

ESTHER LUBEGA K.

HUMAN RESSOURCE AND QUALITY ASSURANCE PROFESSIONAL

CONTACT INFORMATION

Email: kiraboe56@gmail.com

CORE HR COMPETENCIES

- Workforce Planning & Talent Acquisition
- Employee Relations & Engagement
- HR Policy & Compliance
- Payroll & Benefits Administration
- Performance & Exit Management
- HR Data & Systems Management
- Governance & Risk Reporting
- Occupational health & Safety Mgt.

TECHNICAL SKILLS

1. HRIS Tools: Zoho People, SAP, BambooHR, QuickBooks
2. Payroll Systems: Tally, Excel Payroll Templates
3. Microsoft Office: Word, Excel (Advanced), PowerPoint
4. HR Dashboards & Employee Engagement Tools

EDUCATION

1. **Master's Degree in Management Studies (Human Resource Management)** Uganda Management Institute | 2018
2. **Postgraduate Diploma in Human Resource Management** Uganda Management Institute | 2014
3. **Bachelor's Degree in Business Admin.** Makerere University Business School | 2012

CERTIFICATIONS

Certificate in HR Risk & Compliance Reporting | 2023

CORE COMPETENCIES

Experienced Human Resource and Quality Assurance professional with progressive experience in managing institutional systems, people, and compliance frameworks. Demonstrated expertise in quality assurance systems, accreditation processes, policy development, workforce planning, recruitment, payroll administration, employee relations, and performance management. Possesses a strong understanding of regulatory compliance, governance requirements, and continuous improvement practices within complex organizations. Proven ability to strengthen systems, enhance staff engagement, and align HR and quality assurance functions with institutional objectives. Known for being dependable, analytical, and proactive in supporting leadership and driving operational excellence.

PROFESSIONAL EXPERIENCE

Director Quality Assurance, Uganda Technology and Management University - July 2025 - to date

- Provide strategic leadership for the University's quality assurance system and promote a strong quality culture.
- Develop, review, and implement quality assurance policies, frameworks, and procedures aligned with UTAMU's strategic plan.
- Ensure compliance with national and international standards, including requirements of regulatory and accreditation bodies.
- Oversee quality of teaching, learning, assessment, research, and community engagement across the University.
- Coordinate internal quality audits, self-assessments, monitoring, and continuous improvement initiatives.
- Lead programme accreditation, re-accreditation, and institutional reviews.
- Advise Management, Senate, and Council on quality-related strategic decisions using evidence and performance data.
- Support and build capacity of academic and administrative units in quality assurance practices.
- Prepare and present quality assurance reports to internal and external stakeholders.

REFEREES

1. Dr. Francis Kazibwe
IntraHealth International
(USAID's RHITES-E) Activity
Email: herbertkazibwe2@gmail.com
2. Halima Nakanwagi Human Resource
Manager
USAID's PIN Project
Email: nak.halima@gmail.com
3. Lovena Owuor
Gender and Youth Advisor
UNICEF's DHSS Project
Email: lovenajaber@gmail.com

- Supervise the Quality Assurance Directorate and represent UTAMU in quality assurance forums and partnerships.

Human Resource Manager *IntraHealth International*
(UNICEF/District Health System Strengthening Project, Karamoja)

April 2023 – Feb. 2025

- Directed all HR operations including staff recruitment, employment contracts, onboarding, and off boarding.
- Aligned workforce planning with budget availability and organizational structure reviews.
- Administered monthly payroll, employee benefits, and statutory deductions in compliance with Ugandan labor laws.
- Reviewed and updated the HR Manual, ensuring alignment with local labor laws and donor compliance requirements.
- Designed and led quarterly employee engagement activities, increasing staff participation and morale.
- Facilitated performance management cycles including goal setting, appraisals, and salary adjustments.
- Supervised a team of 6 HR, Admin, and IT officers across national and field offices.
- Served as Staff Safety & Security Focal Person, leading the implementation of the organizational safety plan.
- Led end-to-end HR operations including recruitment, onboarding, contract management, and international work permit processing.
- Oversaw monthly payroll processing, ensuring accuracy, timeliness, & compliance with statutory obligations.
- Managed employee benefits including medical insurance, workman's compensation for all staff and new joiners.
- Supervised a team of 5 officers, providing technical guidance and performance oversight.
- Spearheaded performance management implementation and coordinated capacity building initiatives with leadership. Participated in senior management decision-making as part of the SMT & Coordination Committee.
- Developed and executed the annual staff training plan based on TNA and performance outcomes.

Senior Human Resource & Administration Officer

IntraHealth International (USAID's Regional Health Integration to Enhance Services in Eastern Uganda, Mbale) **January 2019 – Mar**

2023

- Managed recruitment, onboarding, contract renewals, and workforce planning across regional offices.

- Oversaw payroll, benefits, statutory deductions, and terminal benefits for over 1,000 staff, ensuring compliance with labor laws and donor policies.
- Led performance management cycles, coordinated training needs assessments, and implemented development plans.
- Handled employee relations, grievance resolution, and staff welfare, including psychosocial support and compliance training.
- Maintained secure HR records, ensured audit readiness, and supported field HR teams to meet operational standards.
- Supervised office operations, vendor contracts, tenancy agreements, and staff accommodation logistics.

Human Resource & Administration Officer

USAID Production for Improved Nutrition (PIN) Project – RECO Industries Ltd Apr 2014 – Aug 2018

- Managed recruitment, onboarding, and documentation for both local and international hires; coordinated work permits, contracts, and confirmations.
- Maintained employee records, reviewed job descriptions, and ensured compliance with HR policies, donor requirements, and labor laws.
- Oversaw payroll processing, resolved salary queries, and managed statutory benefits and insurance coverage for national staff.
- Facilitated performance reviews, staff development plans, and orientation programs across field locations.
- Administered leave tracking, consolidated records, and managed employee welfare programs in coordination with field teams.
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Administration Officer *USAID PIN Project – RECO Industries Ltd Mar 2013 – Mar 2014*

- Handled office operations, vendor management, facilities, and asset tracking.
- Supported HR functions including recruitment, training logistics, and policy compliance.
- Managed internal communication, welfare programs, and audit preparation documentation.
- Assisted in budget tracking and identified cost-saving opportunities in administration.

