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**External Publication of Job Posting**

**50363356**

**Job Posting Title**

PROCESS IMPROVEMENT PROJECT MANAGER

**Start Date**

02.02.2018

**End Date**

04.03.2018

**Reference Code**

AHRM / 01 / 003

**Job Title**

PROCESS IMPROVEMENT PROJECT MANAGER

**Organization**

The African Union, established as a unique Pan African continental body, is charged with spearheading Africa's rapid integration and sustainable development by promoting unity, solidarity, cohesion and cooperation among the peoples of Africa and African States as well as developing a new partnership worldwide. Its Headquarters is located in Addis Ababa, capital city of Ethiopia.

In seeking to achieve these objectives, the African Union intends to strengthen its capacity to deliver by, among others, the implementation of new organization structure and the filling of regular and short-term vacant posts.

**Department**

1. Post:  
Job Title: Process Improvement Project Manager  
Grade: P3 step 5  
Number of Post: 1  
Supervisor: Director AHRM  
Department: Administration and Human Resources Development  
Duty Station: Ethiopia, Addis Ababa

**Project**

2. Purpose:  
The African Union, established as a unique Pan African continental body, is charged with spearheading Africa's rapid integration and sustainable development by promoting unity, solidarity, cohesion and cooperation among the peoples of Africa and African States as well as developing a new partnership worldwide. The Institution has

the ambition to further enhance its effectiveness and efficiency to constantly adjust its operations to the evolving needs of the African citizens and drive the Continent's integration and the institutional transformation process, a prerequisite for organization capacity and systems enhancement, which is required to support it.

In support of the AUC's 2014-2017 strategic plan and Agenda 2063, and all essential elements for the success of the AU Vision, the African Union Commission has received a grant from the International Development Association (IDA) to strengthen and develop its own and other African Union Organs' Capacity. In that regard, the AUC Administration and Human Resources Management Directorate (AHRMD) is undertaking several capacity development initiatives to modernize its systems to enable it to deliver on the AU mandate and vision of being "An integrated and prosperous Africa at Peace with itself".

Currently, the Commission is undertaking an in-depth review of the AUC's organizational structure that fully mirrors the requirements of the strategic directions of AU and its organs. AUC has identified opportunities of improvement to ultimately achieve its 2014-2017 Strategic Plan and Agenda 2063. It is in that regard that the AUC is seeking to hire an experimented Process Improvement Senior Officer.

### **Tasks**

#### 3. Main Duties and Responsibilities:

- Organize, facilitate and monitor the Continuous Improvement Team's activity;
- Diagnose the current activity, identify current obstacles and propose areas of continuous improvement;
- Contribute to the development of the Commission's performance management system policy;
- Operationalize the performance improvement policy;
- Develop and lead the process of performance improvement;
- Define objectives, break them down into annual objectives for each department (Key Performance Indicators, NPS - Net Promoter Score);
- Identify, develop or redefine procedures for implementing the workflow within the Commission;
- Define the content of the procedures and processes related to the relevant teams;
- Monitor the Quality and action plans Dashboards;
- Analyze and monitor the dashboards of all departments and submit to Management;
- Provide monthly report on the Continuous Improvement Unit to the Director of Administration;
- Propose objectives and its related improvement plan and monitor the operational roll-out;
- Manage and coordinate process improvement audit and internal control missions;
- Implement requests for certifications in accordance with Management specifications;
- Accompany organizational and tool changes;
- Manage and monitor continuous improvement projects;
- Ensure consistency of processes and procedures within the Commission and propose harmonization actions;
- Contribute to the definition of the TOR, the choice and implementation of new business solutions;
- Conduct acceptance testing, review the deliverables of computer tools; monitor the roll-out and ensure reporting;
- Train and support users;
- Prepare and moderate process and management reviews of each department;
- Propose action plans to relevant managers and monitor implementation;
- Ensure strong understanding of procedures and information by all users.

### **Requirements**

#### 4. Minimum Qualifications and Experience Required:

University Master's Degree in Management or Engineering from a recognized Institution, and a minimum of 7 years of experience Process Improvement and quality management of which 3 years should have been at a supervisory level. Certified applicants will be preferred.

OR

University Bachelor Degree in Management or Engineering from a recognized Institution, and a minimum of 10 years of experience in Process Improvement and quality management of which 5 years should have been at a supervisory level. Certified applicants will be preferred.

Other Qualifications:

- Quality or general engineer.
- Certified Project management
- Certified as an internal auditor of a standardization agency
- Certified in Business Process Management (BPM )

Skills and competencies required

- Technology awareness
- Setting up workflow
- Administration management
- Project management (PMP, PRINCE 2 or AGIL)
- Knowledge of Risk Management
- Knowledge of Stream mapping
- knowledge of ISO 9001
- Analyzed the different KPI
- Quality management awareness
- Process Improvement methods awareness
- Develop and manage budgets

5. Language Requirement:

Proficiency in one of the African Union working languages, proficiency of two or more in other of one or several other working language(s) would be an added value.

6. Tenure of Appointment:

The appointment will be made on a short term contract for a period of One(1) years, of with three month will be considered as a probationary period. Thereafter, the contract will be renewable, subject to satisfactory performance, deliverables and funding availability.

7. Gender Mainstreaming:

The AU Commission is an equal opportunity employer and qualified women are strongly encouraged to apply.

8. REMUNERATION:

The salary attached to the position is a fixed annual lump sum of US\$ 96,921.34 (P3 Step 5) inclusive of all allowances for internationally recruited staff and US\$ 78,461.08 inclusive of all allowances for locally recruited staff.

HOW TO APPLY:

Applications must be made through the AUC E-recruitment Website <http://www.aucareers.org> not later than 4 March 2018.

Applications are pre-screened by the system according to the published requirements of the job opening on the basis of the information provided in the application. In relation to the requirements of the job opening, applicants must provide complete and accurate information pertaining to their qualifications, including their education, work experience, and language skills. Each applicant must bear in mind that submission of incomplete or inaccurate applications may render that applicant ineligible for consideration for the job opening. Initial screening and evaluation of applications will be conducted on the basis of the information submitted. Applications cannot be amended following submission. Candidates under serious consideration for selection will be subject to a reference-checking process to verify the information provided in the application.

Directorate of Administration and Human Resource Management  
African Union Commission  
Addis Ababa (Ethiopia)

***Contract Type***

Short Term

***Employment Fraction***

Full-time

***Branch***

Headquarters