



PAYMENTS ASSOCIATION OF NAMIBIA

JOB DESCRIPTION

A. POSITION INFORMATION	
Job Title	Stakeholder Liaison Officer
Division / Department / Unit	Projects and Transformation
Duty Station	Windhoek
Reports to Position	Manager: Projects and Transformation
Number of Direct Reports	None
Completion / Review Date	April 2026
PATERSON GRADING	

C. PRIMARY PURPOSE OF THE JOB
To drive the Payments Association of Namibia's (PAN) communication, marketing, and stakeholder engagement initiatives by promoting the organisation's mandate, enhancing brand visibility within the National Payment System (NPS), and strengthening collaboration with industry stakeholders, while providing structured coordination support to stakeholder forums and meetings.

D. JOB SPECIFICATIONS	
Minimum Educational Qualification (NQF Level)	<ul style="list-style-type: none"> - Degree or Higher Diploma in Communications, Marketing, Public Relations or related field. - NQF Level 7
Minimum Experience Required	<ul style="list-style-type: none"> - 2-3 years of relevant experience in communications, marketing or stakeholder engagement. - Experience in digital marketing, content creation, or media coordination will be an added advantage.
Special Requirements / Licences	Creative design and content development skills will be an added advantage

E. COMPETENCY PROFILE (Key Competencies Only)					
Note on required proficiency level: 1= Basic; 2=Intermediate; 3=Advanced					
<i>Knowledge</i>	<i>Proficiency Level</i>	<i>Skills</i>	<i>Proficiency Level</i>	<i>Attributes / Attitudes</i>	<i>Proficiency Level</i>
Communication and marketing principles	3	Communication (written and verbal)	3	Integrity	3
Digital media and content management	3	Stakeholder engagement	3	Creativity and innovation	3
Basic understanding of the National Payment System (NPS)	3	Content creation and marketing	3	Professionalism	3
Computer literacy	3	Time management Interpersonal Skills	3	Interpersonal effectiveness	1

Key Results Area	- Accountability
KPA 1: Marketing, Communication and industry Liaison	<ul style="list-style-type: none"> - Develop and implement PAN's communication and marketing strategy - Drive PAN's brand positioning and visibility within the NPS - Manage PAN's digital platforms, including website and social media channels - Develop and coordinate marketing materials, campaigns, and awareness initiatives - Liaise with media houses and external partners to promote PAN activities - Serve as a key liaison between PAN and industry stakeholders, ensuring effective communication and alignment - Support and promote industry collaboration initiatives - Coordinate communication for events, forums, and stakeholder engagements - Contribute to annual reports, publications, and corporate communication outputs - Drive innovative communication campaigns to enhance awareness and stakeholder engagement
KPA 2: Stakeholder meetings and Administration	<ul style="list-style-type: none"> - Coordinate PAN stakeholder meetings, workshops, and forums - Prepare and distribute meeting agendas and packs - Record and distribute accurate minutes and action items - Maintain stakeholder databases and communication records - Ensure proper documentation, filing, and follow-up on action items - Support governance processes through effective meeting administration.

G. PRIMARY FEATURES OF THE JOB	
Typical Decisions Taken (Define Complexity)	<ul style="list-style-type: none"> - Communication strategy execution - Stakeholder engagement coordination - Marketing and brand positioning initiatives
Supervision Required (Daily, Weekly, Monthly)	<ul style="list-style-type: none"> - Monthly formal feedback and ability to work independently
Pressure of Work / Physical Effort (Normal, Variable, Consistently High)	<ul style="list-style-type: none"> - Moderate to high
Working Conditions	<ul style="list-style-type: none"> - ability to work independently

Work Allocation	<ul style="list-style-type: none"> - Marketing & Stakeholder Engagement: 70% - Meeting Coordination: 30%
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It is hereby acknowledged that this job description is a broad indication of the work the job holder is required to do. The jobholder may be required to undertake other duties that can be reasonably expected from him / her, particularly when others are absent from work.

H. JOB SIGN-OFF			
Responsible Manager	Manager: Projects and Transformation.	Date	
Job-Incumbent	Stakeholder Liaison Officer	Date	