



MINISTRY OF HEALTH

National Medical Supplies Agency (NMSA)

31 Murray Town Road, Freetown, Sierra Leone
Operations Office: Central Medical Stores, Off Jomo Kenyatta Road, New England Ville



VACANCIES

In 2017, the National Medical Supplies Agency was established by an Act of Parliament as a public service agency responsible for the procurement, warehousing and distribution of drugs and medical supplies in a transparent and cost-effective manner, for and on behalf of all public institutions throughout Sierra Leone.

As a result of operational growth and the need to enhance organizational efficiency for effective service delivery, we would like to fill various positions as detailed below:

POSITION NAME: **PROCUREMENT OFFICER**

(REF: NMSA/PO/HR-04/2026)

NO. OF VACANCIES: One (1)

TERMS OF SERVICE: Permanent/Full Time

REPORTING: The Procurement Officer will report directly to the Procurement Director

PURPOSE STATEMENT

The job holder will ensure efficient procurement processes of works, goods and services in accordance with established public procurement procedures, laws and regulations.

PRINCIPAL ACCOUNTABILITIES

- i. Assist in preparing key procurement documents (RFP, RFQ, PO etc)
- ii. Assist in preparation of the procurement plan
- iii. Monitor and update the annual procurement plan
- iv. Monitor the implementation of planned procurement activities
- v. Assist with any clearance processes from relevant government agencies and/or partners
- vi. Carry out the procurement process: advertising, receiving bids/proposals, drafting no objection request and justifications, organizing evaluation committees and publishing results of tender processes as required



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- vii. Prepare and update the procurement asset register
- viii. Stay informed about any new government regulations affecting procurement
- ix. File and maintain all procurement documents
- x. Maintain a list of vendors
- xi. Prepare and maintain a contract management register
- xii. Be involved in contract planning and implementation

Note: Senior Management reserves at all times the right to modify Terms of Reference according to organizational needs and priorities

Requirements for Appointments

- i. Bachelor's degree in any of the following disciplines: - Procurement and/or Logistics Management, Business Administration or equivalent qualification from a recognized institution;
- ii. CIPS level four (4) or any other relevant professional certificate in procurement will be an added advantage.
- iii. At least three (3) years relevant work experience from a reputable institution.
- iv. Proficiency in Computer Applications.
- v. Knowledge of Public Procurement regulations;
- vi. Sound knowledge of Contracting for goods and services
- vii. Good knowledge of a Tender process would be an asset.



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POSITION NAME: MIS MANAGER

(REF: NMSA/MS/HR-04/2026)

NO. OF VACANCIES: One (1)

TERMS OF SERVICE: Permanent/Full Time

REPORTING: The MIS Manager will report directly to the Director of Operations

I. PURPOSE OF POSITION

The MIS Manager provides overall leadership, oversight, and accountability for the Ministry of Health (MoH) Management Information Systems function. The role ensures the effective operation, governance, and continuous improvement of mSupply and other inventory management systems across the Central Medical Stores (CMS), District Medical Stores (DMS), and hospitals within the Operations Directorate. The MIS Manager also delivers technical support to hospitals and district medical stores to strengthen system use and data quality.

The role ensures accurate, real-time visibility of stock and consumption data through alignment of mSupply Desktop (store-level inventory) and mSupply Mobile (dispensing-level data), while coordinating with the Directorate of Pharmaceutical Services (DPS) on LMIS governance and DHIS2 reporting.

This role provides national MIS governance, performance oversight and stakeholder/vendor management.

II. PRIMARY RESPONSIBILITIES

The MIS function forms part of the Operations Directorate and provides information management support to warehousing and distribution functions. Under the overall supervision of the Director of Operations, the MIS Manager shall:

- **Lead governance and performance oversight of the mSupply system across CMS, DMSs, and hospitals, including management of the MIS team and technical vendors, across CMS, DMSs, and hospitals, with oversight of mSupply Mobile use at PHU level, through effective management of the MIS team and technical vendors**
- Establish and enforce data quality standards, ensuring accuracy, completeness, and timeliness of all inventory and consumption data
- Ensure alignment and reconciliation between mSupply Desktop (stock data) and mSupply Mobile (dispensing data), particularly at the hospital level
- Develop and oversee reporting systems for stock status, consumption trends, expiries, and pipeline visibility
- Supervise the MIS Supervisor and all MIS personnel, ensuring performance management and accountability



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- Coordinate system integration and data alignment with DPS and technical partners, particularly for DHIS2 reporting and LMIS governance
- Lead digital transformation initiatives, including barcoding, ePOD, and system enhancements
- Identify and mitigate risks related to data integrity, system use, and reporting gaps
- **Monitor system uptime/outages and vendor performance; ensure issues are logged, escalated and resolved in line with agreed service levels; and ensure timely communication to operations and stakeholders.**

III. SELECT SPECIFIC RESPONSIBILITIES

The MIS Manager shall be responsible for:

- **Approving/overseeing system workflows and user access control standards within mSupply, implemented by the MIS team and technical vendors.**
- **Ensuring appropriate controls and accountability mechanisms are in place for accurate and timely capture of transactions across CMS, DMS, and hospitals.**
- **Overseeing monitoring of system utilisation rates and addressing underuse of mSupply Mobile at dispensing points through targeted follow-up actions.**
- Establishing procedures for routine reconciliation between stock issued from stores and quantities dispensed at facility level
- Developing dashboards and analytical tools to support operational and strategic decision-making
- Supporting national quantification and forecasting processes through provision of accurate data
- Ensuring system-generated documents (invoices, picking lists, waybills) support efficient operations
- **Manage and oversee vendor-supported technical support, system upgrades and external technical assistance, including prioritisation, escalation and acceptance of fixes/changes.”**
- **Oversee vendor performance and deliverables, including adherence to agreed SLAs, documentation, and communication of outages/issues and resolutions.**
- Escalating persistent data discrepancies, non-reporting, or misuse of systems through appropriate governance structures

IV. OTHER RESPONSIBILITIES

- Promote a culture of data use, accountability, and continuous improvement within the MIS unit
- Lead capacity-building initiatives, including training and on-the-job mentoring for MIS staff and system users
- Ensure documentation and adherence to SOPs for LMIS and mSupply use
- Support audits, stock counts, and compliance assessments related to MIS and data integrity



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- Perform any other duties assigned by the Director of Operations

V. PRINCIPAL COORDINATION

The MIS Manager will work closely with:

- **Director of Operations** – overall supervision and strategic direction
- **National Warehouse Manager** – ensuring alignment between physical stock and system records
- **National Logistics Manager** – ensuring system supports distribution planning and execution
- **Directorate of Pharmaceutical Services**– coordination on LMIS governance, DHIS2 reporting, and data triangulation
- **ICT Unit** – system infrastructure, security, and backend support
- **Development Partners (WB, GF, UNICEF, etc.)** – technical assistance and system strengthening

VI. QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in ICT, Information Systems, Supply Chain Management, or related field
- Minimum of five (5) years' relevant experience
- Strong experience with ERP systems (preferably mSupply)
- Knowledge of DHIS2 and health information systems is an advantage
- **Demonstrated leadership in supervising teams, managing competing priorities, and delivering outputs and reports to deadline.**

VII. MIS Manager

- Achieve $\geq 95\%$ of facilities (CMS, DMS, hospitals) submitting complete and accurate reports monthly
- Ensure $\geq 95\%$ of facilities submit reports on time
- Maintain 0% non-reporting facilities across all levels
- Maintain $\leq 5\%$ variance between mSupply Desktop and mSupply Mobile data
- Achieve $\geq 90\%$ data consistency between mSupply and DHIS2
- Ensure $\geq 90\%$ of hospitals actively use mSupply Mobile at dispensing points
- Ensure $\geq 95\%$ of facilities regularly update stock-on-hand in mSupply
- Maintain $\geq 98\%$ system uptime for mSupply and related tools
- Ensure $\geq 95\%$ of system issues are resolved within agreed SLAs
- Maintain average system issue resolution time of ≤ 72 hours
- Produce national stock status and pipeline reports within 48 hours of reporting deadlines
- Ensure $\geq 80\%$ of key operational and program decisions are supported by MIS data



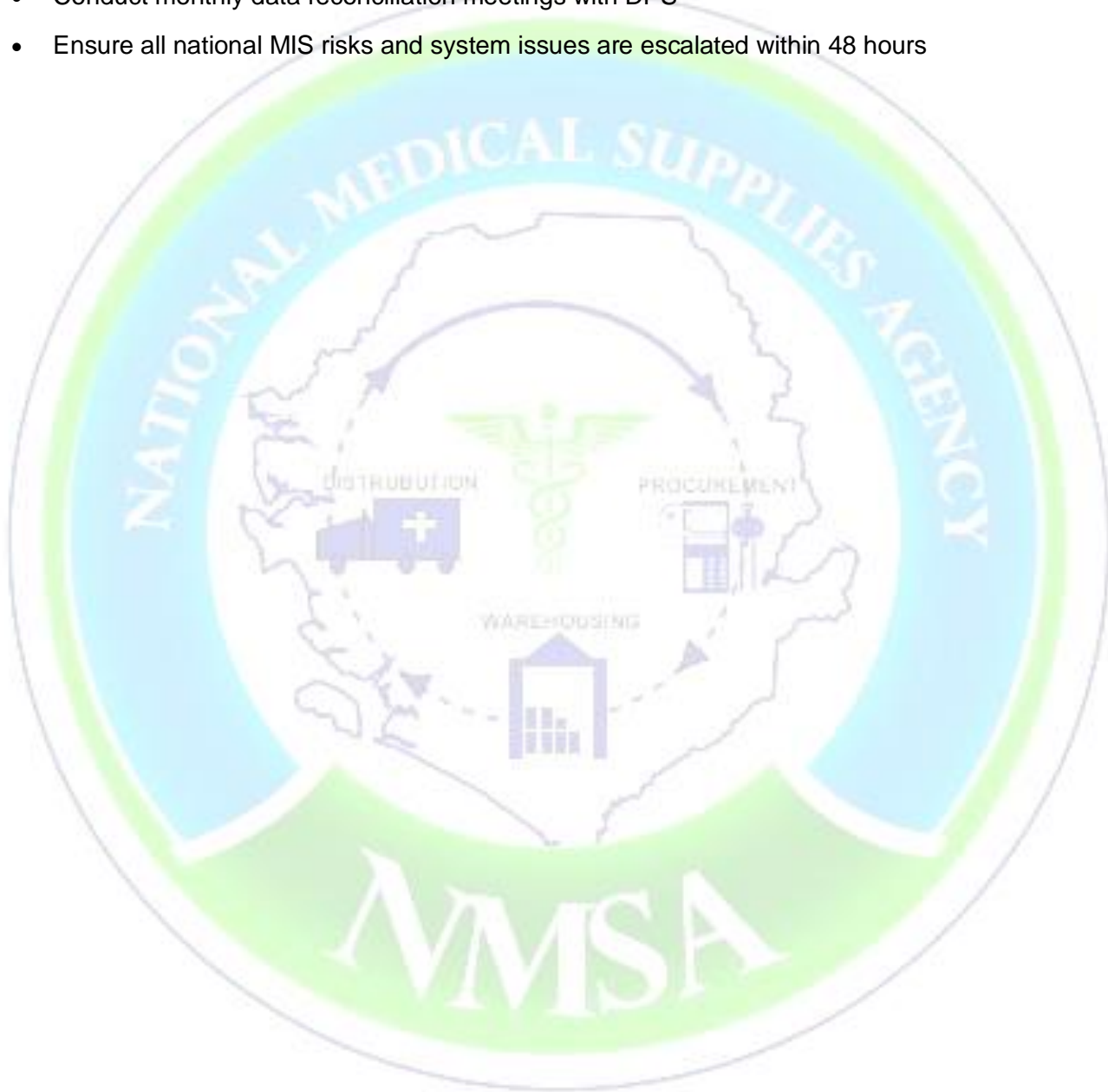
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- Ensure $\geq 90\%$ of MIS staff meet their individual performance targets
- Achieve $\geq 90\%$ facility coverage for MIS supervision on a quarterly basis
- Deliver digital system rollout milestones (Open mSupply, ePOD, barcoding) on schedule
- Conduct monthly data reconciliation meetings with DPS
- Ensure all national MIS risks and system issues are escalated within 48 hours





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POSITION NAME: CENTRAL MIS OFFICER

(REF: NMSA/MO/HR-04/2026)

NO. OF VACANCIES: One (1)

TERMS OF SERVICE: Permanent/Full Time

REPORTING: The Central MIS Officer will report directly to the MIS Supervisor

I. PURPOSE OF POSITION

The Central MIS Officer is responsible for ensuring accurate, timely, and complete data entry and management within the mSupply system at assigned warehouses, supporting inventory visibility and operational efficiency across the supply chain.

The role also supports data consistency between store-level stock records (mSupply Desktop) and dispensing-level consumption data (mSupply Mobile), particularly for hospitals and service delivery points.

This is an operational role responsible for timely transaction entry/verification and routine reporting.

II. PRIMARY RESPONSIBILITIES

Under the overall supervision of the MIS Supervisor, the Central MIS Officer shall:

- Ensure all stock transactions (receipts, issues, adjustments) are accurately recorded in mSupply
- Maintain complete and up-to-date electronic records for all commodities
- Support reconciliation between physical stock and system records
- Generate and submit routine reports on stock status and transactions
- Support alignment between mSupply Desktop and mSupply Mobile data at facility level
- Provide basic system support and report technical issues

III. SELECT SPECIFIC RESPONSIBILITIES

The Central MIS Officer shall be responsible for:

- Ensuring accurate and timely entry of logistics data (receipts, issues, adjustments, transfers) from suppliers, partners, DMS, hospitals, and PHUs into mSupply based on source documents
- Verifying that quantities issued from warehouses are correctly captured and reflected in facility-level data as well as supporting follow-up on any discrepancies identified with receiving sites



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- Supporting reconciliation between stock issued to facilities and consumption recorded through mSupply Mobile
- Generating, checking and filing system-generated documents (picking lists, invoices, waybills) to ensure accuracy and completeness
- Maintaining secure user practices, including proper login, password confidentiality, and compliance with assigned access rights
- Assisting in preparation of monthly and ad hoc reports
- Supporting warehouse operations by providing accurate system data
- Conduct basic data quality checks (completeness, timeliness, obvious outliers) and flag issues for correction

IV. OTHER RESPONSIBILITIES

- Support training and orientation and basic training of staff on mSupply use, as assigned
- Participate in stock counts, audits, and system verification exercises
- Promote adherence to SOPs and best practices in LMIS use
- Maintain a culture of accuracy, accountability, and timeliness
- Perform any other duties assigned by the MIS Supervisor

V. PRINCIPAL COORDINATION

The Central MIS Officer will work closely with:

- **MIS Supervisor** – direct supervision and task coordination
- **Warehouse Staff / Store In-Charge** – ensuring accurate recording of stock movements
- **Logistics Officers** – supporting distribution and dispatch documentation
- **Quality Assurance Team** – supporting data for audits and compliance
- **Facility Staff (Hospitals/DMS)** – supporting data consistency and reconciliation

VI. QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree (or equivalent) in IT, Computer Science, Information Systems, Supply Chain, Logistics, or a related field
- Minimum of three (3) years' relevant experience
- Understanding of inventory and supply chain systems
- Experience with using mSupply or similar inventory/ERP systems is an advantage
- Good attention to detail and ability to meet reporting deadlines

VII. KEY PERFORMANCE INDICATORS (KPIs) – CENTRAL MIS OFFICER



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1. Data Entry & Timeliness

- $\geq 95\%$ of all stock transactions (receipts, issues, adjustments, transfers) entered into mSupply within 24 hours
- 100% completeness of transaction records in mSupply (no missing entries)
- 100% of system entries supported by valid source documents

2. Data Accuracy & Quality

- $\leq 3\%$ data entry error rate across all transactions
- $\geq 98\%$ accuracy between system entries and source documents
- 100% of identified data discrepancies flagged within 24 hours

3. Stock Data Integrity & Reconciliation

- $\leq 5\%$ variance between physical stock and mSupply system records
- 100% completion of assigned stock reconciliations within reporting timelines
- 100% of stock discrepancies documented and escalated within 24 hours

4. Document Management & System Outputs

- 100% accuracy of system-generated documents (picking lists, invoices, waybills)
- Complete and organized filing of all transaction documents (electronic and/or physical)
- 100% of dispatch and receipt documentation captured in the system without delay

5. Data Alignment & Follow-Up

- $\geq 95\%$ alignment between stock issued (warehouse level) and facility-level data
- 100% follow-up on discrepancies identified with receiving facilities
- 100% support to monthly reconciliation between mSupply Desktop and Mobile data

6. Reporting & Support

- 100% of assigned reports submitted on time
- ≤ 48 -hour turnaround time for report preparation
- ≤ 48 -hour response time to system and data-related queries

7. Compliance & System Use

- 100% compliance with mSupply SOPs and user access controls
- 100% adherence to secure system use (no password sharing or unauthorized access)
- 0 unauthorized system transactions



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8. Participation in Operations & Audits

- 100% participation in scheduled stock counts, audits, and verification exercises
- 100% provision of required data for audit and supervision activities
- 100% implementation of assigned corrective actions within agreed timelines

9. Capacity Support & Team Contribution

- Support assigned training and orientation activities for staff
- Maintain documentation of all support activities conducted

Demonstrate effective collaboration with warehouse, logistics, and QA teams





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POSITION NAME: QUALITY ASSURANCE OFFICER

(REF: NMSA/QA/HR-04/2026)

NO. OF VACANCIES: One (1)

TERMS OF SERVICE: Permanent/Full Time

REPORTING: The QA Officer will report directly to the Director of Quality Assurance

PURPOSE STATEMENT

The job holder will provide support to the quality assurance directorate in activities relating to: Procurement, receipt and distribution of health commodities, post-distribution audits, ensuring compliance with regulatory standards, and optimizing supply chain efficiency.

PRINCIPAL ACCOUNTABILITIES

- i. Ensure Standard Operating Procedures and systems are implemented;
- ii. Ensure all documentation related to areas of procurement, inventory control, storage, security, drug information monitoring and evaluation are recorded;
- iii. Implement ISO 9001:2015 in the agency and coordinate both internal and external ISO audits;
- iv. Inspect products before they are received into the warehouses;
- v. Receive, investigate and respond to customer complaints relating to the quality and integrity of the products
- vi. Regularly conduct random sampling and quality checks on products supplied to the agency;
- vii. Analyse results from quality checks, and identify ways to ensure/maintain high-quality products;
- viii. Conduct supplier audits and post-distribution surveillance;
- ix. Implement the safe disposal of expired and obsolete medical commodities;
- x. Monitor Quality Assurance aspects for warehouse management in compliance with good warehousing practices;



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- xi. Implement recall procedures where necessary;
- xii. Review the quality of the results obtained from the PBSL Quality Control Lab for products;
- xiii. Conduct risk analysis, advise on key elements and mitigation measures within the function;
- xiv. Ensure the systematic tracking, monitoring and controlling of soon to expired products
- xv. Oversee the daily recording of temperature readings, manage monitoring devices, and initiate corrective actions upon deviations

Note: Senior Management reserves at all times the right to modify Terms of Reference according to organizational needs and priorities

Requirements for Appointments

- i. Degree in Pharmacy/Pharmaceutical Sciences from a recognized university;
- ii. A minimum of two (2) years' working in a similar position or a pharmaceutical-related field;
- iii. Must be a registered member with the Pharmacy Board of Sierra Leone;
- iv. Membership in relevant professional bodies, such as the Pharmaceutical Society of Sierra Leone (PSSL) and in good standing



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POSITION NAME: INTERNAL AUDIT OFFICER

(REF: NMSA/IA/HR-03/2026)

NO. OF VACANCIES: One (1)

TERMS OF SERVICE: Permanent/Full Time

REPORTING: The Internal Audit Officer will report directly to the Director of Internal Audit

PURPOSE STATEMENT

The job holder will assist in maintaining and enhancing the integrity, efficiency, and effectiveness of NMSA's operations. This will be achieved through assisting in conducting risk assessments and mitigation, evaluating internal controls, performing regulatory compliance checks, and assessing processes to identify inefficiencies and control gaps.

PRINCIPAL ACCOUNTABILITIES

- i. Implement the annual internal audit work plan by reviewing the agency's risk profile and scheduling audits based on risk ratings to add value.
- ii. Implement activities in the approved internal audit work plan for compliance
- iii. Assists in the preparation of the Internal Audit Annual Work Plan
- iv. Prepare and present audit reports for review by the Internal Audit Director for compliance
- v. Prepare internal audit reports upon completing assigned tasks for review and communicating findings
- vi. Follow up with section heads or department heads to verify that audit recommendations are implemented, improving internal controls and mitigating potential risks.
- vii. Conduct process audits to verify compliance with internal policies, procedures, and regulatory requirements, preventing deviations and standardizing workflows to mitigate risks.
- viii. Assist in carrying out special audit assignments that may arise
- ix. Maintain confidentiality and integrity in handling sensitive information and audit findings
- x. Participate in general stock audit activities
- xi. Participate in special projects, investigations and initiatives as assigned by the Internal Auditor
- xii. Contribute to the continuous improvement of the internal audit functions and their processes.
- xiii. Perform any other duties related to the job function as may be assigned by the Internal Audit Department, the Board of Directors or Senior Management.

Note: Senior Management reserves at all times the right to modify Terms of Reference according to



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organizational needs and priorities

Requirements for Appointments

- i. Bachelor's degree in Accounting/Finance/Business-related field from a recognized institution
- ii. Membership in a reputable professional organization for Accountants or Auditors would be advantageous.
- iii. At a minimum of two (2) years' auditing experience, preferably in the public sector
- iv. *Technical competencies*; Knowledge of Auditing Standards, information systems auditing, Risk Management principles, financial analysis, Data analytics and Regulatory compliance standards
- v. *Behavioral competencies*: Communication skills, problem-solving skills, analytical skills, a high level of integrity, self-driven, confidentiality and interpersonal skills.





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POSITION NAME: ADMIN. OFFICER

(REF: NMSA/AO/HR-04/2026)

NO. OF VACANCIES: One (1)

TERMS OF SERVICE: Permanent/Full Time

REPORTING: The Admin. Officer will report directly to the Director, Finance & Admin.

PURPOSE STATEMENT

The job holder will assist in maintaining and enhancing the integrity, efficiency, and effectiveness of NMSA's operations. This will be achieved through assisting in conducting risk assessments and mitigation, evaluating internal controls, performing regulatory compliance checks, and assessing processes to identify inefficiencies and control gaps.

PRINCIPAL ACCOUNTABILITIES

- i. Oversee the day-to-day administrative operations, records management, and logistics.
- ii. Coordinate repairs, maintenance, and housekeeping of the office premises.
- iii. Assist in the management of the Agency's light vehicles and ensure the availability and accessibility of vehicles by authorized staff on official duty.
- iv. Facilitate repairs and maintenance of the Agency's light vehicles as prepare payments requests for approval to the service providers.
- v. Manage stationery, clerical duties, and office documentation.
- vi. Co-ordinate security management in the Agency premises through applicable strategies including but not limited to; liaising with the security guards to mitigate any risks, ensure the door's access controls are operational at all times so as to ensure safety of staff and assets.
- vii. Prepare monthly status reports on routine, preventive maintenance and fuel expenditures in accordance to the Agency's fleet policy.
- viii. Ensure requests are approved and payments are made for license and insurances of all vehicles to ensure smooth running of the agency's operations.
- ix. Coordinate the maintenance of office premises, equipment, furniture and fittings to ensure that they are safeguarded and in operational condition at all times.
- x. Supervise the work of junior staff (Admin. Assistants, securities etc)



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Requirements for Appointments

- i. Bachelor's Degree or Diploma in Business Administration, Management, or a related field.
- ii. Typically requires two (2) years' experience in administrative roles.
- iii. Strong communication skills, organizational skills, proficiency in office software, and knowledge of records management.





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POSITION NAME: HUMAN RESOURCE ASSISTANT

(REF: NMSA/HA/HR-04/2026)

NO. OF VACANCIES: One (1)

TERMS OF SERVICE: Permanent/Full Time

REPORTING: The Human Resource Assistant will report directly to the Human Resource Officer

PURPOSE STATEMENT

The job holder will support and execute core HR functions to ensure organizational efficiency and workforce effectiveness.

PRINCIPAL ACCOUNTABILITIES

- i. Assist with recruitment processes, including job postings, scheduling interviews, and onboarding new hires.
- ii. Maintain employee records and update HR databases;
- iii. Handle employee inquiries related to HR policies, benefits, and other HR-related issues;
- iv. Support the coordination of HR projects, meetings, and employee training sessions;
- v. Assist in payroll processing and benefits administration;
- vi. Coordinating orientation and training sessions for new employees;
- vii. Maintaining proper records of employee attendance and leave
- viii. Ensure compliance with labour laws and agency policies.
- ix. Serving as a point of contact, providing smooth communication with employees and timely resolution to their queries;
- x. Perform other duties as assigned

Note: *Senior Management reserves at all times the right to modify Terms of Reference according to organizational needs and priorities*

Requirements for Appointments

- i. Bachelor's Degree or Diploma in Business Administration, Management, or a related field.



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- ii. Typically, 2-3 years of experience in a similar role,
- iii. Good Knowledge of the Sierra Leonean labour laws.
- iv. Computer proficiency





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POSITION NAME: ADMIN ASSISTANT

(REF: NMSA/AA/HR-04/2026)

NO. OF VACANCIES: One (1)

TERMS OF SERVICE: Permanent/Full Time

REPORTING: The Admin. Assistant will report directly to the Admin. Officer

PURPOSE STATEMENT

The job holder will require usefulness, blending clerical tasks with physical hands-on-work. It is a mix of desk work and physical activity and should be able to adapt to the agency's diverse needs.

PRINCIPAL ACCOUNTABILITIES

- i. Assist in the receipt, sorting, and distribution of mail and deliveries;
- ii. Assist visitors and providing general support to staff;
- iii. Supervise the cleaning in all NMSA office spaces and surrounding areas;Ka
- iv. Perform general clerical tasks such photocopying, scanning, binding etc.;
- v. Assist with on-site tasks as needed, which could include groundskeeping or minor maintenance;
- vi. Assist in the coordination of all office events

Note: *Senior Management reserves at all times the right to modify Terms of Reference according to organizational needs and priorities*

Requirements for Appointments

- i. Certificate/Diploma in Business Administration, Management, or a related field.
- ii. Typically, 2-3 years of experience in a similar role,
- iii. Basic computer proficiency



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POSITION NAME: STORE ASSISTANT

(REF: NMSA/SA/HR-04/2026)

NO. OF VACANCIES: One (1)

TERMS OF SERVICE: Permanent/Full Time

REPORTING: The Store Assistant will report directly to the Store & Inventory Management Assistant

PURPOSE STATEMENT

The job holder will perform warehouse operations duties and ensure the warehouse and its environment are properly clean and tidy.

PRINCIPAL ACCOUNTABILITIES

- i. Provide all necessary assistance to the store keeper in his day-to-day tasks/activities;
- ii. Onload and offload drugs and medical supplies;
- iii. Pack and help with the general maintenance and management of the warehouse;
- iv. Ensure efficient operations by adhering to operational procedures, rules and schedules;
- v. Ensure cleanliness, tidiness and safety of work environment;
- vi. Ensure adherence to stipulated safety-related protocols;
- vii. Unload incoming commodities and review their contents;
- viii. Pack stock in a neat, organized and secure fashion;
- ix. Mark and label stock

Note: Senior Management reserves at all times the right to modify Terms of Reference according to organizational needs and priorities.

Requirements for Appointments

- iv. Certificate/Diploma in Business Administration, Management, or a related field.
- v. Typically, 2-3 years of experience in a similar role,
- vi. Basic computer literacy



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DESIRED PERSONAL ATTRIBUTES:

Applicants will be required to have the following attributes:

1. Honesty
2. Integrity
3. Flexibility
4. Team player
5. Good time management skills
6. Effective communication

Detailed application and resume should be emailed to jatuabdulai@nmsa.gov.sl and copy nmsarecruitment@gmail.com not later than Wednesday 13th May, 2026.

Only shortlisted candidates will be contacted

