



VACANCY ANNOUNCEMENT

OPERATIONS OFFICER (2 VACANCIES)

The Ministry of Gender, Labour and Social Development (MGLSD), through its Programme Management Unit (PMU) is implementing the Expanding Social Protection Programme (ESP). The goal of ESP is to reduce chronic poverty and improve life chances for poor men, women and children in Uganda. The programme aims to embed a national social protection system, including social assistance for the poorest and most vulnerable, as a core element of Uganda's national planning and budgeting processes. A core element of the Programme is the Social Assistance Grants for Empowerment (SAGE) under which government provides the Senior Citizens Grant to older persons. The SAGE is implemented in 10 Regional Technical Support Units (RTSU's) located in the Districts of Moroto, Kaberamaido, Mbale, Kamuli, Gulu, Nebbi, Mbarara, Kiboga, Kampala and Kyenjojo.

To support the SAGE implementation, the MGLSD seeks to recruit competitive, competent and well-motivated persons to fill the positions of Operations from 1st October 2025 to 30th June 2028, subject to renewal depending on performance and availability of funding.

Interested and eligible persons should submit their applications including a cover letter, current Curriculum Vitae and copies of Academic Certificates and Transcripts, to be delivered at Ministry of Gender, Labour and Social Development's general registry on 2nd Floor, Plot 2, George Street not later than 1700hrs on 13th August 2025.

Applications should be addressed to:

The Permanent Secretary
Ministry of Gender, Labour and Social Development
Plot 2, George Street
P.O Box 7136
KAMPALA
Tel:+256 414 347 854

Only shortlisted candidates will be contacted.

Position:	Operations Officer
Number of vacancies	02
Reporting to:	Senior Operations Officer/RTSU Coordinator
Duty Station:	Any District of posting
Salary Grade:	6 (of the ESPP II Salary structure)
Supervises:	None

Job purpose

Provide technical support to Local Governments and ensure implementation of Senior Citizen's Grant (SCG) processes in compliance with ESP Programme guidelines.

KEY TASKS AND RESPONSIBILITIES

1. Coordinate and support beneficiary verification, registration, enrollment and payments in all the Local Governments in area of jurisdiction.
2. Coach, mentor, train the Local Government staff on management of the SCG Processes.
3. Implement Monitoring, Evaluation and Learning activities for the Programme to ensure accountability and quality service delivery.
4. Liaise and follow up with DLGs for timely reporting and updating of death and complaints reports
5. Prepare monthly and quarterly reports on programme performance in the Districts of jurisdiction.
6. Coordinate submission of relevant reports by districts and ensure timely information sharing and provision of feedback to districts.
7. Responsible for Complaints and Grievance (C&G) Management processes in the Districts of jurisdiction.
8. Responsible for supporting Local Governments in beneficiary verifications and case management activities for SAGE
9. Responsible for uploading all beneficiary data to the respective modules of the SAGE MIS

KEY RESULTS AREAS

1. Capacity of Local Government in delivery of the programme processes built.
2. Timely production of district plans, activities and targets.
3. Analysis of C&G data and provide quarterly reports on complaints resolution.
4. Quality monthly and quarterly reports prepared and submitted to the RTSU Coordinator.
5. Provision of feedback on action taken on issues arising from the monthly and quarterly reports
6. Timely complaints entry, complaints resolution and feedback on complaints.
10. Timely upload of all beneficiary data to the respective modules of the SAGE MIS.

PERSON SPECIFICATIONS MINIMUM

Qualifications

An Honours Degree in Social Science, Development Studies, Adult and Community Education, Statistics, Business Administration, Economics, Public Administration and Management.

Competences

- Relationship Management
- Partnership support
- Good report writing skills
- Monitoring and Evaluation
- IT skills

MINIMUM WORK EXPERIENCE AND EXPOSURE:

A minimum of three years relevant experience in community programming or development experience working with governments, non-governmental organizations and/or research institutions, in Uganda.