MATILDA PENTA BUNJWA

MBA, BHRM, DMS, MZIHRM

HUMAN CAPITAL & ADMINISTRATION EXECUTIVE

Human Capital Strategy | Employee Relations | Workforce Planning | Administration Management | Performance Management | Labour Law Compliance

CONTACT

+260 977 828166 / +260 966 292971

pentamatilda@yahoo.co.uk

Lusaka, Zambia

Proffessional Membership: Full Member – Zambia Institute of Human Resource Management (ZIHRM)

PROFESSIONAL SUMMARY

Human Resources and Administration professional with 17 years of experience in the Zambian Public Service, including six years at management level. Currently serving as Acting Chief Human Resource Management Officer at the Ministry of Health Headquarters, overseeing human capital, employee relations, and administrative operations for one of the country's largest public institutions. Proven track record in workforce planning, large-scale public recruitment, labour relations, institutional restructuring, and fleet and facilities coordination. Skilled at aligning regulatory compliance and Public Service Conditions of Service with day-to-day operational needs.

CORE COMPETENCIES

- **Human Capital Strategy:** Workforce planning, talent acquisition, establishment control, succession planning, organizational restructuring.
- **Employee & Labour Relations:** Disciplinary hearings, grievance handling, mediation, collective bargaining support, Conditions of Service interpretation.
- **Administration & Operations:** Facilities maintenance, fleet and transport coordination, asset management, procurement liaison, administrative records.
- **Governance & Systems:** HRMIS/HRIS administration, payroll verification, PMEC systems, public service compliance, committee secretariat management.

PROFESSIONAL EXPERIENCE

MINISTRY OF HEALTH HEADQUARTERS, LUSAKA

Acting Chief Human Resource Management Officer | April 2026 – Present

Direct human resource management and administrative operations at Ministry Headquarters, supervising a departmental team of eight officers and advising senior leadership on workforce matters, institutional administration, and compliance.

- Committee Leadership & Secretariat: Serve as Secretariat to the Human Resource Management Committee (HRMC), Negotiations Committee, and Disciplinary Committees; coordinated HRMC proceedings to process more than 800 personnel cases, reducing case turnaround time.
- Disciplinary & Grievance Resolution: Managed and concluded 62 formal disciplinary cases, maintaining procedural compliance, adherence to natural justice, and constructive employee relations.
- Institutional Restructuring: Represented the department on the Technical Working Group tasked with developing and reviewing the organizational and establishment structure for King Salman Specialized Hospital.

- Systems & Data Integrity: Supervised HRMIS operations, payroll management, and records administration to verify workforce data accuracy and support senior management reporting.
- Operational Coordination: Oversaw departmental administrative requirements, including resource allocation, office support services, and inter-departmental logistics.
- Staff Engagement: Collaborated with the Health Promotions Unit to run employee wellness initiatives, including organizing full departmental participation in the 2026 ZIHRM Marathon.

MINISTRY OF HEALTH HEADQUARTERS, LUSAKA
Senior Human Resources Management Officer | September 2020 – March 2026
Managed employee relations, recruitment, and HR operations across Ministry departments, providing technical guidance to officers nationwide and supporting strategic human capital interventions.

- National Recruitment: Supported the recruitment and placement of 3,386 healthcare personnel in the 2025 national intake, along with staffing exercises for donor-supported health initiatives.
- Disciplinary Management & Compliance: Managed and helped resolve over 500 disciplinary and grievance matters in strict accordance with Public Service regulations and labour laws.
- Capacity Building: Trained Human Resource Officers across all 10 provinces on disciplinary handling, labour regulations, Conditions of Service, and policy interpretation.
- Technical Working Groups: Contributed to national working groups focused on workforce forecasting, organizational development, and recruitment strategy.
- Logistics & Asset Support: Coordinated administrative operations, including the deployment and maintenance of institutional transport, ambulances, and utility motorcycles.
- Data Quality: Audited HRIS records and payroll inputs to prevent payroll discrepancies and maintain establishment control.

MINISTRY OF HEALTH HEADQUARTERS, LUSAKA
Human Resources Management Officer | January 2018 – August 2020
Handled day-to-day HR administrative operations, appointment processes, and staff documentation for headquarters and field personnel.

- Standardized institutional correspondence by designing new administrative templates for staff transfer letters and provisional appointments, reducing processing errors and turnaround times.
- Processed staff appointments, confirmations, regradings, transfers, and retirements in accordance with service regulations.
- Administered payroll inputs and monitored establishment registers to maintain staffing compliance.
- Addressed routine staff inquiries regarding entitlements, leave administration, and Conditions of Service.

MAAMBA GENERAL HOSPITAL
Human Resources Management Officer | March 2017 – December 2017
Led the Human Resources and administrative unit at the general hospital, reporting directly to hospital management on personnel matters and staff welfare.

- Conducted a hospital-wide personnel audit that secured confirmed establishment status for over 90% of hospital staff, resolving long-standing establishment discrepancies.
- Carried out payroll verification exercises to eliminate ghost records and ensure proper remuneration.
- Conducted hospital-wide staff orientation sessions on public service ethics, disciplinary standards, and hospital administrative protocols.
- Partnered with clinical and administrative department heads to draft the hospital's annual training priorities.

MACHA MISSION HOSPITAL
Assistant Human Resources Management Officer | September 2009 – February 2017
Coordinated personnel administration, payroll management, and employee records for hospital clinical and non-clinical staff.

- Developed and introduced a standardized payroll deduction code system, eliminating manual payroll errors and improving reconciliation efficiency.
- Performed ongoing payroll verifications and maintained physical and electronic employee personnel files.

- Assisted hospital management with initial disciplinary investigations, grievance documentation, and staff welfare activities.
- Facilitated onboarding and administrative integration for newly posted healthcare workers.

EDUCATION & PROFESSIONAL QUALIFICATIONS

- **Master of Business Administration (MBA)** | University of Lusaka, 2019
- **Bachelor of Human Resource Management** | Mulungushi University, 2016
- **Diploma in Management Studies** | National Institute of Public Administration (NIPA), 2008
- **Certificate in Management Studies** | National Institute of Public Administration (NIPA), 2006
- **Certificate in Computer Studies** | Sarafina International School, 2006
- **Grade 12 School Certificate** | Munali Secondary School, 2000

PROFESSIONAL DEVELOPMENT & TRAINING

- **Trainer of Trainers in HRMS** | JHPIEGO (2025)
- **Secretariat, Salary and Conditions of Service Negotiations** | Public Service Management Division / MoH (2021–2024)
- **Technical Working Group, Health Worker Recruitment** | Ministry of Health (2021–2024)
- **Project Management and Communication Skills** | Cavendish University (2020)
- **Health Workforce Data Validation Exercise** | Clinton Health Access Initiative (CHAI) (2019)
- **National Training Operational Plan Data Collection** | Ministry of Health (2018)
- **Disciplinary Case Management Workshops** | Ministry of Health & PSMD
- **Payroll Management and Establishment Control (PMEC)** | Public Service Management Division

TECHNICAL SKILLS & SYSTEMS

- HR & Payroll Systems: Human Resource Management System (HRMS), HRIS, Payroll Management and Establishment Control (PMEC), Navision, STEP.
- Public Procurement & Analysis: Electronic Government Procurement (e-GP), SPSS, STATA, online survey and field data collection tools.
- Productivity Tools: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Google Workspace.

LANGUAGES

- English: Full Professional Proficiency
- Kaonde, Bemba, Chinyanja, Tonga: Native / Fluent

REFEREES

Mr. Roy Chininga
Director – Human Resource and Administration
Ministry of Health
Mobile: +260 974 970950

Mrs. Dorcas M. Kasemetete
Assistant Director – Human Resource Management & Planning
Ministry of Health
Mobile: +260 977 797545

Mr. Dennis Siampwizi
Director – Human Resources & Administration
Ministry of Infrastructure
Mobile: +260 966 907196

Mr. Yangeni Chendela
Director – Human Resources & Administration
Lubona Meats & Meat Products
Mobile: +260 977 503902