THE COMMISSION ON ADMINISTRATIVE JUSTICE

(Office of the Ombudsman)

Hata Mnyonge ana Haki

CAJ/JOB/002/9/2026

INDENT FOR THE POSITION OF DIRECTOR COMPLAINTS, INVESTIGATION AND LEGAL SERVICES

JOB TITLE	DIRECTOR COMPLAINTS, INVESTIGATION & LEGAL SERVICES
REPORTING	COMMISSION SECRETARY
JOB GRADE	CAJ 2
NO. OF POSTS	1
TERMS OF EMPLOYMENT	CONTRACT
DUTY STATION	HEAD OFFICE

DUTIES AND RESPONSIBILITIES:

(i) Developing, reviewing and implementing strategies and guidelines on complaints, investigations and Legal;
(ii) Coordinating the handling of complaints, investigation and legal services;
(iii) Coordinating the design and facilitation of mechanisms for formal hearings and inquiries by the Commission;
(iv) Developing and reviewing guidelines on implementation of Alternative dispute Resolution mechanism;
(v) Coordinating investigations on any conduct in state affairs, or any act or omission in public administration by any State organ, State or public officer in National and County Governments that is alleged or suspected to be prejudicial or improper or is likely to result in any impropriety or prejudice;
(vi) Coordinating investigations on complaints of abuse of power, unfair treatment, manifest injustice or unlawful, oppressive, unfair or unresponsive official conduct within the public sector;
(vii) Advising on modes and mechanisms for mediation and reconciliation;
(viii) Providing advice on all legal aspects of the Commission, Regulations and other legal statutes;
(ix) Coordinating Commission's litigation matters with external Advocates;
(x) Coordinating and enforcing matters of non-compliance with legal and regulatory framework of licenses and other parties with the relevant department;

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(xi) Coordinating drafting of legal instruments based on policy proposals by the stakeholders; and;
(xii) Managing complaints data base.

COMPETENCIES

For appointment to this grade, an officer must have:-

(i) Served in the grade of Assistant Director in either Complaints & Legal Services or investigations for a minimum period of four (4) years;
(ii) Bachelors degree in any of the following disciplines: - Sociology, Business Administration/Management, Law, Public Administration, Human Resource Management, Counselling and Psychology or equivalent qualification from a recognized institution;
(iii) Masters degree in any of the following disciplines: - Sociology, Business Administration/Management, Law, Public Administration, Human Resource Management, Counselling and Psychology, Governance, Governance and Public Administration, Criminology, Forensic Science or equivalent qualification from a recognized institution;
(iv) Certificate in Leadership/Corporate Management Course lasting not less than four (4) weeks from a recognized institution;
(v) Membership to a professional body where applicable; and
(vi) Demonstrated professional competence and administrative capability as reflected in work performance and results.

All interested candidates who meet the job indent for this position are encouraged to send their application through the CAJ E-recruitment portal accessible via www.ombudsman.go.ke by **21st October' 2026** at **5.00p.m**.

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