



**VACANCY ANNOUNCEMENT**

The Independent Policing Oversight Authority is established pursuant to the Independent Policing Oversight Authority Act Cap. 86 Laws of Kenya. Its primary mandate is to provide civilian oversight over the work of the National Police Service.

The Authority seeks to recruit results-oriented Kenyan citizens with drive, vision and creativity to fill the following vacant positions: -

No	Job Reference	Designation	Job Grade	Vacant Positions
3	IPOA/HR/03/2026	Complaints Management Officer II	IPOA 9	6 Posts

**How to apply:**

Interested candidates who meet the required qualifications are invited to submit their application **ONLINE** through the Authority's website [careers Portal](#). No Physical applications will be accepted

Detailed job description and specification for this position is available here: <https://www.ipoa.go.ke/ipoa/careers>.

All applications to reach the Authority on or before **18<sup>th</sup> May, 2026** at **5.00 p.m. East Africa time**.

Successful applicants must meet the requirements of Chapter Six of the Constitution of Kenya 2010 and provide the following documents; clearance certificate from HELB, EACC, CRB, KRA and DCI. Further to this, background checks and verification of academic certificates shall be undertaken before on boarding.

*IPOA is an equal opportunity employer and shall not in its recruitment discriminate on the basis of race, religion, colour, ethnic origin, political affiliation, sex or sexual orientation, pregnancy, marital status, disability, health or social status. Kindly note that canvassing will lead to automatic disqualification.*

**IPOA does not engage any recruitment agencies and no medical examination is required before one attends an interview. IPOA does not charge a fee at any stage of the recruitment process (application, shortlisting or interview).**

Only shortlisted candidates will be contacted.

**3. IPOA/HR/03/2026; COMPLAINTS MANAGEMENT OFFICER II JOB GRADE IPOA 9 (6 POSITIONS) (CONSOLIDATED SALARY KSH. 90,000 – 130,000)**

<b>Job Title</b>	<b>Complaints Management Officer II</b>
<b>Grade</b>	IPOA 9
<b>Directorate</b>	Directorate of Complaints Management and Counselling Services
<b>Department</b>	Complaints Management
<b>Section / Unit</b>	Complaints Management
<b>Location / Work Station</b>	Headquarters, Nairobi, Regional Offices
<b>Reporting Relationships</b>	
<b>Reports to</b>	Complaints Management Officer I
<b>Job Purpose</b>	
To be receiving, sorting and processing complaints on police misconduct.	
<b>Key Responsibilities/ Duties / Tasks</b>	
<p>An officer at this grade will undertake the following duties and responsibilities:</p> <ol style="list-style-type: none"> <li>i. Implementing strategies, policies, manuals, plans, standards and procedures pertaining to complaints management;</li> <li>ii. Receiving, documenting and processing complaints;</li> <li>iii. Updating records of all complaints received and processed;</li> <li>iv. Participating in inquiries into complaints of police misconduct;</li> <li>v. Participating in complaints management review meetings</li> <li>vi. Implementing the recommendations of the Internal Case Intake Committee;</li> <li>vii. Collecting and collating data for internal and external reports on complaints management;</li> <li>viii. Implementing risk mitigation measures; and</li> <li>ix. Providing feedback to the complainants on the status of complaints.</li> </ol>	
<b>Knowledge, Experience and qualifications required</b>	
<p>For appointment to this grade, an officer must have the following qualifications:</p> <ol style="list-style-type: none"> <li>i. Bachelor's Degree in any of the following disciplines: Law, Criminology, Psychology, Social Sciences, Public Administration, Public Relations, Sociology or equivalent qualifications from a recognized institution; and</li> <li>ii. Proficiency in Computer Application.</li> </ol>	