions in such areas as shared panel of arbitration and alternative dispute resolution practitioners as well as other areas relevant to achieving the Centre's objectives.

12. Spearhead formulation of strategies and measures to ensure that arbitration is reserved as the dispute resolution process of choice.
13. Coordinate provision of ad hoc arbitration by facilitating the parties with necessary technical and administrative assistance at the behest of the parties.
14. Lead in promotion of arbitration and alternative dispute resolution mechanisms as the reserved dispute resolution processes of choice.
15. Coordinate provision of facilities for hearing, transcription and other technological services.
16. Oversee the processing of accreditation applications and issuance of accreditation certifications for arbitrators, mediators, training of trainers and training institutions for arbitrations and mediations.
17. Lead in provision of procedural and technical advice to disputants using NCIA rules and regulations.
18. Spearhead formulation of strategies and measures to ensure accreditation and licensing of arbitrations and alternative dispute resolutions practitioners and training institutions.
19. Oversee development, implementation and review of policies and mechanisms to ensure protection and immunity of ADR practitioners in the provision of professional services.
20. Oversee the development, implementation and review of standards on panel listing status.
21. Spearhead compliance of code of conduct for arbitrators and alternative dispute resolution practitioners.

22. Validating audits of practitioners and training institutions for arbitration and alternative dispute resolution.
23. Lead in development, implementation and review of Standard Operating Procedures (SOPs) for special, sensitive and unique cases involving vulnerable groups and persons.
24. Coordinate customer satisfaction survey on services offered by the directorate.
25. Provide technical input in development, implementation and review of the Centre's strategic plan, vision, mission, and objectives.
26. Provide strategic leadership in the establishment and strengthening of effective collaborations and partnerships with strategic and development partners, Government agencies, training institutions, professional associations and other relevant stakeholders on matters relating to Case Management and Accreditation.
27. Provide strategic leadership in development, implementation, monitoring and review of the Directorate annual budgets, procurement and disposal plan, annual performance contract and the Directorate annual reports.
28. Provide strategic leadership in supervision, coaching, mentoring, training, and development of all staff to ensure an efficient and motivated team in the Directorate.
29. Provide strategic leadership in formulation, implementation, monitoring, and review of risk management policy and framework that ensures the Directorate has a robust system and processes of accountability, enterprise risk management and business continuity.
30. Provide strategic leadership in development, implementation, and review of the Directorate's citizen service delivery charter to enhance accountability and transparency in service delivery to stakeholders.

31. Foster conducive corporate culture that promotes ethical practices and good governance in line with the Constitution of Kenya 2010 within the Directorate.

32. Provide leadership in the development and implementation of corruption prevention and mitigation strategies in the Directorate.

33. Spearhead the implementation of principles of Corporate Governance, relevant national policies, guidelines, and directives within the Directorate.

II. Operational Responsibilities / Tasks

1. Provide oversight of all activities of the Directorate and manage the day-to-day operations for the smooth functioning and efficiency of the Directorate.
2. Articulate matters on case management and accreditation in conferences, symposia, workshops, fora, and seminars nationally, regionally, and internationally.
3. Spearhead the preparation and submission of periodic reports in the Directorate.
4. Provide leadership with the Directorate's staff and chairs the Directorate's meetings.
5. Responsible for the implementation of Board resolutions and audit recommendations within the Directorate.
6. Provide regular, thorough, and prompt communication to the Directorate's staff on key technical, financial, and administrative matters.
7. Appraise the direct reports.

Job Dimensions:

I. Financial Responsibility

1. Approval of the Directorate's budget and expenditure.
2. Approval of Directorate's annual procurement and assets disposal plan.
3. Directorate's Resource mobilization.

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. Strategic Decisions.
2. Managerial Decisions.
3. Financial Decisions.
4. Analytical Decisions.
5. 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

1. Master's degree in law, Arbitration or equivalent qualification from a recognized institution.
2. Bachelor's degree in law from a recognized institution.

Professional Qualifications / Membership to professional bodies

1. Post-graduate Diploma from the Kenya School of Law.
2. Professional qualification and membership to a professional body and in good standing where applicable.
3. Certificate in Leadership Course lasting not less than four (4) weeks from a recognized institution.

Previous relevant work experience required.

At least fifteen (15) cumulative years of relevant work experience three of which should have been at the grade of Deputy Director, Case Administration and Accreditation/Case Quality Assurance or comparable position.

Functional Skills, Behavioral Competencies/Attributes:

1. Leadership skills.
2. Negotiation and Arbitration skills.
3. Problem solving skills.
4. Financial management skills.
5. Organizational skills.
6. Strategic management skills.
7. Stakeholder management skills.
8. Change management skills.
9. Planning and Analytical skills.
10. Visionary Skills.
11. Interpersonal and communication Skills.
12. Networking skills.
13. Creativity and Innovation.
14. Time management skills.
15. 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 ***director@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: 18th December 2025