



We are hiring

EXTERNAL ADVERTISEMENT

Please note to email applications directly to Recruitment.SS@mtn.com

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MDL
Approved

[Signature]
18/03/2026



Applications are invited for the Positions of Specialist: Employee Services and Administration

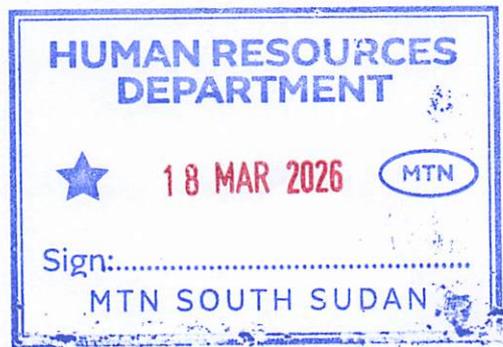
Posting Date	18 th /March/2025
Department	Human Resources
MTN Job level	2
No. of vacancies	1
Location	Juba, South Sudan
Contract Duration	Permanent
Closing Date	13 th /April /2026

COMPANY OVERVIEW

We at MTN are a purpose and value-led organization. At MTN, we believe that understanding our people's needs and aspirations is key in creating experiences that delight you as you work every day. We are committed to fostering an environment where every member of our Y'ello Family is heard, understood, and empowered to live an inspired life.

Our values keep us grounded and moving in the right direction. Most importantly, they keep us honest. It is not something we claim to be. It is in our DNA. As an organization, we consider it our mission to create an exciting and rewarding place to work, where our people can be themselves, thrive in positivity and ignite their potential.

A workplace that boosts creativity and innovation, improves productivity, and drives meaningful results. A workplace that is built on relationships and achieving a purpose that is bigger than us. This is what we want you to experience with us.



MISSION/CORE PURPOSE OF THE JOB

To provide efficient, accurate and customer centric employee services and administration in line with MTN HR policies and operational standards, ensuring seamless execution of employee lifecycle processes, compliance with labour laws, and enhanced employee experience. It also facilitates clear and timely internal communication between HR and employees to promote transparency, engagement, and alignment with organizational goals while supporting a positive workplace environment

CONTEXT

- Cultural diversity
- Dynamic Telecommunication Industry
- Highly competitive market
- High-paced environment
- Diverse Workforce demographics & Expectations
- Increased demand for accurate HR service delivery
- Labour Regulations & Legislation



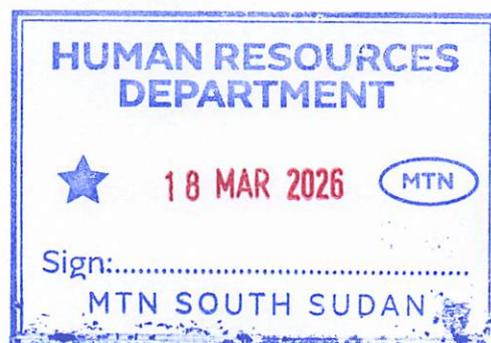
RESPONSIBILITIES (Not limited to:)

Employee Services

- Ensure compliance with HR policies, procedures, SLAs and labour laws.
- Serve as the first point of contact for employees on HR-related queries and support services.
- Manage employee lifecycle services including onboarding, confirmations, transfers, and exit processes.
- Administer HR policies and procedures and ensure employees understand HR guidelines.
- Coordinate employee welfare programs and engagement activities.
- Handle employee records management ensuring accuracy and confidentiality.
- Support resolution of employee concerns, grievances, and workplace issues.
- Monitor and improve HR service delivery standards and employee satisfaction.

HR Administration

- Maintain accurate employee records and ensure timely HCM updates.
- Prepare and manage HR documentation including letters, and official communications.
- Support payroll administration by ensuring employee data is accurate and up to date.
- Coordinate HR logistics including meetings, training sessions, and HR events.
- Manage leave administration and attendance records.
- Support HR reporting and preparation of HR analytics and monthly reports including headcount, leave and movement reports
- Ensure documentation integrity, confidentiality and secure filing.



Internal Communication

- Develop and coordinate internal HR communication initiatives.
- Disseminate HR policies, announcements, and organizational updates to staff.
- Manage HR communication channels such as email bulletins, intranet, and notice boards.
- Support leadership in communicating organizational changes and HR initiatives.
- Promote employee engagement and corporate culture programs.
- Coordinate internal campaigns such as wellness programs, recognition programs, and HR awareness initiatives.

Information Technology Security Responsibilities/ Tasks:

- Comply with all Information Security Policies and related documents.
- Report security weakness/incidents to either the respective head of department or the Enterprise Information Security Manager
- Must not exploit known security weaknesses.
- Participate in all forms of Information Security Awareness

QUALIFICATION

- Bachelor's degree in human resource management, Business Administration, Industrial Psychology or related field.
- HR related certification is an added advantage.

EXPERIENCE

- 3 to 4 years' experience in HR operations/employee services roles.
- Experience in handling HR documentation, HR systems, and compliance processes.

COMPETENCIES

Knowledge:

- HR Operations processes
- Employee lifecycle management
- HR data management
- Labour regulations



Physical competence

- Attention to detail
- Data accuracy and reporting
- Communication skills
- Problem solving

Behavioural

- Cando with integrity
- Collaborate with agility.
- Lead with Care
- Act with inclusion.
- Serve with respect.



Should you wish to apply, please submit your Application (Cover letter & CV) including a copy of your National ID to MTN South Sudan Head Office Opposite Juba National Stadium or email Recruitment.SS@mtn.com: on or before closing date 13th / April /2026 @ 5:00 PM

Please note:

- This position is open exclusively to South Sudanese nationals.
- We strongly encourage qualified ladies to apply.
- Only shortlisted candidates will be contacted. If you do not hear from us within 14 days after the closing date, please consider your application unsuccessful.
- By applying for this vacancy, you are consenting for MTN South Sudan to process your personal data for purposes of this application and further undertake verification of your personal credentials and related information including, but not limited to, qualifications, criminal record, credit record, current and historic disciplinary proceedings, as part of the selection process.
- MTN South Sudan reserves the right to not fill the advertised position.

Let's stay in touch

