



## LIFECARE CONNECT

AN ANCESTRA GROUP COMPANY · NIGERIA & AFRICA

### WE'RE HIRING

# Front Desk / Client Support Officer

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| <b>LOCATION</b><br>Uyo, Akwa Ibom State, Nigeria (on-site)          | <b>EMPLOYMENT TYPE</b><br>Full-time, permanent                             |
| <b>DEPARTMENT</b><br>Operations & Service Delivery / Administration | <b>REPORTS TO</b><br>Office Manager / Operations & Service Delivery Office |
| <b>APPLICATION WINDOW</b><br>1 November – 31 December 2026          | <b>TARGET START DATE</b><br>4 January 2027                                 |

### ABOUT LIFECARE CONNECT

LifeCare Connect Nigeria Limited is the CAC-registered umbrella commercial entity through which every Group platform is marketed, contracted and delivered in Nigeria and across Africa. It sits under the Ancestra Group parent brand, alongside LifeCare Medical Group. The Group operates five platforms, three of them in active focus: Ancestra Health (a full health-tech suite — Telehealth, EHR, ClinicOS, Hospital Management OS, Lab Management OS), QualiSentinel (a quality-management SaaS product, also offered as an outsourced Quality Management as a Service), and JAPAC Accreditation (laboratory, testing and certification-body accreditation services). Two further platforms, OneHealth Sentinel and NCD Sentinel, are secondary, longer-lead opportunities pursued primarily through a government and public-sector sales motion. Contracts, invoicing and local employment all run through LifeCare Connect — there is no separate Employer of Record. We are opening our founding operations base in Uyo, Akwa Ibom State, with a start date targeted for January 2027, and are building the launch team that will get every part of that office running from day one.

### ROLE OVERVIEW

The Front Desk/Client Support Officer is the first face and voice of LifeCare Connect — the person who greets every visitor, answers every call, and makes sure client enquiries reach the right team quickly and professionally at the new Uyo office.

### KEY RESPONSIBILITIES

- Serve as the first point of contact for visitors, clients and callers at the Uyo office.
- Manage incoming calls, emails and general enquiries, routing them promptly to the appropriate department.
- Support client onboarding communications and basic account enquiries across Ancestra Health, QualiSentinel and JAPAC Accreditation.
- Maintain visitor logs, meeting-room bookings and front-office presentation standards.
- Support the Operations & Service Delivery Office with basic client-facing coordination tasks such as scheduling and follow-ups.

- Assist with mail, courier and document handling.
- Provide administrative back-up support to the Office Manager as needed.

## REQUIREMENTS & QUALIFICATIONS

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- OND, HND or Bachelor's degree in a relevant field, or equivalent experience.
- A minimum of 1–3 years' front desk, client service or receptionist experience.
- Excellent interpersonal and communication skills with a professional, welcoming manner.
- Proficiency with basic office software, phone systems and email.
- Well organized, punctual and detail-oriented.

## WHAT WE OFFER

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- A founding role in the Uyo office with direct, daily contact across every department.
- A structured, professional working environment from day one.
- Opportunities to grow into broader administrative or client-support responsibility as the office scales.

## HOW TO APPLY

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Send your CV and a short cover note to [careers@lifecareconnect.ng](mailto:careers@lifecareconnect.ng) with the position title in the subject line. Applications are reviewed on a rolling basis; early applications are encouraged as interviews may begin before the window closes.

*Compensation: Competitive salary, commensurate with experience.*