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PO BOX 261

Ghala Road (Railway Street)

Moshi, Tanzania

WhatsApp Call/Message: +255 754 544 203

Email: admin@kijana-kwanza.org

Website: www.kijana-kwanza.org

**Receptionist & Administrator**

Contract: Fixed – 12 months

Working Hours: 45 hours per week (including evenings and weekends)

Accountable to: Operations Manager

Salary: TZS. 300,000/month (gross)

Location: Moshi, Tanzania

Additional benefits: Extensive Incentives Package including rent, telephone and meals allowance and employee contributions towards family medical insurance

**Introduction**

Kijana Kwanza (Young People First) is a grassroots organisation based in Moshi, Tanzania that aims to empower disadvantaged children and young people with the skills and opportunities to prepare them for a future without poverty.  
  
The organisation directly sponsors over 250 children and young people, most of whom are orphaned, abandoned or from single-parent families, who reside in the community, in foster care or on-site at one of our children’s homes or youth hostels. Most of our children and young people attend school, learn practical trades in our workshop or are enrolled at college to study towards a professional qualification. Outside of formal education, we deliver an extensive programme of extra-curricular learning, which emphasises soft skills development, leadership training and digital inclusion.

Aside from direct child and student sponsorship, Kijana Kwanza delivers a variety of day services and social welfare provision from its headquarters in Moshi Town, for the wider community of children, young people and their families. These include free Computer classes, a Study Café, hardship grants and interest-free loans, seasonal campaigns, community events and microfinance initiatives.

For a full list of our activities, visit [www.kijana-kwanza.org](http://www.kijana-kwanza.org).

**Post Summary**

The Receptionist & Administrator is the first point of contact at Kijana Kwanza HQ, responsible for managing front desk operations and ensuring smooth administrative support.

This role involves handling enquiries, welcoming visitors, managing correspondence, and maintaining organised records. The individual will also assist with general office administration, maintaining noticeboards and ensuring efficient communication within the organisation.

**Duties and Responsibilities**

* Serve as the first point of contact for guests, visitors, and members of the public, providing a warm and professional welcome
* Ensure all guests and visitors sign in and out of the premises
* Respond to basic queries related to the organisation or requests for support
* Direct visitors to scheduled meetings with Senior Managers or members of staff
* Manage the organisation’s front desk operations, including maintaining a tidy and organised reception area
* Update digital calendars, noticeboards and signage
* Schedule and coordinate meetings, appointments, and events, ensuring all arrangements are efficiently handled
* Maintain accurate and up-to-date records, files, and databases, both physical and digital
* Handle incoming and outgoing correspondence, including mail and packages
* Assist with administrative tasks such as typing, printing and photocopying
* Support staff with office supply inventory, ensuring adequate stock and placing orders when necessary.
* Maintain oversight of the Study Café and manage the on-site library

**Other**

* Attend planning and supervision meetings
* Participate in training and development opportunities
* Undertake any other tasks relevant to the organisation's operational needs

**Person Specification**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| Ordinary Level Certificate | X |  |
| Certificate in Business Administration, Secretarial Studies, or a related field |  | X |
| Proficiency in Microsoft Office (Word, Excel, Outlook) | X |  |
| Experience handling phone calls, scheduling appointments, and managing office supplies | X |  |
| Good organisational and time-management skills | X |  |
| Fluency in Swahili and basic spoken English | X |  |
| Friendly, professional, and welcoming demeanour. | X |  |
| Discreet and able to handle confidential information responsibly | X |  |
| Reliable with a strong sense of responsibility | X |  |
| Committed to Kijana Kwanza’s mission and working with vulnerable children and young people | X |  |

**[End]**