



EMPLOYMENT OPPORTUNITIES

The Zambia Institute of Chartered Accountants (ZICA) is a self-regulated membership body, established under the Accountants Act of 1982 and as amended in the Accountants Act of 2008 has the primary mandate of regulating and promoting the accountancy profession in Zambia.

The Vision of ZICA is *“A reputable leader in developing finance and business professionals”*

Its Mission is *“ZICA will protect public interest through the regulation of the accountancy profession to the satisfaction of stakeholders”*

The Core Values of the Institute are:

“Integrity, Professionalism, Customer Centric, Accountability, Excellence, Innovation”

The Institute would like to recruit outstanding, results oriented and self-motivated, versatile and professional individuals of high personal integrity with appropriate academic and professional qualifications and experience.

POSITIONS

1. MANAGER INTERNAL AUDIT AND RISK MANAGEMENT

PURPOSE OF THE JOB

The Manager shall manage and oversee the internal audit and risk management functions, ensuring the integrity of financial and operational processes, compliance with regulations, and the effective management of risks. Providing strategic guidance, ensuring the integration of audit and risk management processes with organizational objectives, and fostering a culture of accountability and continuous improvement.

REPORTING STRUCTURE

The Manager Internal Audit and Risk Management will functionally report to the Audit and Risk Management Committee of Council and administratively to the Chief Executive Officer.

KEY RESPONSIBILITIES

Formulating Annual Audit Plans

Developing and implementing annual internal audit plans to evaluate the organization's operations.

Audit Reports

Preparing and presenting audit reports to facilitate decision-making by management and the Audit Committee. Presenting reports and findings to relevant authorities on time.

Risk Management

Updating and monitoring risk management strategies to strengthen internal controls and enhance accountability.

Reviewing Internal Controls

Reviewing regularly financial processes, systems, and other operational controls to ensure their adequacy and effectiveness.

Asset Verification

Verifying institutional assets to ensure accountability and prevent misuse.

Resource Management

Utilizing efficiently, human and material resources to achieve set objectives.

Investigations

Leading and conducting investigations to suspected would be audit queries not limited to fraud, irregularities and malpractices.

Staff Training

Providing awareness training and mentorship to staff on internal controls and risk management practices.

Collaboration

Collaborating with stakeholders to identify emerging risks and recommending mitigation strategies. Coordinating with other departments, external auditors and other assurance providers.

Decision Making and Problem Solving

Providing proactive solutions to audit findings that impact on policy matters, resource allocations and compliance with regulatory standards.

Strategic formulation and implementation

Ensuring focus on strategic formulation by setting the pace aligned to new trends in auditing, problem solving and recommending organizational – level solutions

Risk Management Report

Producing full risk management reports with proposed solutions to specified risk areas identified.

Promoting good Governance

Promoting good governance by advising Management on governance practices and compliance.

QUALIFICATIONS AND OTHER SKILLS

- Grade 12 School Certificate or its equivalent with five (5) O level credits or better including English and Mathematics.
- Full CA Zambia/ZICA Professional or ACCA/CIMA or its equivalent.
- 8 Years of work experience, with at least 2 years at a management level in Internal Audit and Risk Management
- Well-developed management of interpersonal relationships
- Should have integrity
- Very good time Management skills
- Computer literate and conversant with Microsoft Office
- Must be a paid-up member of ZICA

Added Advantage

- Master's Degree
- Certified Internal Auditor (CIA)
- Certified Information Systems Auditor (CISA)

2. ICT OFFICER DATABASES AND APPLICATIONS**PURPOSE OF THE JOB**

The Officer shall be required to assist in the management of the institution's IT infrastructure by ensuring the optimal performance, security, and availability of business applications and databases.

REPORTING STRUCTURE

The ICT Officer – Databases and Applications is accountable to the IT Manager.

KEY RESPONSIBILITIES**Database Management**

- Administering, monitoring, and maintaining databases to ensure optimal performance and security.
- Ensuring data integrity and availability by implementing effective disaster recovery plans.
- Managing user access to databases and ensuring compliance with data security policies.

Security and Compliance

- Implementing and maintains database security to protect the Institute's information from unauthorized access, or loss.
- Creating and maintaining users' roles and assigning privileges to users in order to minimize exposure to information risks.
- Ensuring compliance with data protection laws and internal IT policies.
- Monitoring and managing system vulnerabilities and implement timely security patches.
- Conducting regular audits of systems and databases to ensure security protocols are followed.

Application Support

- Providing technical support to users, troubleshooting software issues, and resolving technical problems.
- Ensuring minimal downtime by implementing proactive maintenance schedules.
- Assisting in the deployment of new technologies, applications, and tools across the organization.
- Performing application tuning and performance monitoring to identify gaps and recommend appropriate solutions
- Planning, executing and managing the development and integration of new applications into existing systems and software.
- Managing the Change Management Process for IT system changes
- **Software Development**
- Designing, developing, and maintaining software and web-based applications.
- Ensuring that all developed software is consistently upgraded to address new challenges.
- Carrying out Application testing and deployment

Business Continuity

- Ensuring that database system backups are valid.
- Implementing and maintaining databases at the Disaster Recovery Site
- Ensuring that recoveries from failures are carried out in the shortest possible time with minimum loss of data
- Carrying out regular disaster recovery simulations at intervals agreed with the supervisor.

QUALIFICATIONS AND SKILLS

- Full Grade Twelve Certificate with five (5) O level credits or better including Mathematics and English.
- Bachelor's degree in computer science, Information Technology, or a related field
- Relevant IT certifications in MS SQL Database Administration
- Must be a paid-up member of ICTAZ
- Four (4) years of relevant experience in a similar field
- Experience in software development
- Experience in working with Enterprise Resource Planning (ERP) systems
- Experience in mobile application development using either Flutter, React Native or Kotlin/Java.
- Proficiency in one or more programming languages such as Java, Python, C#, or JavaScript
- Proficiency in Database Management Systems (MySQL, MS SQL Server)
- Accuracy in managing data backups, configurations, and security protocols.
- Must possess experience in Software Development and familiar with current technologies.
- Must possess strong organizational and time-management skills
- Well-developed management of interpersonal relationship
- Should have integrity
- Very good time Management skills
- Computer literate and conversant with Microsoft Office

3. ASSISTANT MEMBERSHIP SERVICES OFFICER**PURPOSE OF THE JOB**

The Assistant Membership Services Officer shall be responsible for supporting the Membership Services team in handling member-related issues and maintaining

accurate membership records. Ensuring that members receive timely services by providing administrative support, managing membership data, and offering excellent customer service to effectively offer high levels of member satisfaction all the time.

REPORTING STRUCTURE

The Assistant Membership Services Officer is accountable to the Membership Services Officer.

KEY RESPONSIBILITIES

Membership Services Administration

- The Officer will be required to be processing membership applications, renewals and terminations.
- Assisting maintaining accurate and up-to-date records of all members in the membership database.
- Handling member inquiries and providing timely responses and resolutions
- Preparing and dispatching membership certificates, cards and other related documents.

Member Engagement to include the following: -

- Supporting in organizing member engagement activities, including conferences, seminars, and networking events.
- Assisting in the coordination of communication campaigns aimed at engaging and updating members

Data Management

- The Officer will be in charge of ensuring data integrity by regularly updating and verifying member records.
- Generating periodic reports on membership statistics for management.

Customer Services

- Providing excellent customer service to members through phones, emails, and in-person
- Managing the membership inbox and ensuring all inquiries and concerns are handled efficiently.

Compliance Policies

- Ensuring compliance with internal policies and procedures in all membership-related processes.
- Assisting enforcing membership regulations and code of ethics

Administrative Support

- Providing administrative support to the Membership Services Officer.
- Performing other tasks as required by the Membership Services department.

QUALIFICATIONS AND SKILLS

- Full Grade Twelve Certificate with five (5) O level credits or better including Mathematics and English .
- Diploma in Business Administration, Marketing, Public Relations, or a related field.
- Minimum of 3 years of experience in membership services, customer service, or a similar role, preferably in a professional body or association
- Well-developed management of interpersonal relationship
- Should have integrity
- Very good time Management skills
- Computer literate and conversant with Microsoft Office

4. ASSISTANT EXAMINATIONS OFFICER

The Assistant Examinations Officer shall be responsible for supporting the Examinations team with Examinations administration duties. To work in liaison with the Examinations Officer to Identify suitably qualified examiners and moderators so that they effectively set papers in their respective fields and conform to the syllabus, time and content.

REPORTING STRUCTURE

The Assistant Examinations Officer is accountable to the Examinations Officer.

KEY RESPONSIBILITIES

Examination Registration and Scheduling

- Assisting with the registration of students for exams, ensuring that all candidates meet the necessary requirements.
- Helping with scheduling examinations, including preparing timetables, coordinating exam venues, and ensuring adequate examination materials are available.
- Communicating examination schedules to students and invigilators in a timely and accurate manner

Coordination of Examinations

- Assisting with marking of exams
- Supporting the coordination of examination day activities, including the distribution of exam papers, the setup of exam venues, and providing support to invigilators
- Supporting the coordination of exam day activities, including the distribution of exam papers, the setup of exam venues, and providing support to invigilators.
- Ensuring proper security measures are followed to maintain the integrity of exam materials and prevent cheating or exam malpractice.
- Assisting with the collection and processing of exam scripts and other examination-related documents

Record Management

- Maintaining accurate and up-to-date records of exam registrations, results, and other relevant information.
- Ensuring all exam-related documents are properly filed, stored, and accessible for auditing or review purposes.
- Assisting in the preparation of reports for management and regulatory bodies.

Payment Processing

Ensuring all payment for examination related activities are processed with one month after services have been rendered.

QUALIFICATIONS OTHER SKILLS

- Grade 12 Certificate with five (5) O level credits or better including Mathematics and English.
- Diploma in Accountancy.
- Three (3) years of relevant experience
- The Officer should possess organizational skills with the ability to manage multiple tasks and deadlines and ensuring that all exam processes are smoothly conducted and on time.
- The Officer is expected to have a high level of integrity
- Very good time Management skills
- Computer literate and conversant with Microsoft Office

5. PERSONAL ASSISTANT**PURPOSE OF THE JOB**

The Officer shall be required to be offering administrative support to the Chief executive Officer. Coordinating all Council and Executive Management activities in the office of the Chief Executive Officer by ensuring that all administrative tasks, business meetings, appointments and travel logistics are well coordinated. Enhancing smooth operations of daily activities of all Secretarial work.

REPORTING STRUCTURE

The Personal Assistant is accountable to the Chief Executive Officer.

KEY RESPONSIBILITIES**Appointments**

- The Personal Assistant shall be required to be making appointments for the CEO and giving timely reminders of pending appointments/ engagements.

Customer Care Services

- Courteously receiving visitors/guests on behalf of the Chief Executive Officer and attending to all protocol arrangements to project a good image of the Institute.
- Courteously attending to employee's needs on time.
- Screening all telephone calls and visitors of the Chief Executive Officer.

Queries

Attending to inquiries/queries and outgoing mail and making appointments on behalf of the Chief Executive Officer to provide relevant information and timely delivery of mail and documents.

Coordination

Coordinating of activities and affairs of the ZICA Secretariat as delegated by the Chief Executive Officer.

Administrative Duties

- Drafting responses to letters as directed and processing documents as required. Performing other administrative duties, to ensure efficient and effective operations in the Chief Executive Officer's office.
- Arranging for various meetings and events as delegated by Executive Management.
- Rendering support services to Executive Management. Ensuring that Directors Diaries, travel logistics, meetings are maintained and managed on time.
- Accurately typing from dictation or from manuscript, memoranda, letters and various reports as well as all draft correspondence and documents of the Chief Executive Officer to ensure effective delivery of the required services.

Filing

Filing documents as per agreed systems and procedures to facilitate good record keeping.

Screening all telephone calls and visitors of CEO and attend to calls.

QUALIFICATIONS AND SKILLS

- Full Grade Twelve Certificate with five (5) O level credits or better including Mathematics and English .
- Diploma in Secretarial and Business Administration and any other field related to Business Administration
- Minimum Five (5) years' Experience in Secretarial and at least two (2) years as Personal Assistant -CEO.

- Shorthand Typing 100-120 word per minute.
- Computer literate and conversant with Microsoft Office.
- Must possess good interpersonal skills to work in a dynamic and fast-paced environment.
- Must possess Strong organizational and time-management skills.
- Must pay attention to detail and accuracy

NOTE:

1. Applications with copies of Academic and Professional Certificates should be sent as one PDF document.

1. All applications should be sent using the indicated email address below. No Post Office posted application letters and hand delivered hard Copies will be accepted.

If you are interested and meet the stated requirements, you may send a motivation letter accompanied by a detailed Curriculum Vitae (CV) electronically. Indicate three traceable professional/work related referees with working contact Cell Phone numbers addressing the application to: -

The Chief Executive Officer
Zambia Institute of Chartered Accountants,
Accountants Park, Thabo Mbeki Road,
P O Box 2005,
LUSAKA

Email: careers@zica.co.zm

The closing date for receiving applications is Friday, 24th January 2025.

Those who will not get feedback from Zambia Institute of Chartered Accountants (ZICA) should consider their applications for the Job unsuccessful.