

THE COMMISSION ON ADMINISTRATIVE JUSTICE
(Office of the Ombudsman)**Hata Mnyonge ana Haki****CAJ/JOB/001/7/2026****INDENT FOR THE POSITION OF SENIOR LEGAL OFFICER – COMPLAINTS/ATI/LEGAL SERVICES**

JOB TITLE	SENIOR LEGAL OFFICER COMPLAINTS/ATI/LEGAL SERVICES
REPORTING	ASSISTANT DIRECTOR COMPLAINTS, LEGAL SERVICES & REGIONAL COORDINATION
JOB GRADE	CAJ 5
NO. OF POSTS	1
TERMS OF EMPLOYMENT	PERMANENT & PENSIONABLE
DUTY STATION	ISIOLO OFFICE

DUTIES AND RESPONSIBILITIES:

- (i) Carrying out inquiries into allegations of maladministration, delay, administrative injustice, discourtesy, incompetence, misbehavior, inefficiency or ineptitude within the public service;
- (ii) Compiling and analyzing complaints for decision making;
- (iii) Implementing strategies and guidelines on complaints handling;
- (iv) Conducting formal hearings on complaints;
- (v) Recommending referrals of complaints outside commission mandate to relevant government agencies;
- (vi) Analyzing complaints on maladministration, delay, administrative injustice, discourtesy, incompetence, misbehavior, inefficiency or ineptitude;
- (vii) Preparing bi-annual and other reports on complaints; and
- (viii) Updating and maintaining complaints database.

JOB SPECIFICATION

For appointment to this grade, an officer must: -

- i. Have served in the grade of Legal Officer I or an equivalent position for a period of at least four (4) years;

- ii. Have Bachelor's degree in Laws (LLB) from a recognized institution;
- iii. Have Diploma in Law from the Kenya School of Law;
- iv. Be an Advocate of the High Court of Kenya;
- v. Have a Certificate in Senior Management Course lasting not less than four (4) weeks from a recognized institution;
- vi. Membership to a professional body with a valid practicing certificate
- vii. Have demonstrated professional competence in work performance and results.

N/B

Successful candidate will be required to provide clearance from the following institutions

- Ethic and Anti-Corruption Commission (EACC)
- Kenya Revenue Authority
- Directorate of Criminal Investigations
- Credit Reference Bureau
- Higher Education Loans Board
- Authentication and recognition of foreign degrees by CUE where applicable.

Interested candidates who meet the requirements for this position are required to submit their application through the CAJ E-recruitment portal accessible via www.ombudsman.go.ke by **4th August' 2026** at **5.00p.m.**

Prepared by: -

ASSISTANT DIRECTOR HR &ADMIN

Date

Reviewed by: -

A/DIRECTOR-C/LS&RC

Date

Approved by:-

DIRECTOR - CILS

Date