



ZCAS University invites applications from suitably qualified and experienced persons to fill the following positions:

1. REGISTRY CLERK (ONE POSITION)

Job Purpose: Responsible for maintaining and managing employee records. Ensuring accurate filing, retrieval, and processing documentation to support human resource and administration functions.

Main Duties and Responsibilities

- i. Maintain and update employee records in both physical and electronic formats.
- ii. Handle the filing, retrieval, and archiving of HR documents and correspondence.
- iii. Assist in ensuring compliance with document retention policies and regulatory requirements.
- iv. Process HR-related documentation, including contracts, letters, and reports.
- v. Support HR processes, such as recruitment documentation and onboarding paperwork.
- vi. Coordinate document flow between HR and other departments.
- vii. Assist with data entry and administrative tasks as required.
- viii. Maintain an organized and up-to-date HR registry system.
- ix. Perform any duties other assigned by the supervisor.

Qualifications and experience:

- i. Grade 12 School Certificate with at least five O' Level credits including English.
- ii. Diploma in Human Resource Management, Records Management, Business Administration, or a related field.
- iii. Minimum of one-year work experience in a records management environment.
- iv. Proficiency in Microsoft Office (Word, Excel, Outlook).
- v. Membership to a professional body such as the Zambia Institute of Human Resource Management will be added advantage.

Other skills and attributes

- i. Excellent interpersonal and networking abilities, with the ability to build and maintain relationships.
- ii. Excellent written and verbal communication skills, with attention to detail.
- iii. Ability to work effectively under pressure and meet tight deadlines.
- iv. Innovative and able to work under minimum supervision.

2. QUALITY ASSURANCE OFFICER (1 POSITION)

Job Purpose: To support the implementation and management of quality assurance processes and systems across the University to ensure compliance with national and international standards and contribute to the continuous improvement of educational services.

Main Duties and Responsibilities

To assist the Quality Assurance Manager in the following areas:

- i. Reviewing, implementing, and maintaining the University's quality assurance policy and framework.
- ii. Supporting the development, review, and accreditation of academic programmes.
- iii. Monitoring and evaluating the quality of academic services, student experiences, and graduate outcomes through surveys, feedback mechanisms, and data analysis.
- iv. Participating in decision-making processes by providing quality assurance data and insights to relevant committees and University leadership.
- v. Developing, reviewing, and maintaining quality assurance policies, procedures, and operational documents in collaboration with academic, research, and administrative units.
- vi. Conducting audits and assessments to ensure compliance with quality assurance standards and promote continuous improvement.
- vii. Supporting the implementation and monitoring of the University's strategic plan.
- viii. Developing and monitoring risk management strategies to ensure potential risks are effectively identified and mitigated.

Qualifications and Experience

- i. Grade 12 School Certificate with at least five O' Level credits including English.

- ii. A Bachelor's degree in Production & Operations Management, Quality Management, Education Management, or a related field.
- iii. A Master's degree is an added advantage
- iv. At least three (3) years of relevant experience in quality assurance, monitoring and evaluation, or related roles, preferably in a higher education setting.
- v. Member of a recognized professional body.

Other skills and attributes

- i. Knowledge of quality assurance principles and practices in higher education.
- ii. Understanding of accreditation processes and quality standards.
- iii. Good communication skills (both written and verbal).
- iv. Proficiency in IT and Microsoft Office tools (Word, Excel, PowerPoint).
- v. Ability to work under pressure and meet deadlines.
- vi. Strong attention to detail and organizational skills.
- vii. Analytical thinking with the ability to interpret data and use it for decision-making and improvement initiatives
- viii. Strong problem-solving skills and the ability to identify innovative solutions to challenges in the quality assurance process.

The position applied for should be clearly stated in the application letter and marked on the envelope.

Eligible candidates who meet the above specifications should submit a motivation letter indicating their suitability for the role, a detailed curriculum vitae (***not more than 3 pages***) with three traceable referees, and certified copies of education qualifications to:

The Registrar

ZCAS University

P.O. Box 50497 RW

LUSAKA

Or Email: recruitment@zcasu.edu.zm (For applications submitted through email, please ensure that all documents are merged into a single PDF file).

Closing Date: 16th May 2025. Only short-listed candidates will be contacted. ZCAS University is an Equal Opportunity Employer.