

VACANCY

MANAGER: DISPUTE RESOLUTION & ENFORCEMENT [D4]

CLOSING DATE | THURSDAY, 25 SEPTEMBER 2025 17H00

Reports to Executive: Regulatory & Corporate Legal Services

Primary purpose of this position:

The Manager: Dispute Resolution and Enforcement is responsible to manage and administer the enforcement of regulatory offences and the adjudication of disputes involving the Authority. The position ensures that the investigations are conducted, consumer complaints are mediated and resolved and that the Communications Act, other regulations and licensee terms and conditions are enforced and adhered to.

Key Performance Areas will include:

1. Regulatory Enforcement

- Ensures the implementation and maintenance of an efficient and effective regulatory enforcement processes and procedures;
- Enforces and imposes compliance of licence conditions by service providers for all types of services;
- Imposes penalties in line with the Communications Act, for breaches of the terms and conditions of the licence or the service provider;
- Enforces and imposes compliance of licence conditions by service providers for all types of services;
- Conducts benchmarks and ensures that the Authority remains abreast of any legislation changes that might impact on the adjudication and enforcement framework; and
- Conducts research, analyses data and recommends improvements to the adjudication and enforcement framework.

2. Consumer Complaints and Licensee Dispute Adjudication

- Ensures the implementation of complaints handling mechanisms and requirements as per the Communications Act and regulations;
- Ensures the timely and accurate lodging of complaints and timeous Adjudication of cases not resolved within the set time;
- Ensures that deliberate action plans are created to deal with the outcomes of the Consumer Complaints report and ensures consumer protection initiatives;
- Checks and ensures that Service Providers comply with the complaints handling provisions and standards;
- Manages and directs the adjudication of consumer complaints and licensee disputes in line with the provisions of the Act and relevant regulations;
- Identifies consumer issues that may draw or require media attention or public education and collaborates with the Consumer Relations division to provide effective solutions; and
- Implements mechanism to protect the rights of both stakeholders and consumers in the telecommunications industry.

3. Investigations of Regulatory Offences

- Provides guidance and takes a leading role in the investigation of alleged regulatory offences;
- Manages and coordinates the process of issuance of summons for regulatory offences and liaise with the relevant division on this matter;
- Liaises, engages and refers to law enforcement agencies to either take over or assists with more complex investigations; and
- Identifies and refers all relevant matters for litigation to the relevant division and ensures that CRAN complies with the rules of the relevant court.

4. Human Resource Management and Administration

- Sets goals for employees, determine the levels of performance required and correctly implement the performance management process;
- Mentors, coaches and provides on the job training and development opportunities;
- Provides input to the annual report of the organisation in accordance with legal and constitutional requirements;
- Monitors division operations on a regular basis to ensure that all relevant laws, regulations and policy frameworks are applied and adhered to;
- Identifies and evaluates the divisional risks and direct the implementation of mitigating measures on continual basis; and
- Develops and ensures the implementation of continuous improvement programmes to increase efficiencies throughout the division.

Education, Experience and Skill Requirements:

- LLM degree or equivalent;
- Management Development qualification;
- Five (5) to Six (6) years' experience as a legal advisor in a corporate or regulatory environment of which 3 to 4 years' experience in supervisory position;
- Admitted as a legal practitioner;
- Conversant with relevant legislation and regulations;
- Stakeholder engagement and liaison;
- Understanding ICT and Postal Market;
- Ability to identify and resolve legal challenges; and
- Knowledge of current and envisaged laws and regulations.
- Shortlisted candidates will be required to submit proof of Namibian Police clearance.

To receive consideration:

Applicants meeting the criteria should register their applications including motivation letter, CV, and relevant qualifications at Direct Hire by clicking on the following link:

<https://cran.mcidirecthire.com/External/CurrentOpportunities>

Remuneration Package:

CRAN offers a competitive market-related cost to company remuneration package commensurate to relevant experience and qualifications.

Only short-listed candidates will be contacted. CRAN reserves the right to withdraw this advert should circumstances change.

CRAN IS AN EQUAL OPPORTUNITY EMPLOYER. WOMEN & PERSONS WITH DISABILITIES ARE ENCOURAGED TO APPLY.