



## **Higher Education Students' Loans and Grants Board**

**(HESLGB)**

### **VACANCIES**

The Higher Education Students' Loans and Grants Board (HESLGB) is a Statutory body mandated to facilitate provision of loans and grants to needy and deserving students that are pursuing higher education in accredited institutions of higher academic learning. HESLGB is also mandated to facilitate the recovery of loans from all former beneficiaries of student loans. HESLGB is looking for qualified and highly motivated individuals to fill the following available vacancies at the institution:

#### **The Organisation**

The Higher Education Students Loans and Grants Board (HESLGB) is a statutory body established by an Act of Parliament No. 2 of 2015, with the dual mandate of providing loans and grants to the needy and deserving students in all accredited institutions of higher learning in Malawi and recovering all matured loans from former loan beneficiaries. The Board is serviced by a Secretariat headed by the Executive Director as the Controlling Officer.

#### **1. Executive Director**

##### **General Description of the Job**

The Executive Director shall be responsible to the Board of Directors for the efficient and effective day-to-day operations of the Higher Education Students Loans and Grants Board. The successful candidate is expected to provide leadership in setting and managing the strategic direction of the Board as well as in the interpretation, implementation and review of policies, systems, procedures, strategies, programs budget and work plans as approved by the Board of Directors.

## **Key Duties and Responsibilities**

*The Executive Director shall be responsible, but not limited, for the following:*

1. Formulating, implementing and reviewing overall policies, strategies, systems and work plans and creating appropriate working environment;
2. Planning, organizing, directing and coordinating implementation of financial, human resource, procurement, administrative and core function activities in accordance with the Board's mandate, good practice and legal provisions;
3. Leading and coordinating the formulation, implementation and review of strategies on resource mobilization, loans and grants disbursement and loans recovery;
4. Ensuring that the Board designs, operates, enforces and reviews a proper procurement, accounting and internal control systems in conformity with relevant regulations and generally acceptable standards;
5. Conducting environmental scanning to gather information about events such as changes in academic calendars, students enrollment trends and cost of living and determining their potential effect on the work of the Board;
6. Identifying and implementing reforms, turnaround strategies and institutional capacity development initiatives including functional reviews;
7. Fostering a culture of high performance and continuous improvement among staff and ensuring that the Board has a skills development plan and a functional performance management system;
8. Monitoring and evaluating organizational performance in meeting strategic objectives and determining areas of potential improvement;
9. Initiating and maintaining strategic partnerships with relevant public sector institutions, development partners and other key stakeholders, in line with the Board's mandate;
10. Liaising with Government, students, academic institutions, development partners and other key stakeholders on matters relating to higher education financing, welfare of needy students, loans and grants disbursement and loans recovery;
11. Preparing and presenting appropriate reports to the Board, Government and development partners as required and approved from time to time; and
12. Serving as a Secretary to the Board, implementing the Board's decisions and carrying out other duties as may be assigned from time to time.

## **Qualifications and Experience**

*The ideal candidate should have the following minimum qualifications:*

1. First Degree plus at least a Master's Degree obtained from an accredited institution in any of the following fields: Education, Public Administration, Business Administration, Management Studies and Social Sciences; or

- a. Comparable qualifications in other related fields but possess a proven track record of managing institutions of higher learning or commercial enterprises or loans at senior management level;
2. At least five (5) years of post-qualification experience at senior management level, after obtaining a Master's Degree; and
3. Those with a relevant PhD Degree shall have an added advantage.

### **Competencies, Skills and Attributes**

*The ideal candidate should have the following competencies, skills and attributes:*

1. Knowledge of Government procedures and regulations including Public Procurement and Disposal of Assets Act, Public Finance Management Act, Public Audit Act and Public Service Act and other relevant legislations;
2. Passion to support matters of needy students;
3. Knowledge of socio-economic structure of the Malawian population including the welfare of students in institutions of higher learning;
4. Ability to communicate and effectively negotiate with senior government officials, development partners and other key stakeholders;
5. Ability to initiate and implement turnaround strategies including those related to resource mobilization, loans and grants disbursement and loans recovery;
6. Familiar with contemporary developments in higher education financing globally;
7. Mature and person who is ethical and of high integrity;
8. Be results oriented and able to cope with work pressure; and
9. Good leadership skills and demonstrable experience in executive management.

### **Appointment and Remuneration**

The successful candidate shall be offered a performance related contract for a period of five (5) years subject to renewal for another term, with an attractive salary, benefits and gratuity commensurate with the seniority of the position, based on the Board's Staff Terms and Conditions of Service.

## **2. Director of Loans and Grants Disbursement**

### **General Description of the Job**

Reporting to the Executive Director, the Director of Loans and Grants Disbursement shall be responsible for the efficient and effective disbursement of loans to the needy and deserving students in all accredited institutions of higher learning in Malawi. The successful candidate shall be responsible for advising the Board on the development of criteria, systems and strategies for screening of applications and disbursement of loans and grants. In addition, the successful candidate shall be responsible for implementing all loans and grants disbursement policies and supporting the Executive Director in reviewing strategies for mobilizing resources for the Loan Fund. He/she shall be expected to provide guidance and direction to staff in the Loans and Grants Disbursement Directorate through the setting and managing of performance targets and ensuring their achievement.

## **Key Responsibilities and Duties**

*The Director of Loans and Grants Disbursement shall be responsible, but not limited, for the following:*

1. Advising the Loans and Grants Disbursement Committee of the Board on the development and review of criteria, systems and procedures for the assessment of loan and grants applications and disbursement;
2. Implementing policies on loans and grants disbursement;
3. Drafting adverts on loans and grants application and disbursement process and calendar;
4. Planning, conducting and evaluating various awareness campaigns on the loans and grants application and disbursement process;
5. Establishing and maintaining effective operational links with students and administrators of accredited institutions of higher learning to ensure cooperation for the loans and grants disbursement processes;
6. Leading the screening of applications for loans and grants in liaison with administrators of accredited institutions of higher learning;
7. Preparing relevant reports on loan and grants disbursement for Management and Loans and Grants Disbursement Committee including releasing lists of students qualified and approved to be provided with loans and grants;
8. Drafting press statements on disbursement of loans and grants as approved by the Board of Directors;
9. Ensuring that legislations, policies and procedures relating to loans and grants disbursement are strictly adhered to;
10. Initiating and facilitating the processing and payment of loans and grants;
11. Administering bond forms to students approved to receive loans;
12. Monitoring and evaluating the performance of the Loans and Grants Directorate to ensure achievement of objectives and performance targets and make recommendations for improvement;
13. Preparing reports on loans and grants applications and disbursement and supporting the Executive Director in presenting them to the Board or the Loans and Grants Disbursement Committee;
14. Collecting information about changes in academic calendars, students enrollment trends and cost of living and determining their potential effect on the work of the Board;
15. Maintaining a database of all beneficiaries of loans and grants. and
16. Taking part in the development, implementation and review of resource mobilization strategies;

## **Qualifications and Experience**

*The ideal candidate should have the following minimum qualifications:*

1. First Degree plus a Master's Degree obtained from an accredited institution in any of the following fields: Education, Public Administration, Business Administration, Management Studies and Social Sciences; or
  - a. Equivalent professional qualifications in Finance, Banking and Accounting; or
  - b. Comparable qualifications in other related fields but complimented with a proven track record of managing institutions of higher learning or commercial enterprises or loans; and
2. At least three (3) years of post-qualification experience at senior management level, after obtaining a Master's Degree.

## **Competencies, Skills and Attributes**

*The ideal candidate should have the following competencies, skills and attributes:*

1. Knowledge of Government procedures and regulations;
2. Passion to support matters of needy students;
3. Knowledge of socio-economic structure of the Malawian population including the welfare of students in institutions of higher learning;
4. Conflict resolution skills;
5. Ability to supervise others, a self-starter and self-motivation;
6. Familiar with contemporary developments in higher education financing globally;
7. Person who is ethical and of high integrity;
8. Be results+ oriented and able to cope with work pressure; and
9. Demonstrable experience in executive management.

## **Appointment and Remuneration**

The successful candidate shall be offered a performance related contract for a period of three (3) years subject to renewal for another term, with an attractive salary, benefits and gratuity commensurate with the seniority of the position, based on the Board's Staff Terms and Conditions of Service.

## **Method of Application**

All interested applicants **in this category** should send their application letters and detailed Curriculum Vitae including three traceable referees that includes previous employer, not later than Wednesday, **13<sup>th</sup> April 2022** to:

**The Comptroller of Statutory Corporations  
Department of Statutory Corporations  
P. O. Box 30061  
Capital City  
Lilongwe 3.**

Indicate the position you are applying for on the envelope or in your e-mail.

HESLGB is an equal opportunity employer and only shortlisted candidates will be acknowledged.

**3. Job Title** : **Procurement Officer**

**Grade** : **HES 4**

**Reporting** : **Executive Director**

**Job Summary:**

Under the overall guidance of the Executive Director, s/he shall be responsible for the effective management of daily procurement and disposal of assets of HESLGB.

Specific duties and responsibilities shall include:

1. Preparing an overall annual procurement and disposal of assets plan based on the HESLGB's approved annual budget;
2. Planning of procurement and disposal activities to meet the requirements of the user departments;
3. Preparing requests for quotations, proposals and tender solicitation documents;
4. Assessing individual procurement and disposal plans for specific procurement and disposal assignments against the annual plan;
5. Preparing budget estimates and forecasts for the Procurement and Disposal Unit;
6. Reporting on variances, trends and risk areas;
7. Ensuring prompt and effective actions in response to user departments;
8. Preparing bidding documents and managing complex tendering processes;
9. Undertaking evaluation of major and complex tenders;
10. Preparing evaluation reports for presentation to the IPDC and PPDA;
11. Managing negotiations with suppliers in line with the PPDA Act;
12. Managing contracts that ensure delivery of goods, services and works are performed in accordance with the contract terms;
13. Monitoring supplier performance, recording and reporting poor supplier contract performance;
14. Providing technical pieces of advice to the Internal Procurement and Disposal Committee and Bid Evaluation teams;
15. Preparing minutes of the IPDC meetings;
16. Coordinating the production and submission of procurement quarterly reports to PPDA;
17. Preparing of procurement reports to Management;
18. Ensuring safe and systematic keeping of records for easy retrieval whenever required;
19. Any other duties that may be assigned by Management from time to time.

## **Qualification and Experience**

1. Bachelor's Degree in Procurement and Supply Chain Management, or Graduate Diploma of the Chartered Institute of Purchasing and Supply (CIPS);
2. Minimum of 3 years' work experience in Public Procurement at a reputable institution;
3. Experience in handling World Bank, DFID, USAID funded projects will be a distinct advantage;
4. Knowledgeable in the PPDA Act requirements;
5. Good computer knowledge;
6. Those with experience in SFMIS and SAGE Evolution computer packages will have an added advantage;
7. Ability to work under pressure and strict deadlines;
8. A registered member of the Malawi Institute of Procurement and Supply.

**4. Job Title : Loans and Grants Disbursement Manager**

**Grade : HES 3**

**Reporting : Director of Loans and Grants Disbursement**

## **Job Summary**

The overall purpose of the job is to oversee the operations of the loans and grants disbursement and ensure all loans and grants disbursement policies are adhered to.

## **Duties and Responsibilities:**

1. Developing, documenting, implementing and maintaining a comprehensive disbursement strategy.
2. Initiating steps for loan disbursement using the most viable means employable;
3. Identifying, assessing and evaluating risk areas in loan disbursement and making appropriate recommendations for improved disbursement of HESLGB funds.
4. Identifying key risks that are associated with disbursement, assessing those risks, and establishing the best practices to counter and ensure effective disbursements.

5. Preparing accurate and timely monthly and quarterly reports, clearly indicating performance and delinquency levels.
6. Ensure timely disbursement of the Boards funds;
7. Refer matters to the director, participation and provision of required documents/ information.
8. Effective allocation of accounts for loan disbursement, reviewing loan disbursement performance, and making necessary recommendations.
9. Perform any other duties as assigned from time to time.

### **Personal Specification and Qualifications**

1. A Bachelor of; Education, Business Management, Business Administration, Finance or equivalent.
2. Judgment and decision-making ability.
3. Accuracy and attention to detail.
4. Able to detect ineligible loan applicants and handle difficult potential loan beneficiaries with diplomacy and tact.
5. Computer literate and knowledge and experience of working with accounting packages.
6. Minimum 3 years' relevant experience.
7. Has satisfactorily served in a comparable position with similar responsibilities.

**5. Job Title** : **Loans Recoveries Manager**  
**Grade** : **HES 3**  
**Reporting** : **Director of Loans Recovery**

### **Job Summary**

The overall purpose of the job is to oversee the operations of the loan recovery section and ensure all Recovery policies are adhered to.

### **Duties and Responsibilities:**

1. Developing, documenting, implementing and maintaining a comprehensive recovery strategy.
2. Initiate steps for loan recovery using the most viable means employable;
3. Identifying, assessing and evaluating risk areas in recovery and making appropriate recommendation for improved collections of HESLGB loans.
4. Working with other players in the market with a view to enforcing recoveries from members with default.
5. Timely prepare detailed reports.
6. Ensure timely collection and recovery of the HESLGB loans;
7. Refer matters to the director, participation and provision of required documents/ information.
8. Effective allocation of accounts for loan recovery and collection, reviewing loan recovery performance, making necessary recommendations.
9. Perform any other duties as assigned from time to time.

### **Personal Specification and Qualifications**

1. A Bachelor's degree in Accounting, Finance, Banking, Credit Management or related field.
2. A professional qualification in accounting, banking, credit management will be an added advantage
3. Judgement and decision-making ability.
4. Accuracy and attention to detail.
5. Able to handle difficult loan beneficiaries with diplomacy and tact.
6. Knowledge and experience of working with accounting packages.
7. Minimum three (3) years' relevant experience.
8. Has satisfactorily served in a comparable position with similar responsibilities.

**6. Job Title** : **Finance and Administration Manager (FAM)**

**Grade** : **HES 3**

**Reporting** : **Director of Finance and Administration**

**Job Summary:**

Ensuring that effective financial procedures and financial controls are in place in order to effectively control and manage the fund. Ensuring effective and efficient utilization of the Loans Board's financial resources and management of Loans Board's assets. The Finance and Administration Manager is responsible for planning and executing Finance and Administration policies and procedures, HR Planning and Analysis; equal employment opportunity; staffing; HR development; compensation and benefits; Health, Safety and Security; Employee and Labor/Management Relations.

He/she closely works with and supervises the Finance Officers, Human Resource Officer, Administrative Officer, checks prepared vouchers or any financial correspondence before the Director of Finance and Administration finally recommends them for approval.

**Duties/Responsibilities:**

1. Promoting programs and services that are produced in a cost-effective manner, while maintaining an acceptable level of quality;
2. Overseeing the fiscal activities of the organization including budgeting, reporting and audit;
3. Ensuring effective loans recoveries and disbursement processes;
4. Working with Director of Finance and Administration to ensure financing to support short- and long-term goals;
5. Ensuring that there is timely submission and presentation of administration and financial reports required by Management and the Board;
6. Formulating and driving innovative resource mobilization strategies in order to increase the financing capacity of the Board.

7. Provide leadership for the formulation of HR strategy, policy and annual programs of action.
8. Participate in the formulation of departmental budgets and manage resources allocated prudently and in compliance with the Fund's financial policies and practices.
9. Processing staff compensation and benefits
10. Conduct training needs analysis annually, develop a training plan, and ensure its implementation to meet staff training and development needs.
11. Administer staff performance and reward management systems, processes and procedures.
12. Develop and maintain a database of staff records in appropriate formats enabling quick access and retrieval.
13. Provide leadership in the management of HR policies and procedures relating to staff discipline and good working relationship.
14. Administer and manage labor relations policies, grievance and disciplinary procedures.
15. Interpret HR policies, terms and conditions of service.
16. Initiate recruitment processes to fill vacancies in liaison with relevant Heads of Departments.
17. Administration of the pension and medical aid scheme.
18. Supervise the maintenance of leave records.
19. Maintenance of HESLGB establishment and the preparation of staff quarterly returns and the determination of permanent and temporary employees.
20. Management of staff welfare and corporate social responsibility programs.
21. Management of transport, security and the identification of office needs and requirements.
22. Efficient deployment of labour.
23. Initiate updates of job descriptions of staff in liaison with Heads of Departments.

24. Perform any other duties and responsibilities as assigned from time to time.

### **Qualifications and Experience**

1. Bachelor's Degree in Accounting, Finance, Business Administration or any related field;
2. Must have Professional certifications in either ACCA/CIMA/ICAM or any related field;
3. At least three (3) years' experience in management position in a busy organization.

**7. Title of Post** : **Communication Manager (CM)**  
**Grade** : **HES 3**  
**Reporting Responsibility** : **Executive Director**

### **Job Purpose**

Reporting to the Executive Director, the Communication Manager (CM) must be able to demonstrate competitive knowledge in mass communication, public relations and adult education.

### **Key Responsibilities and Duties**

1. Developing and implementing communication strategy, policies and procedures to provide information, education and communication support to the Board;
2. Developing and implementing corporate communication section plans in line with the objectives of HESLGB;
3. Creating awareness to the public on the role and functions of the Board;
4. Developing and executing of brand marketing and product media campaigns in line with HESLGB mandate;
5. Managing external communication agencies assigned to the Board;
6. Facilitating internal customer engagement to ensure the staff are aware of all Board related initiatives, events and activities;

7. Managing the Board's reputation through media monitoring and engagement;
8. Ensure sectional staff adherence to performance management framework.

**Public Relations role:**

The CM is responsible for proactively managing and enhancing the corporate image and stakeholder relations of the Board. He/she will use varied media to build and sustain the good image of HESLGB through planned publicity campaigns and other public relations activities. The CM will work closely with all directorates as well as the ED and is expected to collaborate with the ITM in all IEC programming from planning to execution stages to ensure that HESLGB presents unified, rather than conflicting messages.

**The key public relations tasks are:**

1. Planning publicity programs, strategies and campaigns;
2. Developing and making presentations and press releases;
3. Addressing enquiries from the public, the press and other stakeholders;
4. Organizing and attending promotional events;
5. Speaking publicly at press conferences, exhibitions, tours and visits;
6. Providing clients with current and new information about HESLGB;
7. Analyzing media coverage; planning and undertaking research related to PR;  
and
8. Constantly liaising with clients, management and other staff.

**Person Specification and Qualification**

The ideal candidate for the position of CM must have:

1. Bachelor's degree in Mass communication or any related field
2. Must have practical experience in civic education, public relations and education.
3. Member of a relevant professional body - public relations, communications, customer experience or marketing.

**Essential attributes:**

1. Minimum of three (3) years' relevant experience, one [1] of which should be at supervisory level in a comparable institution
2. Excellent organizational and planning skills
3. Superior time management skills
4. Report writing skills
5. Problem Solving skills
6. Project management skills

**Behavioral Attitudes**

1. Leadership
2. Interpersonal & communication skills
3. Ability to inspire team work
4. High integrity and dependability
5. Attention to detail

**8. Job Title** : **Loans and Grants Disbursement Officer**  
**Grade** : **HES 4**  
**Reporting Responsibility** : **Loans and Grants Disbursement Manager**

**Job Summary**

The ideal candidate should be experienced and detail-oriented loan officer. In this position, he/she will act as a liaison between applicants of student loans, helping qualified applicants obtain loans and set up payment plans. Duties will include processing and supervising the processing of loan applications including on-line applications; meeting with applicants, if need be, and examining active loans. The ideal candidate will have experience managing different types of loans including but not limited to individual loans.

**Responsibilities:**

1. Analyse loan applicants in line with HESLGB's criteria; identify their needs and process information for loan applications;
2. Analyse active loan files on a regular basis and recommend solutions to speed up the loan process;
3. Complete student loan contracts and teach on policies and regulations;
4. Interface with applicants to clarify or resolve outstanding issues;
5. Submit student loan applications in a timely manner.
6. Timely prepare detailed loan disbursement reports;
7. Reject loan applications and explain deficiencies to applicants.
8. Monitor and update loan beneficiary account records.
9. Respond to applicants' questions and resolve any loan-related issues.
10. Operate in compliance with HESLGB's laws and regulations.

**Qualifications and Requirements:**

1. Bachelor's degree in Banking, Finance, Economics, Business Management, Business Administration or a similar field;
2. A minimum of 3 years' experience as a Loan Officer or related position
3. Broad understanding of loan regulations;
4. In-depth knowledge of computers and loan processing/banking software;
5. Outstanding interpersonal and communication skills.

**9. Job Title** : **Internal Auditor**  
**Grade** : **HES 4**  
**Reporting Responsibility** : **Internal Audit Manager**

**Job Summary**

The Internal Auditor will assist in the achievement of organization's set goals and objectives by examining and evaluating the adequacy and effectiveness of the governance processes, risk management and internal control systems.

## **Duties and Responsibilities**

The duties and responsibilities of the internal Audit will include:

1. Assists the Internal Audit Manager to plan and organize internal audit activities including annual work plans.
2. Conducts routine financial, operational and compliance audit tasks as assigned.
3. Assists in preparation of departmental budgets.
4. Compiles and submits work papers for given assignments with applicable and necessary evidence to the Internal Audit Manager.
5. Analyses evidence from audits and investigations and compiles draft reports of findings with recommendations.
6. Performs follow up on the implementation of corrective/remedial measures performed by departmental heads with the objective of eliminating control gaps and or deficiencies identified in prior audits.
7. Investigates alleged or suspected theft, fraud or mismanagement related to financial and operational transactions.
8. Performs ad-hoc projects from time to time through the Internal Audit Manager.

## **Education and Experience Requirements**

1. Bachelor's Degree in Internal Auditing, Accounting or related field.
2. Professional certification in Internal Audit as an added advantage.
3. At least Two (2) years internal audit work experience.

## **Skills and Personal Attributes**

1. Good understanding of organizational policies and procedures.
2. Broad Knowledge of principles of risks and controls
3. Good analytical skills
4. Sound ethics and integrity
5. Willingness to travel frequently and at short notice.
6. Good communication skills (written/oral).
7. Ability to work under pressure with minimum supervision.
9. Membership to a professional body such as Institute of Internal Auditors, ICAM, ACCA.

**10. Title of Post** : **Driver**  
**Grade** : **HES 9**  
**Reporting Responsibility** : **Head Driver**

### **Job Summary**

To facilitate mobility of staff through provision of transport and perform other office duties.

### **Key Responsibilities and Duties**

1. Drive vehicle(s) on official errands as assigned by the Head Driver and management
2. Report immediately any damage or fault on the vehicle before or after any journey
3. Ensures that the vehicle(s) is roadworthy, has adequate fuel, water, tyre pressure and valid certificate of fitness and road tax before driving it
4. Monitors the Pool vehicle(s) log book and keeps a record of all journeys made duly signed by the responsible officer
5. Washes and cleans the vehicle(s) both inside and outside daily
6. Makes sure that all the accessories such as wheel spanner, jack and spare tyre are safely kept and in usable conditions
7. Assist officers travelling with him/her whenever need arises
8. Delivery and collection of mail
9. Perform any other duties as assigned from time to time.

### **Person Specification and Qualification**

The ideal candidate for the position of Driver/Office Assistant must have:

1. A minimum qualification of a Junior Certificate of Education with a clean valid driving license
2. Defensive driving/ chauffer and motor vehicle mechanics certificate will be an added advantage with at least 2 years' experience as a driver in a busy organization.

**Method of Application**

All interested applicants **in this category** should send their application letters and detailed Curriculum Vitae including three traceable referees that include previous employer, not later than **6<sup>th</sup> April 2022** to:

**The Executive Director**

**Higher Education Students' Loans and Grants Board**

**P/Bag B417**

**Capital City**

**Lilongwe 3.**

Or email: [heslgbsecretariat@heslgb.com](mailto:heslgbsecretariat@heslgb.com)

Indicate the position you are applying for on the envelope or in your e-mail.

HESLGB is an equal opportunity employer and only shortlisted candidates will be acknowledged.