ISAAC SETI

PROGRAMME COORDINATION | ADMINISTRATION | OPERATIONS | TEAM LEADERSHIP

CONTACT

+260 977 411 4992 / +260 764 892 319

setiisaac@gmail.com

Zambia

PROFESSIONAL SUMMARY

An experienced programme and operations professional with a strong background in programme coordination, team leadership, administration, education, training and community engagement. Brings extensive experience working with NGOs and educational institutions, including managing teams, coordinating projects, preparing budgets, overseeing procurement activities and maintaining relationships with stakeholders.

Experienced in supervising and developing staff, monitoring programme performance, managing organisational resources and preparing reports to support effective decision-making. Holds a Bachelor of Arts Degree in Business Administration, a Certificate in Psychosocial Counselling and a Diploma in Secondary School Teaching. A practical, organised and adaptable professional with strong communication, problem-solving and leadership abilities.

CORE COMPETENCIES

- Programme and Project Coordination
- Administration and Operations Management
- Team Leadership and Staff Supervision
- Human Resource Administration and Staff Development
- Budget Preparation and Expenditure Monitoring
- Procurement and Supply Management
- Stakeholder Engagement and Partnership Development
- Community Development and Project Implementation
- Training, Coaching and Capacity Building
- Monitoring, Evaluation and Reporting
- Records Management and Documentation
- Child Safeguarding and Policy Compliance
- Problem-Solving and Conflict Resol

PROFESSIONAL EXPERIENCE

Alternative Care Coordinator
SOS Children's Villages Zambia – Lusaka
July 2022 – October 2026

- Coordinated the daily operations of the programme location, ensuring activities were implemented according to approved plans, budgets and organisational objectives.
- Prepared annual operational plans and budgets and monitored programme implementation against established targets.

- Supervised team members, allocated responsibilities and monitored performance against agreed deliverables and key performance indicators.
- Provided coaching, guidance and performance feedback to staff to strengthen individual and team effectiveness.
- Participated in recruitment activities in collaboration with the Human Resources department.
- Coordinated stakeholder engagement meetings and maintained working relationships with donors, communities and other partners.
- Prepared programme reports and maintained accurate documentation to support management decisions and donor accountability.
- Monitored programme expenditure, including direct and indirect costs, to promote effective financial management.
- Oversaw the management and utilisation of organisational assets and resources in line with established policies.
- Acted as Regional Programme Manager for the Lusaka Region in the manager's absence.

Education Coordinator & Procurement Officer
SOS Children's Villages Zambia – Chipata
May 2016 – July 2022

- Supervised 21 caregivers responsible for supporting 130 children, ensuring appropriate service delivery and adherence to organisational standards.
- Identified staff training needs and coordinated capacity-building and refresher training programmes.
- Maintained programme records and monitored the implementation of field activities and beneficiary development plans.
- Guided caregivers in developing and improving individual development plans for young people.
- Supported young people in accessing appropriate tertiary education and training opportunities.
- Participated in annual programme planning, budgeting and performance monitoring.
- Promoted compliance with child protection and safeguarding policies.
- Coordinated relationships with schools, suppliers, donors and other stakeholders.
- Prepared concept notes to support resource mobilisation initiatives.
- Participated in national programme reviews, sharing implementation experiences and best practices.
- Coordinated procurement activities for SOS Children's Villages in the Eastern Region.
- Managed agricultural projects in Nyimba and Zozwe, Vubwi, supporting beneficiaries in income-generating activities.

Vocational Training Instructor
SOS Children's Villages Zambia – Lusaka
May 2013 – May 2016

- Coordinated the recruitment and selection of students for vocational training programmes.
- Planned and prepared training materials and delivered structured skills-development programmes.
- Trained students in problem identification, analysis, solution development and implementation.
- Monitored and evaluated student performance against established training objectives.
- Supported graduates in accessing employment opportunities by linking them with potential employers.

Design and Technology & ICT Teacher
Teaching Service Commission of Swaziland
January 2010 – April 2013

- Taught Design and Technology, Physics and Computer Studies to learners from Grade 8 to Grade 12.
- Provided guidance and counselling to students, supporting their academic and personal development.
- Guided students in developing practical problem-solving and design skills.
- Served as Senior Teacher for Optional Subjects, heading the academic committee and coordinating curriculum-related activities.

Design and Technology & ICT Teacher
Teaching Service Management of Botswana
May 1999 – December 2005

- Headed the Design and Technology Department, providing leadership and supervision to departmental staff.
- Taught Design and Technology and Computer Studies at junior secondary school level.
- Organised and prepared students for regional and national exhibitions.
- Served on the school tender committee, participating in procurement-related activities.
- Supported departmental planning and the administration of academic activities.

Industrial Arts and Science Teacher
Teaching Service Commission of Zambia – Meheba International School for Refugees
January 1998 – April 1999

- Headed the Industrial Arts and School Production Unit departments.
- Prepared and implemented departmental plans and budgets.
- Taught Woodwork Technology and Physics to learners from Grade 8 to Grade 12.
- Guided students in identifying technical problems and developing appropriate product designs.
- Planned and managed the procurement of teaching and learning materials.
- Chaired the school-level committee responsible for resolving inter-racial conflicts before escalation.

KEY ACHIEVEMENTS

- Improved the quality of individual development plans and progress reporting through structured coaching and guidance of caregivers.
- Contributed to improved programme budget utilisation through advisory support during budget implementation.
- Strengthened relationships between students and staff through guidance and counselling initiatives.
- Successfully supervised capacity-building activities across agricultural projects in Zozwe and Nyimba.
- Improved inventory management through systematic recording, organisation and storage of equipment, tools and training materials.
- Strengthened petty cash management through systematic documentation and regular spot checks.

EDUCATION AND PROFESSIONAL QUALIFICATIONS

Bachelor of Arts Degree in Business Administration (BBA)
University of South Africa (UNISA) | 2012–2016

Certificate in Psychosocial Counselling
Chipata Central Hospital | 2021

Diploma in Secondary School Teaching
Technical and Vocational Teachers' College (TVTC) | 1997–1998

School Certificate
Serenje Technical Boys' Secondary School | 1990–1993

PROFESSIONAL AFFILIATIONS

- TEVETA Certified Examiner – 2013
- TEVETA Certified Instructor – 2013

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TECHNICAL AND PROFESSIONAL SKILLS

Computer Skills

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook
- Organisational databases and digital record-keeping

Management and Administrative Skills

- Staff supervision and performance appraisal
- Budget planning and expenditure monitoring
- Recruitment and personnel administration
- Procurement and tender processes
- Records management and report writing
- Stakeholder coordination

Languages

- English – Professional working proficiency
- Bemba – Working knowledge
- Nyanja – Working knowledge
- Tonga – Working knowledge
- Chewa – Working knowledge
- Luvale – Working knowledge
- Lozi – Working knowledge

REFERENCES

Mr. Miyoba Hamuhuma
Chief Executive Officer, Enlight Abilities Organisation
Email: miyoba.hamuhuma@enlightabilities.org
Mobile: +260 977 419 669

Mrs. Irene Phiri
Lusaka Regional Project Manager, SOS Children's Villages
Email: irene.phiri@sos-zambia.org
Mobile: +260 977 746 163

Mr. Watson Ng'andu
Chipata Location Manager, SOS Children's Villages
Mobile: +260 962 483 158

Mr. Smart Changwe
Sylva University
Mobile: 0976 949 040