



Zimbabwe

FROM THE SECRETARY'S DESK

1 January - 31 March 2025



Dear Colleagues,

As we begin the year 2025, I extend my heartfelt appreciation to each of you for your unwavering dedication to public service. This year presents a renewed opportunity for us to accelerate meaningful transformation within the Public Service Commission (PSC) by strengthening our institutions, embracing innovation, and enhancing the quality-of-service delivery. Guided by our national priorities, I urge us all to make significant progress in the key areas that will shape the future of our civil service.

In this issue of *The Secretary's Desk*, I have taken the opportunity to introduce members of the Senior Management team along with their respective roles. This is more than a gesture of recognition, it is a deliberate effort to underscore the fact that the Public Service Commission is a market-facing institution, committed to transparency and accountability. By showcasing the people behind the work, we aim to foster a deeper understanding of the leadership driving our mandate and ensure that both internal and external stakeholders know who is responsible for delivering on our vision.

Skills development, innovation, and employee welfare remain central to our transformation agenda. We will invest in professional growth, expand digital learning and mentorship, and enhance welfare through better remuneration, working conditions, and a sustainable pension system. A motivated, skilled workforce is key to driving meaningful change.

We will accelerate ICT modernisation to streamline processes, enhance decision-making, and improve service delivery. Priorities include expanding infrastructure, strengthening data systems, and promoting e-governance to build a more transparent, inclusive, and citizen-focused public service. This is critical to the pursuits of our national vision and the strategies we are employing to achieve it.

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Editor's Note – Issue 1, 2025

Welcome to the first issue of From the Secretary's Desk for 2025. This edition takes a purposeful detour from our usual editorial format to celebrate the often-unsung functionaries of the Public Service Commission and to shine a spotlight on the diverse workstreams that converge to deliver a single, coherent output in fulfilment of our constitutional mandate.

By foregrounding the integrated efforts of our teams, this issue sets the tone for a year in which collaboration, clarity of purpose, and service excellence remain at the heart of our operations. As we navigate the evolving public service landscape, we continue to champion transparency, efficiency, and innovation as cornerstones of our transformation agenda.

We invite you to journey through these pages and appreciate the collective engine that drives the Commission forward.

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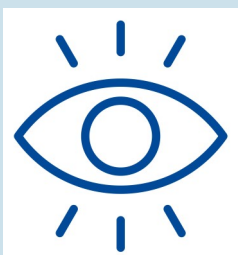
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Good governance and institutional reform will be at the forefront of our agenda. We will strengthen anti-corruption measures, promote ethical leadership, and deepen decentralised governance to drive coherence and efficiency. Public sector reforms will continue to focus on accountability, responsiveness, and alignment with national priorities. At the core of this effort is leadership development, nurturing a new generation of ethical, visionary leaders committed to excellence in service.

Achieving our goals demands collective effort and a shared commitment to excellence, transparency, and continuous learning. Let us collaborate, innovate, and lead with integrity to deliver efficient, high-quality services and build a public service that exemplifies accountability and impact.

As we chart the path ahead, I am confident in our shared commitment to excellence, our readiness to move with the rhythm of modernisation, and our resolve to forge purposeful partnerships. Let us continue to cultivate a public service grounded in citizen-centric values and a deep sense of national pride. Thank you all for your unwavering dedication and service. Together, let us make 2025 a year of bold transformation, collective achievement, and enduring impact.



OUR VISION

An empowered Public Service leading and propelling sustainable and inclusive socio-economic growth and prosperity for all citizens of Zimbabwe.



OUR MISSION

- To facilitate the delivery of responsive services and promote economic growth and development through enhanced policy, institutional and operational capacity of the Public Service and its relevant partners.



OUR VALUES

- ◇ SERVANT LEADERSHIP
- ◇ HIGH PERFORMANCE
- ◇ PROFESSIONALISM
- ◇ ACCOUNTABILITY
- ◇ INNOVATION
- ◇ INCLUSIVENESS
- ◇ ENTREPRENEURSHIP
- ◇ HIGH ETHICS

PUBLIC SERVICE COMMISSION ORGANOGRAM



Dr. Vincent Hungwe
Chairman

Public Service Commission,
Defence Forces Service Commission,
Police Service Commission
Prisons and Correctional Service Commission
Health Service Commission

Dr. Vincent Hungwe is a distinguished professional with over 25 years of experience in policy development and management, natural resource management, agriculture development, and local government. As the Chairman to Service Commissions, Dr. Hungwe's wealth of experience is sine quo in upscaling the Commission's work in several key areas.

His experience in policy development and management is integral in enabling the Commission to develop and implement effective strategic plans, aligning with national development priorities. Additionally, his expertise in public sector reform and decentralisation helps strengthen the Commission's institutional capacity, ensuring effective governance and service delivery. Dr Hungwe holds a PhD in City and Regional Planning (Real Estate Development) from the University of Cornell (USA), two Masters Degrees and BA in Geography and History.

MEET OUR COMMISSIONERS



Dr. Nomathemba Ndiweni
Deputy Chairperson

Dr. Nomathemba Ndiweni is a renowned expert with an impressive array of experience in both the public service and academic sectors. As the Deputy Chairperson of the Public Service Commission, a position she has held since September 2020, she brings a wealth of knowledge and expertise to the forefront.

Dr Ndiweni's academic and professional background includes being a Staff Development Fellow in Veterinary Biochemistry at the University of Zimbabwe, followed by a tenured lectureship. She has also contributed her expertise to various Boards, including Mpilo Central Hospital, the Research Council of Zimbabwe, the Zimbabwe Investment Authority, the Health Professions Authority of Zimbabwe and is a member of the Council of the Zimbabwe National Defence University.

She is a holder of the Bachelor of Science Honours degree in Biochemistry and the Graduate Certificate in Education, both from the University of Zimbabwe, the Master of Philosophy degree in Biochemistry from Cambridge University (UK), and the PhD in Biochemical Immunology from the University of Bristol (UK). She also possesses certificates in Supervisory Management and in Higher Education Management.

OUR COMMISSIONERS



Prof. Carroll Themba Khombe
Commissioner

Prof. Carroll Themba Khombe is a highly accomplished professional with extensive expertise in strategic planning, community development, and entrepreneurial initiatives. With a profound commitment to sustainable development, he has played a pivotal role in various sectors, particularly in the promotion and commercialisation of indigenous livestock breeds in Zimbabwe.

His academic credentials include a BSc (Hons) in Agriculture from the University of Zimbabwe, MSc in Animal Breeding from the University of Edinburgh, a PhD in Animal Breeding from McGill University, and an Executive MBA from the National University of Science and Technology (Zimbabwe). Commissioner Khombe has lectured at several prominent universities, including the University of Zimbabwe, Zimbabwe Open University, National University of Science and Technology, and Lupane State University. He has also served as a postgraduate examiner at institutions in both Zimbabwe and South Africa.



Mrs. Rosemary Rubvumo Mukogo
Commissioner

Mrs. Rosemary Rubvumo Mukogo is a distinguished leader with a Bachelor of Science degree in Economics from the University of Zimbabwe and advanced qualifications in Environmental Economics and Policy Analysis from Harvard University. With over three decades of experience in both the public and private sectors, she has honed her skills in strategic and transformative leadership.

Her career in government includes significant contributions to the Ministry of Environment and Tourism, where she rose to the position of Under-Secretary, playing a pivotal role in trade and commerce initiatives. In her capacity as the Director of Research and Product Development at the Zimbabwe Tourism Authority, Mrs. Mukogo not only led key projects but also served as the interim Chief Executive, demonstrating her ability to guide organisations through transitional phases.

OUR COMMISSIONERS



Mr. Lawrence David Mavima

Commissioner

Mr Larry Mavima holds a Bachelor of Science Degree in Business Administration with a Minor in Public Administration. He started his career in the Private Sector as a Customer Service Manager for Allstate Insurance Company in Los Angeles, California, USA from 1978 to 1981. He was appointed as Group Management Accountant for Wiroplastics Division in 1981 and later promoted to the post of General Manager within the same Company.

In November 2023 he was appointed Commissioner, in the Public Service Commission. Mr Mavima brings vast experience in monitoring and evaluation of Government projects and programmes. He provides leadership in research and input into financial market trends analysis that feed into the development of pay and benefit structures of the public service, provides advise on the development of retirement products for clear strategy development and any other issues relating to pay and benefits (monetary and non-monetary) in the Public Service.



Ambassador. James Manzou

Commissioner

Ambassador James Manzou whose diplomatic career spans for over 43years, has a wealth of diplomatic knowledge and experience. From 1980 to 1998, he rose within the ranks of the Ministry of Foreign Affairs from Desk officer, First Secretary, Counsellor, Minister Counsellor and Deputy Ambassador at various stations including New York, Moscow and Bonn.

He brings with him skills and experience in diplomatic negotiations, consensus/team building, conference diplomacy and research. He has represented Zimbabwe at various Conferences in SADC, COMESA, AU, the Non-Aligned Movement Group of 77 and the United Nations.

He was appointed Commissioner of the Public Service on 1 January 2024 a position he currently holds. He is a holder of a Bachelor of Administration from the University of Zimbabwe and an MBA Certificate from St Johns University in New York. He holds a Foreign Service Certificate a certificate in trade negotiations and mediation. He speaks fluent English, Portuguese and Shona.

OUR COMMISSIONER AND OUR SECRETARY



Dr. Millicent Mombeshora

Commissioner

Dr. Millicent Sibongile Mombeshora is a distinguished multi-sectoral professional with expertise in policy and strategy across various domains, including media, finance, governance, and transformational leadership. She began her career in broadcasting before advancing to support small and medium enterprises (SMEs) through programs from the International Labour Organisation (ILO) and as a facilitator for Success Motivation International (SMI). Dr. Mombeshora has played a pivotal role in initiatives combating poverty and enhancing foreign investment during her decade as a strategy advisor at the Reserve Bank of Zimbabwe (RBZ), where she also managed significant projects like housing construction and innovative energy solutions.

Her contributions extend to governance, serving on the Zimbabwe Media and Police Service Commissions, where she chaired two state enterprises and represented the RBZ on several boards. Academically, she holds numerous diplomas and advanced degrees, including a PhD in Strategic Management. Dr. Mombeshora's exceptional skills in governance and strategy have substantially impacted Zimbabwe's development and organizational transformation, marking her as a key player in the nation's advancement.



Mrs. Sibusisiwe Zembe

Secretary to Service Commissions

Public Service Commission,
Defence Forces Service Commission,
Police Service Commission
Prisons and Correctional Service Commission

Mrs. S. Zembe is a distinguished bureaucrat with extensive experience in the public sector. She served as the Executive Secretary of the National Peace and Reconciliation Commission from December 2018 to June 2024, where she was recognized for her strategic planning and implementation of national programs and projects. Prior to this role, she was the Permanent Secretary in the Ministry of Women Affairs, Community, Small and Medium Enterprises Development from January 2017 to December 2018. She also held the position of Principal Director in the Organ for National Healing, Reconciliation and Integration from 2009 to 2017.

Additionally, she worked as General Manager at the Public Service Commission and as Director of Human Resources in the Ministry of Public Service, Labour and Social Welfare. Mrs. Zembe holds a Master of Science in Strategic Management and multiple qualifications in politics, personnel management, conflict resolution, peace building, human resources and administration. Mrs Zembe joined the Public Service Commission as an Administrative Officer and rose through the ranks to become a General Manager, Discipline and Staff Relations.

MEET OUR HEADS OF AGENCIES



Mr. Walter Mpandawana

Head – Human Capital Development and Management

Mr. Walter Mpandawana is Head of Human Capital Development and Management Agency. He has over two decades work experience and training in the field of human resources administration in the Public Service. He joined the Public Service as a novice, Administrative Officer. In recognition of his performance, experience and commitment to duty. Mr Mpandawana has been promoted through the ranks. He has served in the capacities of Manager, General Manager and now Head, Human Capital Development and Management. His modus operandi has earned him the reputation of being a policy expert.

As Head, Human Capital and Development and Management he is responsible for overseeing the following work streams; organisation development and management, talent management, performance management, Behavioural Alignment (discipline and grievance handling) and Human Resources Management System. Mr Mpandawana is currently a member of the Public Service National Joint Negotiating Council (NJNC) and the Public Service Skills Retention and Development Fund Board.

He holds a Master of Public Administration from the prestigious Tsinghua University, Beijing, PRC and a Bachelor of Honours degree in Sociology from the University of Zimbabwe.



Dr. Henry Chikova

Head – Strategic Planning and Programme Management

Dr. Henry Chikova is Head Strategic Planning and Programme Management. He joined the public Service Commission in October 2022. He has vast experience in corporate governance processes for social security and pensions administration, having started his career as an Economist with the Ministry of Finance in 1992. He then moved to the Central Statistical Office where he was a Statistician and Demographer from 1992-1995. Following that, he joined the National Social Security Authority (NSSA) and worked there from 1995 – 2004 as a Statistician/Economist before rising through the ranks to the post of Director Benefits, Schemes Planning and Research..

He later became Acting General Manager in the same organisation (NSSA). From 2017 to 2020 Dr Chikova worked for the International Labour Organisation as an External Collaborator in Malawi, Eswatini and various SADC countries in the field of social security and social protection. He was also the Social Protection Technical Officer for Sudan, from 2021 to 2022, assisting the Government in social protection policy development and capacity strengthening of social insurance institutions. Dr Chikova has published three books and also co-edited one other book, all in the areas of social security and social protection. He has published several peer reviewed journal papers.

OUR HEADS OF AGENCIES



Mr. Nobert Machinjike

Head – Pay and Benefits Development and Management

Mr. Nobert Machinjike is a Public Finance Economist and a strategist, who holds a Master of Arts in Policy Economics from Williams College, Centre for Development Economics, (Massachusetts, USA) and a Bachelor of Commerce (Hons) Degree in Economics from Midlands State University. He is a SAP Certified Application Associate in Business Objects Planning and Consolidation with special interest in the automation of the planning and budgeting process.

Mr Machinjike has held several positions in the corporate world and quasi-government entities. He joined the Public Service Commission in July 2023 as Head, Pay and Benefits, Development and Management an agency which is responsible for formulating holistic remuneration framework, spearheads investment under the Public Service and Government Investment Funds, and provides advice for the National Joint Negotiation Council on condition of service and Tripartite Negotiation Forum.



Mr. Charles Ncube

Head – ICT Digitalisation and Modernisation

Mr. Charles Ncube is a highly accomplished and seasoned ICT professional with extensive experience in ICT digitalisation, management, and governance. He currently serves as the Head of ICT Development and Modernisation, where he plays a pivotal role in shaping and implementing ICT strategies that drive innovation, efficiency, and effectiveness.

As Head of ICT Digitalisation and Modernisation, Mr. Ncube oversees a wide range of ICT functions, including ICT governance, project management, data management, cyber security, and research and development. He works closely with stakeholders to identify ICT needs, develop strategic plans, and implement solutions that drive business value and improve service delivery.

Mr. Ncube holds a Master of Business Management Degree from the University of South Wales, Australia, and a Bachelor of Science Degree in Computer Science from Anglia Ruskin University, Cambridge, United Kingdom. He is currently pursuing an MBA with Haroun Education Ventures.

MEET OUR SENIOR MANAGEMENT



Mr. Kudakwashe Makiwa

Pension Master, Pensions Department

Pay and Benefits Development and Management

Mr. Kudakwashe Makiwa is the Pensions Master of Zimbabwe, overseeing the State's pension scheme with a focus on efficient service delivery. With eight years in this role and a total of 36 years in public service, he has a background in various capacities including auditing, pension administration, and education.

Mr Makiwa has significantly improved pension processing times, benefit payment accuracy, and has initiated key reforms to enhance Zimbabwe's pension system, making it more sustainable for retirees.

He has also decentralized pension services, increasing accessibility across the country.

Currently, he is working on developing a new payroll and pension system to promote digitization and efficiency. Mr Makiwa holds an MBA and an Honours Degree in Accountancy, and is pursuing a PhD, along with various certifications in management and finance that support his rigorous approach to pension administration. He is committed to modernizing Zimbabwe's pension system to better meet the needs of retirees.



Mr. Twoboy Shoko

Pay Master, Payroll Management (SSB)

Pay and Benefits Development and Management

Mr. Twoboy Shoko is a consummate professional who effectively combines his academic achievements. He holds a Master of Business Administration (2020-2021) from the National University of Science and Technology and a Master of Commerce in Finance (2017-2019) from Great Zimbabwe University.

He also holds a Bachelor of Science (Hons) in Public Finance and Accounting (2006-2010) from Chinhoyi University of Technology, a Higher National Diploma in Accountancy (2001-2004) from Kwekwe Polytechnic and various certifications.

Mr Shoko joined the Public Service Commission in 2015 as a Chief Accountant until 2020 where he became a General Manager Finance and Administration until 2022. He was promoted to Paymaster General in 2022, a position he currently holds.

SENIOR MANAGEMENT



Mr. Telmember Muchenje

Inspector General, Performance Audit and Inspectorate
Department

Secretary's Office

Mr. Telmember Muchenje, in his capacity as Inspector General, oversees service delivery and compliance in the Public Service Commission (PSC), Ministries, Departments and Agencies (MDAs). His key functions include superintending over service delivery inspections, validation of programmes and projects, systems and compliance audits, as well as investigations of complaints raised by the citizenry against MDAs or members therein.

His career spans over three decades in the Public Service, with over twenty years of the time dedicated to performance auditing and inspectorate work which commenced in 2004. He rose through the ranks from being a District Inspector, Chief Provincial Inspector and was attested as Inspector General in October 2024, having acted in that capacity from October 2023.

Prior to engaging in inspectorate work Mr. Muchenje had a stint as a secondary school head, teacher and also served in the then Department of Civil Aviation as an Assistant Air Traffic Control Officer. The Inspector General holds a Masters in Business Leadership (BUSE), a Bachelor of Education (UZ), and various diplomas and certificates in education, public relations, human resources management as well as monitoring and evaluation.



Dr. Farai Gaba

Chief Investment Officer, Investment Management

Pay and Benefits Development and Management

Dr. Farai Gaba is an accomplished economist, investment professional, and banker with over 15 years of experience managing large investment portfolios. He holds an Honours degree in Economics, a Master of Commerce in Economics, and a Ph.D. in Economics from North-West University (SA), as well as multiple certifications in leadership, financial management, and public sector investment.

Dr. Gaba joined the Public Service Commission (PSC) in 2014 as an Investment/Financial Manager, later advancing to General Manager – Investment Management at the Public Service Pension Fund (PSPF) in 2022 a position he currently hold up to December 2024.

On the 1st January 2025 he was appointed Chief Investment Officer (Chief Director), overseeing a Public Service Pension Fund portfolio across multiple asset classes, including real estate, money markets, stocks, offshore investments, gold, and private equity. He is also responsible for the GEMS Fund investment strategy, credit administration, and fund resource mobilisation.

SENIOR MANAGEMENT



Mr. Abraham Magomo
General Manager, Uniformed Services Department
Secretary's Office

Mr. A Magomo is a seasoned public sector expert with a specialisation in uniformed services administration. As the General Manager of the Uniformed Services Department, he is responsible for overseeing the administration of conditions of service for members of the uniformed services and other service conditions that impact the well being and performance of uniformed services members, ensuring that their welfare and benefits are adequately managed. Mr. Magomo's academic credentials are rooted in public policy and management, with a Master's degree in Public Policy and Management (Perking University, China).



Mr. Preston Hwena
General Manager, Procurement Management Unit.
Secretary's Office

Mr. Preston Hwena is a renowned procurement expert and strategic leader. With over two decades of experience, he has established himself as a visionary par-excellency in supply chain management, driving innovation and thought leadership. As General Manager of the Procurement Unit, Mr Hwena leads the planning, execution, and management of all procurement activities, ensuring alignment with the Commission's operational objectives.

He is also responsible for ensuring regulatory compliance, supervising procurement and contract management processes. His impressive academic credentials include being a doctoral candidate in Strategic Management at Chinhoyi University of Technology. He also holds a Master of Laws (LLM) in Public Procurement Law (University of Nottingham, UK), a Master of Science in Procurement (University of South Wales, UK), and a Masters in International Cooperation and Humanitarian Aid (Humanitarian Study Centre, Spain). Additionally, he has a Bachelor of Business Administration (MSU), a Graduate Diploma in Procurement and Supply (Chartered Institute of Procurement and Supply), and an Executive Diploma in Anti-Corruption and Diplomacy (International Anti-Corruption Academy).



Ms. Muriel Tafadzwa Makoni
General Manager, Legal Services and Corporate
Affairs Department
Secretary's Office

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Ms. Muriel Tafadzwa Makoni is a preeminent legal expert and corporate affairs leader, spearheading the Legal Services and Corporate Affairs division at the Public Service Commission (PSC). With a storied career spanning over a decade, she has cemented her reputation as a trailblazer in legal services management. Her department is mandated to deliver specialized and strategic legal counsel that is meticulously tailored to support the Commission's initiatives and objectives. Additionally, the department provides comprehensive secretarial services to ensure seamless operations. Ms Makoni's academic prowess is underscored by her impressive credentials with LLB Honors degree (UZ), a Master of Constitutional and Human Rights Law (LLM) with MSU and a Masters degree in Leadership and Corporate Governance (BUSE).



Mr. Clive Majengwa
General Manager, Internal Audit and Risk
Management

Secretary's Office

Mr. Clive Majengwa is a seasoned expert in internal audit, risk management, and governance. Holding a Master of Commerce in Accounting and an MBA, he has also completed certifications in coaching and risk auditing. He is a Chartered Accountant and a Board member of PAAB for 11 years. He is a registered Public Accountant and registered Public Auditor.

Previously, Mr. Majengwa held leadership roles as Director of Internal Audit at the Zimbabwe Revenue Authority (ZIMRA) and Deputy Auditor General at the Office of the Auditor General. He is a member of the Institute of Directors Zimbabwe, Institute of Certified Public Accountants, and Zimbabwe Institute of Management. Mr Manjengwa established interprise risk management systems for international banks and internal revenue service for three SADC countries. As General Manager of Internal Audit Department at the Public Service Commission, Mr. Majengwa oversees internal audit functions, ensuring independent and objective assurance and consulting services that enhance organisational operations. He employs a systematic approach to evaluate and improve risk management, control, and governance processes.



Dr. Darlington Muzeza
Personal Staff Officer, Secretary's Office

Dr. Darlington Muzeza has over 21 years of government service having started in 2004 in the Ministry of Home Affairs. He was previously a Board Member and Chairman of the Zimbabwe Youth Council (2000-2008). He represented youth interests on the SADC Technical Advisory Committee (2004-2011) wherein he advanced youth development and empowerment at sub-regional level. His other roles included having been a Council Member at Bindura University of Science Education and a Researcher in the Office of the President and Cabinet focusing on research and policy development until he was laterally transferred to the Ministry of Tourism and Hospitality Industry (September 2009). He was responsible for policy, research, planning and development. In October 2017, he became Deputy Director in the Ministry of Foreign Affairs and International Trade before being appointed to his current post in the Public Service Commission in December 2023.

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Additionally, he currently serves as a Non-Executive Board Member at the Agricultural and Rural Development Authority (ARDA) and Green Fuel Private Limited, as well as being the Chairman of ARDA Seeds under Mutapa Investment Fund. He is a Reviewer for the National Research Foundation of South Africa. Dr Muzeza is a former part-time lecturer at Zimbabwe Ezekiel Guti University in Zimbabwe, Uhuru Institute of Management Training and Development in Africa and Development Training International in South Africa respectively with interests in sustainable development, public management and administration, policy formulation, sustainable energy solutions, climate change issues, transboundary natural resource governance and sustainable livelihoods. He holds a doctorate degree in Environmental Health from Cape Peninsula University of Technology, South Africa, a Master of Science in Social Ecology, Honours degree in Political Science and Administration from the University of Zimbabwe respectively, and a Diploma in Personnel Management from IPMZ. He is also a holder of staff development certificates in Tourism Development, Tourism Statistics, Conservation Awareness and Public Sector Management acquired from Zimbabwe, China and Mauritius. He has published book chapters and peer reviewed journal papers in India, USA and the UK.



Mr. Kudzayi Dhliwayo

General Manager, Rewards and Benefits

Pay and Benefits Development and Management

Mr. Kudzayi Dhliwayo is a public policy and administration expert that has over 22 years experience...

experience and skills in developing and implementing conditions of service for members of the Public Service. His career began in 2003 as a Deputy manager responsible for industrial Relations and conditions of service. Mr Dhliwayo has a Masters in Public Administration, BSc Honours in Political Science and Administration, a post graduate Diploma in labour law, IPMZ Diploma in Human Resources Management, NSSA training in Safety and Health Advisors Training course (Shatcor 1 and 2).

In 2009 he was promoted to become a Manager responsible for corporate strategy and salaries administration. In 2015 he was promoted to become the General Manager responsible for conditions of service and later was transferred to revamp the Public Service Training architecture as General manager Training Development and Management. In December 2023 he was transferred to the current post of General Manager Rewards and benefits Development and Management.



Mr. Clemence Masimba Mugura- Gumeni

General Manager, Conditions of Service for Constitutional Appointees

Pay and Benefits Development and Management

Mr. Clemence Masimba Mugura- Gumeni has over 23 years of work experience in Public Sector Human Resources Management with special expertise in Strategic Compensation and Benefits Management.

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SENIOR MANAGEMENT

He holds a MSc of Science in Strategic Human Resources Management from the Women's University in Africa, BSc Honours in Politics and Administration from the University of Zimbabwe and various certifications. He Joined the Public Service Commission in August 2002 as an Administrative Officer in the Salaries Administration. He was promoted to Manager, Salaries Administration in the September 2010 and later promoted to Senior Manager. In 2023 he was promoted to General Manager responsible for Conditions of Service for Constitutional Appointees covering issues of compensable benefits which include remuneration, housing, medical and life insurance and vehicles.



Mrs. Grace Machakaire
General Manager, Talent Management

Human Capital Development and Management

Mrs. Grace Machakaire is the current General Manager for Talent Management under the Human Capital Development and Management Agency. She joined the Public Service Commission in 2009 as a Deputy Manager and later advanced to General Manager. She holds a Master's Degree in Business Administration, a Bachelor's in Human Resources Management, and a Diploma in Personnel Management, with expertise in resource management, strategic planning, and organisational development.

As General Manager, she implements policies and initiatives that promote employee engagement, career progression, and diversity. She also oversees recruitment and selection to ensure the PSC attracts and retains a highly qualified and diverse workforce. Mrs Machakaire is one of the AU certified CBI trainer.



Ms. Esther Nhundu

General Manager, Organisation Development and Management

Human Capital Development and Management

Ms. Esther Nhundu is the current General Manager in the Organisation Development and Management department. She joined the Public Service Commission in 2005 as a Deputy Manager and was promoted to General Manager in 2020. She holds a Master's in Human Resource Management, a BSc in Politics and Administration, and a Diploma in Personnel Management and Industrial Relations, among other qualifications.

As General Manager, she oversees organisation design and method, recommends appropriate manning levels for Ministries, Government Departments, and Commissions, and ensures Treasury approval for changes.

She is also responsible for job analysis and evaluation, developing and maintaining job description databases for all approved posts, and reviewing operational procedures to identify solutions to service delivery challenges in the public service.

SENIOR MANAGEMENT



Mrs. Brenda Musana

General Manager, Behavioural Alignment

Human Capital Development and Management

Mrs. Brenda Musana is the current General Manager in the Behavioural Alignment Department. She joined the Public Service in 1997 as an Administrative Officer and rose through the ranks to become General Manager in 2024. She holds a BSc Honours in Politics and Administration from the University of Zimbabwe.

As General Manager, she conducts research and submits findings on behavioural alignment strategies, remedial measures, policies, and procedures for the Commission's consideration.

She also manages behavioural alignment processes, improves efficiency and performance, oversees discipline and grievance handling, and provides psycho-social support and wellness programs. With over 28 years of experience in the Public Service Commission, she plays a key role in transforming operations and supporting staff well-being.



Mr. Mugove Mubhika

General Manager, Training and Development

Human Capital Development and Management

Mr. Mugove Mubhika is the current General Manager for Training Development in the Human Capital Development and Management Agency. He joined the Public Service Commission in 2008 and advanced through the ranks to his current position in 2024.

He holds a Master's Degrees in Public Administration, Strategic Management, and Leadership, a Bachelor's in Public Administration, and Postgraduate certificates in Monitoring and Evaluation, and Project Management.

As General Manager, he oversees capacity development initiatives and the implementation of mandatory, sector-specific, reform-based, and tailored training programs. His role also involves consolidating PSC needs, developing competency-based modules, and collaborating with development partners and stakeholders on human capital development initiatives.

SENIOR MANAGEMENT



Mr. Lender Richard Dube
General Manager, Provincial Coordination

Strategic Planning and Programme Management

Mr. Lender Richard Dube is a seasoned public servant with over 30 years of experience in health administration. His career began in 1990 as a Research Assistant at the University of Zimbabwe, where he developed strong analytical skills. In 1991, he joined the Ministry of Health and Child Care as a District Health Services Administrator, focusing on healthcare delivery until 1996. Dube further enhanced his skills as a Research Fellow at the International Hospital Federation in London from 1994 to 1995.

Upon returning to Zimbabwe, he served as Provincial Health Services Administrator from 1997 to 2003 and later became the Chief Provincial Inspector at the Public Service Commission until 2010. He advanced to General Manager for Conditions of Service until 2015, followed by a role as Inspector General for Performance Audit, ensuring transparency in public service. Since 2018, he has been the General Manager for Provincial Coordination, working with stakeholders to improve service delivery at the provincial level.



Mr. Misheck Chadya
General Manager, Strategic Planning

Strategic Planning and Programme Management

Mr. Misheck Chadya is a highly experienced professional specialising in Strategic Planning, Public Sector Management, and Government Financial Administration. He is currently the General Manager of the Strategic Planning Department at the Public Service Commission (PSC), where he focuses on organizational growth, efficiency, and accountability within the public sector.

Holding an MSC in Strategic Management, a BSC in Accounting, Honours Degree in Monitoring and Evaluation and a Diploma in Education, along with a Postgraduate Diploma in Public Sector Management and various certifications, he has a comprehensive skill set. His government career began in 2000, and he has advanced through significant leadership roles, including Manager and then General Manager of Programme Management and Monitoring and Evaluation. In 2025, he expanded his responsibilities to include the General Manager role in Strategic Planning.

Mr. Chadya is recognised for his strategic leadership and commitment to public sector reforms, financial management, and stakeholder engagement, contributing significantly to effective governance and public sector initiatives.

SENIOR MANAGEMENT



Mr. Oswell Kawonde

General Manager, Technology, Security and Governance

ICT Digitilisation and Modernisation

Mr. Oswell Kawonde is the General Manager Technology, Security and Governance in the Public Service Commission (PSC). Since June 2008, he has been instrumental in developing and managing Human Resources Management Information Systems (HRMIS) to drive the modernisation of human resources functions across government. His role involves overseeing system configuration, user capacitation, national rollout of HRMIS, compliance monitoring, and research into best practices in HR information systems.

His leadership has been pivotal in the implementation of the SAP-based HRMIS under the National E-Government Project, expanding connectivity to decentralised PSC structures, and coordinating the development of digital platforms such as the PSC website (www.psc.gov.zw) and PSC ZIM Android App.

Mr. Kawonde holds a Master's in Business Leadership (MBL) from Bindura University of Science Education (2017-2019) and a Master of Science in Telecommunications Engineering from the University of ISPJAE, Havana, Cuba (1990-1996). His strong academic foundation is complemented by numerous professional certifications.



Mr. Musafare Chikonye

General Manager, Technology, Innovations and Development

ICT Digitilisation and Modernisation

Mr. Musafare Chikonye is the General Manager of Technology Innovations and Development, where he leads digital transformation and innovation initiatives. Previously, he focused on developing and managing government enterprise applications, change management, and enhancing digital skills for civil servants and citizens.

An accomplished ICT strategist, Mr Chikonye combines technological expertise with business acumen to align ICT and corporate strategies effectively. He brings extensive experience in business process reengineering and solutions architecture, particularly in telecommunications, education, and government sectors.

His leadership in digital transformation emphasizes strategic direction, technology innovations, system development, and project management within FinTech, EduTech, and GovTech domains.

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Mr Chikonye is also a member of the Medicines Control Authority of Zimbabwe's ICT Steering Committee, where he helps develop standards and policies for adopting emerging technologies. He is involved in the Ministry of Skills Audit and Development Audit Committee as well. He holds a Master of Science in Information Systems Management from Midlands State University, where he researched the use of artificial neural networks in business intelligence, and a Bachelor of Technology (Honours) in Information Technology from Harare Institute of Technology.



Ms. Brenda Katanda

General Manager, Internal Human Resources
Support Services

Ms. Brenda Nyaradzai Katanda is a Human Resources expert in the public service. She began her career as an Administration Officer in the Office of the President and Cabinet in 2006, rising through the ranks to positions such as Principal Administration Officer and Deputy Director of Administration. In 2016, she became Director of Human Resources and Administration.

In 2020, she transitioned to the Ministry of Environment, Climate, and Tourism as Director of Human Resources, contributing significantly to the ministry's human resources strategy.

In 2023, she took on the role of General Manager Internal Human Resources in the Public Service Commission. Ms. Katanda is one of three certified trainers by the African Union in Competency-Based Interviews in Zimbabwe and a trainer in Gender Mainstreaming and Climate Change discourse.

She holds a Master's in Strategic Management and a Bachelor's in Administration and has served on the Board of the Environmental Management Agency. Her diverse experience underscores her commitment to improving public sector efficiency.



Mr. Joseph Dube
General Manager, Finance

Support Services

Mr. Joseph Dube is a chartered accountant par excellence. He was appointed to this role in 2017 and was transferred on lateral position to the Public Service Commission from the Zimbabwe Land Commission in 2023. Mr Dube also worked at the Zimbabwe's Sovereign Wealth Fund, now known as the Mutapa Fund.

SENIOR MANAGEMENT

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He is also pursuing a Doctorate of Business Leadership, and he is a holder of a Master of Commerce Degree in Finance and a Bachelor of Science Degree in Accounting, ACCA and SAAA accreditations, which places him well academically.

As GM Finance, his responsibilities include financial and investment management, budget formulation and execution, consolidated revenue fund management, and salary and pension payment support. Mr Dube also oversees the finances of the Head Office and the thirteen provincial training centres.

Mr Dube tackles the demands of his office by skillfully utilising his proficiencies, which include relationship building, ethical decision making, and mentorship which have earned him widespread respect. Bigger and better things are expected from General Manager and the PSC stands to benefit from his contributions.



Mr. Shadreck Dhliwayo
General Manager, Administration

Support Services

Mr. Shadreck Dhliwayo, a quintessential and well-rounded professional, leads the ever busy and critical Administration Department.

Mr Dhliwayo holds a Master of Business Administration degree in addition to a Bachelor of Science degree in Transportation Planning. He also holds a Diploma in Purchasing and Supply Management and is certified in diplomacy. A certificate in Motor Mechanics completes his list of credentials. In addition to his strong academic credentials, he has two decades of experience with Delta Beverages, Econet Wireless, and Lobels Zimbabwe, the three largest companies in their respective fields.

His department carries out diverse duties such as asset management, lease management, internal management (i.e., office and workspace maintenance), stock management, statutory reports to Treasury and the Auditor General, fuel management, and fleet management (both light and heavy motor vehicles).

Mr Dhliwayo leverages his skills set and expertise accumulated over the years to implement practical solutions. He is in the forefront of driving modernisation and automation within his department to boost efficiency and the ease of doing business.



Mrs. Margaret Mzumara
General Manager, Communication and Stakeholder

Engagement

Support Services

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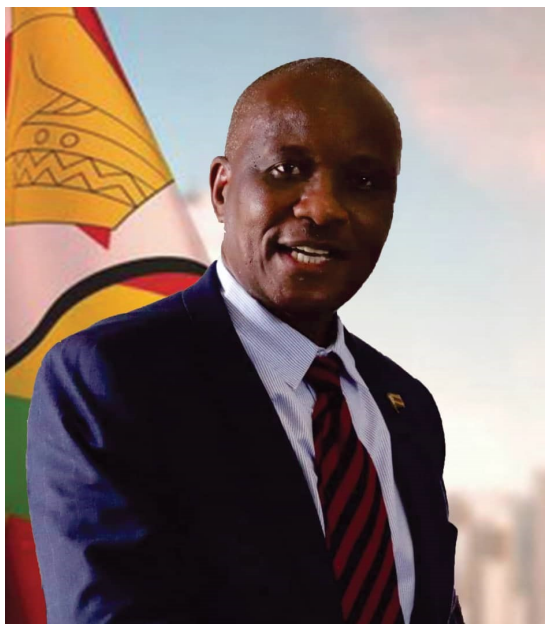
SENIOR MANAGEMENT

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Mrs. Margaret Mzumara is an experienced Communication and Media Strategist with a strong background in journalism, writing, and editing. She has worked as a PR and marketing consultant, corporate trainer, and change management practitioner, and is also a motivational and transformational speaker.

Currently, she serves as the General Manager of Communications and Stakeholder Engagement in the Public Service Commission, where she develops and implements communication strategies to enhance the Commission's publicity, messaging, brand visibility, and corporate reputation.

Her role involves building relationships with stakeholders, managing digital communication, coordinating high-profile events, and ensuring adherence to diplomatic protocols. Mrs. Mzumara holds a Master's in Business Leadership, as well as degrees in Development Communication, English, and Marketing, alongside a National Diploma in Mass Communication - Journalism.



Mr. Amos Wutawunashe

Content Development and Management

Chairman's Office

Mr. Amos Wutawunashe is a highly experienced educationalist and communications specialist, with over 30 years of work across both the public and private sectors. He holds a B.A. General Degree, Special Honours in English, a Group Diploma in Public Relations, Marketing and Selling, a Postgraduate Diploma in Higher Education, and a Master's Degree in Communication Science.

Before joining the Public Service Commission (PSC) in 2023, Mr. Wutawunashe made significant contributions to institution-building in several organisations, where he shaped systems, strengthened academic and communications frameworks, and elevated organisational visibility.

At the PSC, he initially led the Communications, Advocacy, and Content Development department. Since January 2025, he has served as General Manager for Content Development and Management in the Chairman's Agency, driving key initiatives in advocacy, knowledge management, and content creation that support the Commission's strategic goals and enhance its public image.



PSC AGENCIES

1. **CHAIRMAN'S OFFICE**
2. **SECRETARY'S OFFICE**
3. **HUMAN CAPITAL DEVELOPMENT AND MANAGEMENT**
4. **PAY AND BENEFITS DEVELOPMENT AND MANAGEMENT**
5. **STRATEGIC PLANNING AND PROGRAMME MANAGEMENT**
6. **ICT DIGILISATION AND MODERNISATION**
7. **SUPPORT SERVICES**

2025 - YEAR OF TRANSFORMATION AND GROWTH OF THE PENSION FUND



Despite persistent slow global economic growth, coupled with drought that affected Zimbabwe in the 2023 to 2024 season, the Public Service Commission Pension Fund remained resilient and buoyant. The Pension Fund investments were executed on time, with many projects completed ahead of schedule, thanks to the dedication and hard work of the Pension Fund team in ensuring successful implementation.

The phenomenal growth reaching over USD494.8 million dollars in asset value by the Pension Fund is attributable to strategic investment decisions targeting sectors that generate revenue in key sectors such as the equities and money markets, real estate, renewable energy, tourism and hospitality and student accommodation. These investments speak to the national imperatives as encapsulated in the National Development Plan and Vision 2030 enunciated by his Excellency, President of Zimbabwe Cde. Dr. E. D. Mnangagwa.



Mrs S. Zembe, Secretary to Service Commissions and Chairperson of the Pension Fund giving her remarks at the Pension Fund Board Meeting at Manna Resort (11/2/25)

Enhanced efficiency and effectiveness was optimised by onboarding of Custodian Banks and Asset Managers who work with contractors and property managers to ensure return on investments, value preservation, business profitability and enduring sustainability even in times of commercial, environmental and economical risks. In her remarks, the Pension Fund Chairperson alluded that she had great pride and enthusiasm as the year 2025, marked the beginning of the Public Service Pension Fund business cycle, starting on a good note by engaging in strategic planning to assess successes, challenges in the past year and the opportunities ahead.



Mr N. Machinjike, Head, Pay and Benefits Management and Development and Dr. Farai Gaba, Chief Investment Officer for the Pension Fund at the Pension Fund Board

Mrs. Zembe emphasised on the need for speedy implementation of the projects and value for money as the Fund is for the Pensioners. She stressed that Government and the public at large, were committed to this process hence the need for the Public Service Pension Fund to exercise due diligence.

Mrs. Zembe emphasised the speedy implementation of the projects and ensure value for money as the Fund is for the Pensioners. She stressed that Government and the public at large, were committed to this process hence the need for the Public Service Pension Fund to exercise due diligence.

The Pension Fund's importance cannot be overstated as it is playing a vital role in supporting the realisation of Vision 2030 and National Development Strategy 1 and 2. In recognition of its significance, Mrs. Zembe emphasised.

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Deputy Chairperson, Dr N. Ndiweni and General Managers in various departments in the Public Service Commission following proceedings at the Pension Fund Meeting held at Manna Resort



Members of the PSPF paying attention to presentations that were made during the strategic planning workshop.



Public Service Commission Pension master, Mr K Makiwa during his presentation at the PSPF Strategic Planning Workshop at Manna Resort, Harare

In recognition of its significance, Mrs. Zembe has since approved six key projects for inclusion in the 2025 Government 100-day cycle, focusing on areas that will positively impact the nation's development. These projects are: Madokero Creek Phase 2 housing development; Madokero Mall Westland housing project (Harare); Zvishavane mixed housing scheme (Midlands); Great Zimbabwe mini hydro energy project at Lake Mutirikwi (Masvingo); Tugwi Mukosi mini hydro energy project (Masvingo) and Marondera commercial hub (Mashonaland East).

Furthermore, she stated that these projects embody the PSPF's commitment to inclusive and sustainable development, reflecting the nation's aspiration to leave no one and no place behind. To achieve the ambitious targets set for the 2025 cycle, it was essential that the Pension Fund's Committee and staff work collaboratively and efficiently, applying their expertise and skills to ensure seamless execution. She emphasized that the Committee and staff must be dedicated to their roles and support one another to achieve our objectives.

“As the Accounting Officer, I am committed to supporting the effective administration and governance of the Fund. I encourage everyone to focus on delivering strong results in the 2025 cycle. By working together, we can contribute to national development, support Vision 2030, and strengthen the Public Service Pension Fund”, she said.

Mrs. Zembe also implored the PSPF to ensure regional balance in its projects planning and implementation such that all the ten provinces have something to showcase as part of the PSPF's contribution to development, leaving no place and no one behind.

The meeting ended with the overall conclusion that the team should keep working hard collaboratively and ensure value for money as the PSPF implements projects.



**Our jobs are not
for sale, neither
are our transfers
or any other
processes.**



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