

OLIVE-ANNE NUNKWE TEMBO

CONTACT



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Lusaka, Zambia

PROFESSIONAL SUMMARY

Dynamic, results-driven Human Resource Management and Public Administration Executive with extensive experience leading human capital strategy, institutional governance, and administrative operations across the Zambian Civil Service, public health sector, and corporate environments. Demonstrates a proven track record in driving large-scale recruitment, talent development, labor law compliance, and organizational transformation. Active Council Board Member of the Zambia Institute of Human Resource Management (ZIHRM) with recognized expertise in grievance resolution, workforce planning, and public sector policy implementation.

CORE COMPETENCIES

- **Strategic Human Resource Management:** Workforce Planning, Succession Planning, Organizational Design, HR Policy Formulation.
- **Talent Acquisition & Development:** End-to-End Recruitment, Training Needs Assessment (TNA), Capacity Building, Performance Management Cycles.
- **Employee Relations & Governance:** Labor Law Compliance, Grievance Handling, Disciplinary Procedures, Stakeholder Engagement.
- **Operations & Administration:** Resource Allocation, Healthcare Administration, Budget Oversight, Monitoring & Evaluation (M&E).
- **Specialized Expertise:** Integrity Committee Operations (ACC trained), Disability Inclusion & Diversity Management, HRIS Optimization.

PROFESSIONAL EXPERIENCE

Civil Service – Teaching Service Commission

Acting Chief Human Resource Management & Development Officer | September 2025 – Present

- Direct the formulation and execution of HR strategies aligned with overarching national civil service objectives.
- Oversee nationwide recruitment campaigns, ensuring competitive, transparent, and merit-based talent acquisition.
- Lead the institutional performance management cycle, instituting rigorous review mechanisms and continuous feedback frameworks.
- Spearhead executive succession planning and talent pipeline initiatives to safeguard leadership continuity.
- Champion organizational change management strategies, effectively mitigating workplace transition challenges and enhancing employee buy-in.
- Oversee compliance audits and labor law adherence across all administrative processes and documentation.

- Optimize Human Resource Information Systems (HRIS) usage to enhance data integrity, workforce analytics, and executive reporting.

Civil Service – Teaching Service Commission

Senior Human Resource Management & Development Officer | December 2019 – August 2025

- Designed and implemented human capital development programs aimed at closing competency gaps across education service personnel.
- Streamlined recruitment processes, significantly decreasing average time-to-fill for critical public sector vacancies.
- Guided departmental heads and line managers in establishing SMART performance objectives and executing fair evaluations.
- Conducted structured Training Needs Assessments (TNA) to design targeted continuous professional development modules.
- Conducted periodic HR compliance reviews and audits to maintain alignment with public service standards and statutory regulations.
- Monitored employee engagement and retention via structured surveys, deploying workplace improvement initiatives to boost morale.
- Produced analytical HR reports detailing attrition rates, training ROI, and operational staffing metrics for senior leadership.

Ministry of Health – Lusaka District Health Office

Senior Hospital Administrator | March 2019 – December 2019

- Engineered operational workflows and administrative reforms that reduced patient waiting times by 20%.
- Administered the operational budget, achieving a 10% reduction in operating costs while sustaining quality clinical delivery standards.
- Championed the rollout of electronic health record systems, curbing administrative paperwork by 30% and elevating record accuracy.
- Optimized staff training and resource distribution, driving a 15% increase in staff productivity and reducing supply chain disruptions by 15%.
- Established patient feedback channels and continuous quality improvement (CQI) measures, elevating patient satisfaction ratings by 25%.
- Enforced stringent infection control protocols and clinical staff training, contributing to a 30% decline in hospital-acquired infections.
- Maintained 100% adherence to national healthcare guidelines and statutory requirements, resulting in zero non-compliance audit penalties.

Ministry of Health – Northern Provincial Health Office

Provincial Administrative Officer | April 2016 – April 2018

- Directed provincial administrative frameworks across health facilities, reducing administrative overhead and paperwork by 15%.
- Managed the provincial healthcare budget, yielding a 10% cost efficiency while securing full funding for critical health services and infrastructure.
- Coordinated staff development and retention initiatives that enhanced health worker retention and productivity by 20%.
- Supervised the infrastructure planning and execution of facility renovations and constructions across rural and underserved districts.
- Instituted disease surveillance and public health control measures that contributed to a 25% drop in communicable disease prevalence (Malaria, HIV/AIDS, TB).
- Formulated and operationalized comprehensive emergency preparedness and disaster response protocols for disease outbreaks and emergencies.
- Maintained active liaison with civic leaders, cooperating partners, and government agencies to support provincial healthcare initiatives.

EARLY CAREER EXPERIENCE

- **Human Resource Management Officer** | Ministry of Health – Kasama District Health Office | March 2015 – March 2016
- **Inspector** | **SGS Inspection Services** | April 2011 – September 2014
- **Administrative and Human Resource Assistant** | **Kalahari Geo Energy Ltd** | January 2012 – March 2013

EDUCATION & PROFESSIONAL QUALIFICATIONS

- **Master of Arts in Human Resources Management** | University of Lusaka | 2019 – 2022
- **Diploma in Logistics and Transport** | Chartered Institute of Logistics and Transport (CILT) | 2017 – 2018
- **Bachelor of Arts in Development Studies with Public Administration (Merit)** | University of Zambia | 2006 – 2010
- **Grade 12 Senior Secondary School Certificate** | Roma Girls Secondary School | 1999 – 2003

BOARD GOVERNANCE & PROFESSIONAL AFFILIATIONS

- Council Board Member, Zambia Institute of Human Resource Management (ZIHRM)
- Full Member, Zambia Institute of Human Resource Management (ZIHRM)
- Chairperson, Business Development Committee – ZIHRM
- Committee Member, Finance and Administration Committee – Radiation Protection Authority
- Certified Integrity Committee Member, Trained by the Anti-Corruption Commission (ACC)
- Focal Point Person, Recruitment and Management of Persons with Disabilities

PROFESSIONAL REFERENCES

Mr. Martin Nyahoda

- Deputy Commission Secretary
- Teaching Service Commission
- Cell: +260 977 972 049
- Dr. Shula Chanda

Medical Superintendent

- Chawama First Level Hospital, Ministry of Health
- Cell: +260 978 661 987

Mr. Mwiya Katukula Muya

- National Project Coordinator – Social Protection and DCI Project
- International Labour Organization (ILO)
- Cell: +260 764 521 213