



VACANCIES

The Malawi Communications Regulatory Authority (MACRA) is a statutory body established under the Communications Act, 1998 to regulate the provision of services in the communications sector in Malawi, comprising telecommunications, postal and broadcasting.

MACRA is inviting suitable persons to apply for the following vacant positions tenable at its Blantyre Head Office.

1. COMMUNICATIONS MANAGER

Job Purpose

To provide strategic leadership in the development and implementation of the Authority's corporate communication, public relations, media engagement and stakeholder communication programmes.

The Communications Manager is responsible for protecting and enhancing the Authority's corporate reputation, ensuring consistent and timely communication of the Authority's mandate, regulatory decisions, programmes and initiatives and strengthening public understanding and confidence in the Authority.

The position provides strategic communication advice to management, coordinates media and public relations activities, oversees digital communication platforms, manages communication

campaigns and leads the Authority's response to emerging communication and reputational issues.

Duties and Responsibilities

- Strategic Communication Management
- Corporate Reputation and Public Relations
- Media Relations and Engagement
- Regulatory and Public Communication
- Digital Communication and Social Media Management
- Public Awareness and Stakeholder Engagement
- Internal Communication
- Crisis and Issues Management
- Corporate Branding and Publications
- Events and Corporate Functions
- Communication Research and Intelligence
- Budget and Resource Management
- Risk, Governance and Compliance
- People Management
- Monitoring, Evaluation and Reporting

Key performance areas

Performance will be assessed against, among others:

- Effective implementation of the Authority's communication strategy.
- Strength and consistency of the Authority's corporate image and reputation.
- Quality and effectiveness of media relations.
- Timeliness and accuracy of corporate and regulatory communication.
- Effectiveness and reach of public awareness programmes.

- Growth and engagement across digital communication platforms.
- Effective management of communication and reputational risks.
- Quality of internal communication.
- Effectiveness of crisis and issues communication.
- Quality and consistency of corporate branding and publications.
- Stakeholder satisfaction with communication services.
- Effective management of the Communications budget.
- Performance and development of staff within the Communications function.

Qualifications and Experience

- Bachelor's Degree in Communications, Mass Communication, Journalism, Public Relations, Media Studies, Marketing or a related field from a recognized institution.
- A Master's Degree in Communications, Public Relations, Strategic Communication, Business Administration or a related field.
- Membership of a recognized professional body in communications, public relations, journalism or a related discipline is desirable.
- At least 7 years' relevant professional experience, with at least 3 years at supervisory or managerial level.
- Demonstrable experience in corporate communications, media relations, public relations, stakeholder engagement and digital communication.

- Experience in strategic communication planning and management.
- Experience in crisis communication and reputation management will be an added advantage.
- Experience working in a regulatory, public sector, telecommunications, ICT, broadcasting or other complex institutional environment will be an added advantage.

2. MANAGEMENT ACCOUNTANT (M4)

Reporting to: Deputy Director of Finance

Job Purpose:

The role supports executive and middle management teams with timely, accurate and decision-focused financial information that drives performance, accountability, and compliance.

Key Responsibilities:

- Prepare monthly, quarterly and annual Management Accounts with variance analysis in accordance with the Authority's policy.
- Prepare quarterly and annual financial statements in accordance with the Public Finance Management Act of 2022.
- Review general ledger activity, researching and correcting account discrepancies
- Prepare financials for the annual performance report
- Lead the annual budgeting process across all Directorates/Departments
- Ensure timelines, accuracy and completeness of monthly-end close activities and reporting deadlines
- Prepare progress financial reports for various projects and programs run by the Authority

- Conduct financial appraisals for projects undertaken by the Authority
- Interpreting financial data to non-finance managers when need be.
- Fixed asset Management, acquisition, depreciation, maintenance, transfers & disposal
- Ensure that accuracy and integrity of fixed asset register
- Stores Supervision, to ensure inventory management is always in order
- Prepare for internal and external audits, ensure proper documentation, compliance and timely resolution of audit findings.
- Ensure compliance with IFRS, policies and public reporting requirements whilst carrying out Management Accounting duties.

Education and Experience

1. Master's in accounting or ACCA
2. Bachelor's degree in accounting, Finance or a related field
3. Fully qualified Accountant (CPA) in good standing with MAB
4. At least 5 years' post qualification experience in accounting

Knowledge, Skills and Abilities

- Strong understanding of month-end accounting processes, international financial reporting standards and internal controls
- Experience preparing balance sheet reconciliations and profit and loss analysis
- Strong financial analysis (intermediate excel skills) and reporting capabilities
- Problem solving skills
- Leadership and team management skills
- Knowledge of and ability to apply IFRS

4. ADMINISTRATION OFFICER

Job Purpose

To coordinate and manage the provision of efficient, effective and cost-effective administrative, facilities, transport, stores, asset and general support services at the Regional Office.

The position is responsible for ensuring that the Regional Office has adequate facilities, equipment, transport, supplies and support services to enable staff to perform their functions effectively. The position will also monitor service providers, manage administrative resources, support compliance and ensure that the Regional Office operates in accordance with the Authority's policies, procedures, standards and applicable laws and regulations.

Duties and Responsibilities

- Administration Planning and Service Delivery
- Service Provider and Contract Management
- Office, Facilities and Building Management
- Asset Management
- Stores, Records and Archiving Management
- Transport Pool Management
- Budget and Financial Management
- Risk Management, Internal Controls and Audit Support
- People Management and Supervision
- Health, Safety, Environmental and Compliance Management
- Reporting and Performance Monitoring

Qualification and Experience

- Bachelor's Degree in Administration, Business Administration, Management, Public Administration, Human Resources Management, Logistics, Supply Chain Management or a related field from a recognized institution.

- Relevant professional qualification or membership of a recognized professional body will be an added advantage.
- At least **3 years' relevant experience** in administration, facilities management, asset management, transport management or a related field.
- Experience in managing outsourced service providers and support services.
- Demonstrable experience in budget monitoring, asset management, stores and facilities administration.
- Good knowledge of office administration systems, procedures and controls.
- Good working knowledge of Microsoft Office applications and relevant administrative systems.

5. QUALITY ASSURANCE OFFICER

Reporting to: Senior Quality Assurance Officer

Job Purpose

To monitor and evaluate the quality of telecommunications services provided by licensed operators to ensure compliance with regulatory quality of service (QoS) standards, technical specifications, and applicable national and international regulatory frameworks.

Key Duties and Responsibilities

- Monitor the quality of telecommunications services and network performance of licensed operators against approved Quality of Service (QoS) standards and licence conditions.
- Conduct quality of service measurements, inspections, technical audits, and field surveys to assess compliance with regulatory requirements and international best practices.

- Liaise with licensed operators and other stakeholders on quality-of-service issues, technical standards, and corrective actions.
- Coordinate network performance measurement exercises and verify the accuracy of performance data submitted by licensed operators.
- Prepare technical reports on network performance, quality of service indicators, compliance status, telecommunications standards, market trends, and departmental activities.
- Maintain and update records and logs relating to quality-of-service monitoring, customer complaints, audit findings, and compliance issues.
- Participate in the development, review, and implementation of quality-of-service standards, guidelines, and performance measurement methodologies.
- Conduct type approval activities, including the evaluation, testing, inspection, and certification of telecommunications equipment in accordance with applicable regulations and standards.
- Assist in investigating technical complaints related to network performance and service quality and recommend appropriate corrective measures.
- Monitor emerging telecommunications technologies and international quality assurance standards and recommend improvements to regulatory practices.
- Provide technical support in the enforcement of quality-of-service obligations and regulatory compliance.
- Perform any other duties as may be assigned by the Senior Quality Assurance Officer.

Minimum Qualifications and Experience

- Bachelor's degree in Electrical and Electronics Engineering, Telecommunications Engineering, Electronic Engineering, Information and Communications Technology, or a related engineering discipline from a recognised institution.

Experience

- Minimum of two (2) years' relevant experience in telecommunications engineering, network quality assurance, quality of service monitoring, telecommunications regulation, or a related technical field.

Knowledge and Competencies

- Sound knowledge of telecommunications networks, technologies, and Quality of Service (QoS) standards.
- Good understanding of national telecommunications regulations and relevant international standards.
- Knowledge of network performance measurement techniques and technical audit procedures.
- Familiarity with telecommunications equipment type approval processes.
- Ability to analyse technical data and prepare comprehensive reports.
- Good analytical, problem-solving, and investigative skills.
- Effective communication and interpersonal skills.
- Ability to work effectively both independently and as part of a team.
- Good planning, organisational, and time management skills.

- Proficiency in Microsoft Office applications and relevant technical software.
- High level of integrity, professionalism, and attention to detail.

If you meet the above requirements, please submit applications by **31st August, 2026** addressed to:

The Director General

Malawi Communications Regulatory Authority (MACRA)

Private Bag 261

Blantyre

Email: recruitment@macra.mw

QR CODE: