



## NATIONAL SOCIAL SECURITY FUND

### EXTERNAL ANNOUNCEMENT OF VACANCIES

The National Social Security Fund (NSSF) is a statutory public institution mandated to provide social security protection to Kenyan workers and their dependants. The Fund seeks to recruit high-calibre, visionary, and results-oriented professionals to fill various Senior Management level positions. These roles offer an exceptional opportunity to provide strategic leadership, strengthen institutional performance, and contribute to the delivery of sustainable, efficient, and member-centric social security services.

Interested applicants who meet the respective requirements are hereby invited to apply for the following positions.

S/No.	Position	Grade	Posts
1.	Manager, Corporate Communications	3	1
2.	Manager, Information Communication Technology	3	1
3.	Manager, Marketing, Member & Customer Experience	3	1
4.	Manager, Human Resource	3	1
5.	Manager, Property Management	3	1

**Details of the vacancies and the application procedure are as outlined below.**

#### **1. MANAGER, CORPORATE COMMUNICATIONS**

**Location:** Head Office

**Job Grade:** NSSF Grade 3

The officer will be answerable to the Managing Trustee/CEO.

##### **(a) Duties and Responsibilities**

Specific duties and responsibilities at this level will entail:

- (i) Developing and executing the implementation of a communication policy and strategy that positions the Fund as a market leader in social security, while maximizing impact and delivery of the mission and vision;
- (ii) Overseeing development of communication plans across all media/public relations, digital and social media communications, public affairs and event management (shows and exhibitions);
- (iii) Leading day to day management of the website, old media, digital, and social media pages (new media);

- (iv) Planning and managing the design, content and production of all communication material for both external and internal use;
- (v) Providing expert advice and assistance to the senior management team on all internal and external communications ensuring that PR plans and media releases follow best practice and are consistent with the Fund's values;
- (vi) Providing internal business areas with a comprehensive and professional communication service, to maximize the impact of external communication and engagements;
- (vii) Tracking and measures communication activities while developing reports for management to monitor and evaluate the effectiveness of the communication strategy;
- (viii) Managing crisis, pre-emptive planning and maintaining awareness of the Fund's risks and threats;
- (ix) Building the Fund's relationship with the media and press, generating and securing opportunities for the organization to be represented in the media while controlling the narrative; and
- (x) Developing, building and engaging external relationships with the Fund's partners, the government and its stakeholders.

**(b) Requirements for Appointment**

For appointment to this grade, an officer must have:

- (i) Bachelor's Degree in any of the following disciplines: Communications, Public Relations, Journalism or related field from a recognized institution;
- (ii) Master's Degree in any of the following disciplines: Communications, Public Relations, Journalism or related field from a recognized institution;
- (iii) Leadership course from a recognized institution;
- (iv) Membership to an accredited professional body related to Communications, Public Relations or Journalism or other related field, such as the Public Relations Society of Kenya (PRSK), International Association of Business Communicators (IABC);
- (v) Professional Qualification in any of the following disciplines: Communications, Public Relations, Journalism or related field from a recognized institution;
- (vi) Cumulative service period of fifteen (15) years, three (3) of which must be at the grade of Assistant Manager, Corporate Communication or a comparable position; and
- (vii) Proficiency in computer applications.

**2. MANAGER, INFORMATION COMMUNICATION TECHNOLOGY      Location: Head Office**  
**Job Grade: NSSF Grade 3**

The Manager, ICT will be answerable to the Managing Trustee/CEO.

**(a) Duties and Responsibilities**

Specific duties and responsibilities at this level will entail:

- (i) Developing and executing ICT strategies, related policies and standards in line with the Fund's Corporate Strategic Plan;
- (ii) Preparing, reviewing and monitoring the ICT annual budget and operating plan to support business plans;
- (iii) Providing regular and ad hoc technical and management reports for carrying out performance benchmarking and decision making, identifying opportunities for innovation and fostering the development of creative solutions;
- (iv) Managing the introduction, implementation and support of appropriate information and communication technology for the Fund including overseeing ICT projects, operational improvements and evaluating the integration of new technologies;
- (v) Managing the introduction of structured end-user capacity building to ensure optimal and efficient use of all the ICT systems/tools available to the Fund;
- (vi) Overseeing the installation of programs, conduct final testing, evaluate effectiveness and increase program operating efficiency by adapting to new requirements as necessary;
- (vii) Ensuring effective and efficient security systems that ensure network, systems and data security and recovery from internal and external security threats;
- (viii) Preserving ICT resources by implementing disaster recovery and back-up procedures and information security and control structures;
- (ix) Performing risk assessments and execute tests of data processing system to ensure functioning of data processing activities and security measures; and
- (x) Managing internal ICT infrastructure requirements including the use of third parties to supply services.

**(b) Requirements for Appointment**

For appointment to this grade, an officer must have:

- (i) Bachelor's Degree in Computer Science, Information Technology or related field from a recognized institution;
- (ii) Masters' Degree in Computer Science, Information Technology or related field from a recognized institution;
- (iii) Leadership course from a recognized institution;
- (iv) Membership in good standing to a relevant and accredited professional body;
- (v) Professional qualification such as CISA, MCSE, CCNA, CCNP, CCIE, CNE or any other relevant qualification from a recognized institution;
- (vi) Cumulative service period of fifteen (15) years, three (3) of which must be at the grade of Assistant Manager, ICT or a comparable position; and
- (vii) Proficiency in computer applications.

**3. MANAGER, MARKETING, MEMBER & CUSTOMER EXPERIENCE**

**Location:** Head Office

**Job Grade:** NSSF Grade 3

This officer will be responsible to the General Manager, Social Security.

**a) Duties and Responsibilities**

Specific duties and Responsibilities will entail:

- (i) Ensuring brand building activities are carried out through extensive member education using media, road shows and sponsorships;
- (ii) Carrying out Customer Service initiatives to ensure customer satisfaction;
- (iii) Documenting Customer journey maps ensuring alignment with process maps;
- (iv) Managing improvements identified through customer journey mapping processes through to implementation;
- (v) Using industry knowledge and customer drivers to research and develop key points of view and make recommendations of how to make propositional business, process and technical capabilities;
- (vi) Ensuring Development and implementation of customer service standards that ensure a consistent superior service to customers;
- (vii) Designing and implementing customer engagement/feedback and resolution mechanisms;
- (viii) Ensuring Development and implementation of service measurement tools aimed at the operational improvement of customer service delivery at all touch points;
- (ix) Ensuring that public opinion survey is gathered on a regular basis on the service of the Fund and use the feedback for service improvement;
- (x) Ensuring proper and periodic conduct of unexpected visit to branches (mystery shopping) to assess the prevailing customer service delivery against pre-set standards;
- (xi) Defining and understanding customer experience dimensions in order for the Fund to have long-term success by setting/revising appropriate standards in a continuous manner;
- (xii) Establishing customer segmentation system and ensures its proper implementation;
- (ix) Making appropriate internal and external correspondences with respect to Customer Service Management;
- (x) In cooperation with concerned work units, planning and organizing the Fund's conferences, meetings, ceremonies etc. that are targeted to enhance the Fund's customer service and relation; and
- (xi) Participating in business process re-engineering projects to review work processes, assess turnaround time and resource requirement in order to identify and eliminate redundancy of processes and resources.

**b) Requirements for Appointment**

For appointment to this grade, an officer must have:

- (i) Bachelor's Degree in Marketing, Business Administration or related field from a recognized institution;
- (ii) Master's Degree in Marketing, Business Administration or related field from a recognized institution;
- (iii) Leadership course from a recognized institution;
- (iv) Professional qualification in Marketing, Business Administration or related field from a recognized institution;
- (v) Membership to a relevant and accredited professional body such as the Marketing Society of Kenya (MSK) and in good standing;
- (vi) Cumulative service period of fifteen (15) years, three (3) of which must be at the grade of Assistant Manager, Marketing, Member & Customer Experience or a comparable position; and
- (vii) Proficiency in computer applications.

#### **4. MANAGER, HUMAN RESOURCE**

**Location:** Head Office

**Job Grade:** NSSF Grade 3

The Manager will be answerable to the General Manager, Human Resource, Administration.

##### **a) Duties and Responsibilities**

Specific duties and responsibilities at this level will entail;

- (i) Formulating and ensuring implementation of leading human resource strategies and practices;
- (ii) Identifying the resources and skills needed to deliver on the strategic plan and leading the acquisition of those skills through recruitment, training, and employee career management;
- (iii) Ensuring performance appraisals are conducted and the appraisal outputs and resolutions are implemented;
- (iv) Constituting Joint Industrial Committees to deliberate on arising industrial issues to enhance good industrial relations;
- (v) Ensuring that disciplinary and grievance procedures are followed and participating in the disciplinary and grievance processes;
- (vi) Ensuring occupational Health and Safety measure are in place and are followed;
- (vii) Overseeing the effective management of the payroll, Staff Medical Scheme, Staff Loans Scheme and Staff Insurances;
- (viii) Ensuring adherence to the defined culture by modelling the appropriate behavior required to meet human resource demands and performance expectations; and
- (ix) Ensuring collaboration amongst the staff with other Departments and relevant stakeholders for the purpose of cultivating collective responsibility to achieve Fund's objective.

##### **b) Requirements for Appointment**

For appointment to this grade, an officer must have:

- (i) Bachelor's Degree in any of the following disciplines; Human Resource Management, Business Administration, Social Sciences or a related field from a recognized Institution;
- (ii) Master's Degree in any of the following disciplines; Human Resource Management, Business Administration, Social Sciences or a related field from a recognized institution;
- (iii) Leadership course from a recognized institution;
- (iv) Professional qualification in Human Resource management, such as CHRP (K) or its equivalent from a recognized institution;
- (v) Membership in a relevant and accredited professional body and in good standing;
- (vi) Cumulative service period of fifteen (15) years, three (3) of which must be at the grade of Assistant Manager or a comparable position; and
- (vii) Proficiency in computer applications.

## 5. MANAGER, PROPERTY MANAGEMENT

**Location:** Head Office

**Job Grade:** NSSF Grade 3

This officer will be answerable to the General Manager, Finance & Investment.

### a) Duties and Responsibilities

Specific duties and responsibilities will entail:

- (i) Developing policy guidelines on all matters related to management of the Funds' properties;
- (ii) Ensuring timely payments of statutory fees, service providers and compliance to legislative frameworks;
- (iii) Reviewing professional properties valuation reports, market survey and advise as appropriate;
- (iv) Developing and implement property management standard operating procedures and ensuring compliance with the same;
- (v) Developing the selection standards (i.e. bid documents) for the property management and property service providers;
- (vi) Conducting briefings for the property managing agents on targets, rental levels and general maintenance;
- (vii) Ensuring valuation of properties and submission of relevant documentation to relevant bodies,
- (viii) Analysing valuation reports and implementing the recommendations;
- (ix) Conducting periodic inspection of the Fund's properties to ensure that they are maintained at the highest habitable state;
- (x) Acquiring and managing office space;

### b) Requirements for Appointment

For appointment to this grade, an Officer must have:

- (i) Bachelor's Degree in Land Economics, Real Estate, Construction, Planning or related field from a recognized institution;
- (ii) Master's Degree in Land Economics, Real Estate, Construction, Planning or related field from a recognized institution;
- (iii) Leadership course from a recognized institution;
- (iv) Professional Qualification in any of the following disciplines: Real Estate, Land Economics, Planning, Property Management or related field from a recognized institution;
- (v) Membership to a relevant and accredited professional body and in good standing;
- (vi) Cumulative service period of fifteen (15) years, three (3) of which must be at the grade of Assistant Manager, Property Management or in a comparable position; and
- (vii) Proficiency in computer applications.

## APPLICATION GUIDELINES

1. This is an **external vacancy announcement**; however, **serving employees of the Fund who meet the requirements are eligible to apply**.
2. Detailed information on the vacancies, including job descriptions and requirements, is available on the Fund's website:  
**[www.nssf.or.ke/careeropportunities](http://www.nssf.or.ke/careeropportunities)**
3. **Qualified and interested applicants** are required to submit the following documents:
  - o Application/cover letter
  - o Detailed curriculum vitae
  - o Certified copies of academic and professional certificates and testimonials
  - o Certified copy of National Identity Card
4. Applications should be submitted **either by Post Office or hand delivery in a sealed envelope clearly indicating the position applied for**.
5. Applicants wishing to apply for **more than one position must submit separate applications**, each in a separate envelope.
6. **Hand-delivered applications** should be dropped at:

**The Managing Trustee's Office**  
3rd Floor, Block A – Western Wing  
Social Security House, Bishops Road, Nairobi.
7. All applications should be addressed to:

**The Managing Trustee / Chief Executive Officer**  
National Social Security Fund (NSSF)  
P.O. Box 30599 – 00100  
Nairobi

8. Applications must be received **on or before Monday, 23<sup>rd</sup> February, 2026 at 5:00 p.m. (EAT)**.
9. The Fund is committed to protecting the **privacy and security of all personal data** provided by applicants. Such data will be processed strictly in accordance with the **Data Protection Act, 2019**.
10. **NSSF is an equal opportunity employer**. Persons with disabilities, marginalized groups, and minorities are encouraged to apply.
11. **Canvassing in any form shall lead to automatic disqualification.**