

**PAN AFRICAN POSTAL UNION****NOTICE OF VACANCY**

Title of Post <b>Head, Operations and Technology Department</b>	Grade <b>P4</b>		
Service or administrative unit <b>Operations and Technology department</b>		Duty Station <b>Arusha (Tanzania)</b>	Deadline for receipt of applications <b>21st April 2026</b>

**JOB DESCRIPTION****A. DESCRIPTION OF THE POST**

Reporting directly to the Secretary General, the Head, Operations and Technology is responsible for the general supervision of the Operations and Technology Department that is mandated with coordinating with Designated Operators of Union Member States, International and sub-regional organizations/stakeholders that include the Universal Postal Union (UPU), the African Union Commission (AUC), Southern Africa Postal Operators Association (SAPOA), West Africa Postal Community (WAPCO), East African Economic Community (EACO,) COPTAC, and other postal partners for the development and modernization of postal operations and products & services, in Africa.

The Head, Operations & Technology coordinates the continental wide implementation of postal programmes and projects to ensure compliance with international Postal Conventions, Decisions, Resolutions and agreements; and attainment of quality and operational standards in order to enhance the digital transformation agenda of the postal sector in Africa.

The Head, Operations & Technology leads the Department in the setting of the African Postal Strategy and priorities for consideration in the World Postal Strategy and champions the implementation of the elements of the Union's Strategy that relate to postal operations i.e., digitalization, innovation, e-commerce, financial inclusion and customer care.

**B. PRINCIPAL JOB RESPONSIBILITIES****1. Management of Operations and Technology Department**

- Oversees administrative matters necessary for the smooth functioning of the Department, including:
  - Supervision of the preparation of the Department budget to ensure the optimum use of resources (financial and human resources);
  - Develops a highly motivated team of experts that seeks to deliver excellence in the specific field;
  - Assesses trends and forecasts Departmental resource needs and develops internal capacity to meet evolving work delivery requirements.
- Manages the Department in the attainment of the strategic goals & objectives of the Union relating to postal operations, partnerships and technology matters;
- Implements the PAPU Plenipotentiary Conference and Administrative Council directives, decisions, resolutions and recommendations relating to postal operations and technology;
- Proposes and updates an Operations Work Plan that best meets the needs of Member States and the Administrative Council, and recommends funding options;
- Ensures continuous postal operations watch on the Union's activities, while keeping abreast of national and international postal operations and technology developments.

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## 2. Strategic Duties

- Holds membership to the General Secretariat internal Committees;
- Contributes to the development of general strategy, policy, operations, budget, resources, staff management in the General Secretariat;
- Supervises cross-departmental projects under his/her responsibilities;

## 3. Innovation and Digitalization of Postal Services in PAPU Member States

- Coordinates the development of a Model Digital Post Office for the African postal sector;
- Champions digital transformation of the African Post through digitalization of the diverse postal product and service portfolio;
- Initiates activities to enhance modernization and sustainable development of postal services in Africa, in line with the vision, mission and strategic objectives of the Union;
- Initiates introduction of ICT based products and services, promotes innovation and diversification of postal services in African Posts;
- Assists member states in introducing new technologies like Artificial intelligence, block chain, drone deliveries, crypto currencies etc.;
- Encourages and coordinates continent-developed home-grown digital solutions for deployment in the African Post.

## 4. Regional Projects Formulation and Implementation

- Identifies, formulates and coordinates regional programs & projects within Operations and Technology area in liaison with Member States and Partners to improve quality of service for cross border mail transmission and electronic payment services;
- Provides leadership, strategic guidance and authoritative technical advice on issues relating to the activities of the department;
- Supports infrastructure optimization by Union Member States on programmes for National Addressing and Postcode Systems, Connectivity, and Electrification, or any other relevant regional projects.

## 5. Digital Financial Services

- Promotes digital financial inclusion across the African Postal sector
- Encourages and supports development of partnership frameworks with Fintechs and Star-ups in the development of tech-based financial services;
- Identify and develop postal financial corridors in Africa;
- Monitors fulfilment of the global Financial Services agreements and multi-lateral arrangements.

## 6. Quality of Service Management

- Coordinates PAPU participation in partnerships meetings and joint activities (E.g. AUC, UPU, RECs, AFRAA) and enhance the partnerships for the benefit of stakeholders;
- Monitors global trends in innovation, product development and quality improvement and shares the same with Member States at the earliest opportunity;
- Coordinates Regional programmes to improve the integrity of the African postal network and the quality of postal

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service in key areas such as quality of service, security, standardization and certification, letter mail, parcels, postal payment services, customs, airmail, addressing, Express Mail Service (EMS) and technology;

- Coordinates studies and sharing of best practices and policies with regard to the provision of Universal Service Obligation and sensitizes Member States on the same;
- Coordinates postal training opportunities for the benefit of Member States.

#### **7. Coordination with Designated Operators and other external Partners**

- Manages the design and implementation of partnership frameworks in the physical, financial, and digital services portfolios with relevant stakeholders;
- Establishes contacts at the Designated Operators of Member States, Restricted Unions and other organizations with a view to promoting the postal agendas;
- Monitors enterprise reform activities at the level of the UPU and initiates reform programs for Africa;
- Liaises with sub-regional postal organizations and Regional Economic Communities in following up on postal development activities for Member States;
- Leads in organizing the African Postal CEOs' Forum;
- Represents the Union at international conferences and meetings, in accordance with the guidance and approvals granted.

#### **8. Program Management for the digitalization of postal services in PAPU Member States.**

- Ensures implementation of product improvement and digitization in the following areas:
  - E-Commerce Growth;
  - Remuneration;
  - Philately Development;
  - Parcel and Mail Logistics;
  - Postal remittances and payment services.

#### **9. Responsibility to PAPU Bodies**

- Ensures meetings of the Administrative Council bodies under the Operations and Technology are properly planned and organized;
- Acts as Secretary to the Operations and Technology Committee of the PAPU Administrative Council;
- Coordinates the Secretariat of the Working Groups, Task forces and Ad hoc Focus Teams under the Operations and Technology Committee;
- Represents the Department in internal meetings, boards or committees etc;
- Spearheads the development of the financial services in African posts to encourage financial inclusion;
- Performs any other duties that may be assigned by the supervising Officer;
- Carries out any other duties which may be assigned by the Secretary General.

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## **C. JOB PROFILE**

### **1. Qualifications and Experience**

#### **a) Education and Experience**

- University Bachelor's degree (or equivalent) in Accounting or Finance with a minimum of 12 years relevant experience in public sector accounting or management; or
- University Master's Degree (or equivalent) with a minimum of 10 years' relevant experience in the public sector accounting or management,
- A minimum of 5 years' working experience must have been spent at management level as at the time of recruitment.
- Membership of a professional accounting body is an added advantage

### **2. Knowledge and Skills**

- Ability to lead and manage staff, delegate, supervise, coordinate and manage activities while keeping staff motivated;
- Ability to identify key strategic postal issues and provide strategic priorities and direction;
- Ability to drive PAPU to a successful future, demonstrating a broad-based understanding of the increasing complexity of operations and technology issues and activities;
- Able to orient with dynamism to external broader and international postal affairs environments;
- Possess computer skills and equipped with knowledge of packages such as E-mail, internet, social platforms.
- Excellent command of English or French language, both spoken and written

### **3. Core Competences**

- Strong sense of rigor
- Good interpersonal skills and flair laced with flexible and mature disposition
- Strong analytical and negotiation skills;
- Trouble shooting, creative problem solving, tact, diplomacy, courteous, and mature;
- Ability to handle assignments comprehensively, effectively and confidentially;
- Excellent verbal and written communication skills, demonstrated ability to take initiative and work independently and collaboratively as a team player and with flexibility to fit in a dynamic environment
- Credibility, good judgment, honesty and integrity in line with the core values of the Union
- Excellent analysis, drafting, report presentation and influence skills;
- Effective collaboration and Stakeholder engagement competencies.

#### **D. TERMS AND CONDITIONS OF SERVICE**

The following conditions of service based on the current Staff Rules and Regulations will apply:

- 1) **Basic Salary**  
Grade P4 US\$ 35,046 per annum.
- 2) **Dependency Allowance**  
US\$ 1,752.30 per annum for unremunerated spouse  
US\$ 200 per annum for eligible dependent child who is not up to 21 years old up to maximum of four (4) children
- 3) **Education allowance**  
US\$ 5,000 per annum and per each eligible child attending a regular school and less than 23 years old for staff recruited from outside the host country of the Union. Staff recruited from the host country is paid in line with the African Union regulations for staff recruited from the host country
- 5) **Post Adjustment Allowance**  
Payable to internationally recruited staff, based on the rate applicable to the City of Arusha, United Republic of Tanzania, as advised by the African Union from time to time. The present rate is 42% equivalent to USD 14,719.32 per annum
- 6) **Housing Allowance**  
USD 13,824 per annum (currently applicable to internationally recruited staff only). Staff recruited from the host country are paid in line with the African Union regulations for staff recruited from the host country
- 7) **Installation Allowance**  
Daily subsistence allowance is payable for a maximum period of 5 days for a candidate appointed from outside the seat of the Union.
- 8) **Medical Scheme**  
80% of the cost of medical expenses for successful staff and eligible dependents will be borne by the Union
- 9) **Life Insurance Scheme**  
Group Life Insurance is provided at the cost of the Union
- 10) **Annual Leave**  
28 working days for each year of completed service
- 11) **Traveling costs**  
The Pan African Postal Union pays or reimburses traveling costs for the staff member as well as for his/her spouse and eligible dependent children from the capital city of his country or any other city with international airport to Arusha, Tanzania, when reporting to take up the position. Likewise, in case of termination of service, for the return trip to the country of origin.
- 12) **Salaries and other emoluments** paid by the Union to non-Tanzanians are exempted from Income Tax in the United Republic of Tanzania.

**Note: the words “He” and “His” apply to both sexes.**

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