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# *Maseno University Administration, Finance and Development Division Job Description Manual*

April 2017



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# 1. Introduction

## **Organisational Overview**

Maseno University, the "only university in the world that sits on the equator," was founded in 1991 and it is located in Maseno town along the Kisumu-Busia road, about 25 km from Kisumu city and 400 km West of Nairobi.

The history of the University's began with the merger of Maseno Government Training Institute with the Siriba Teachers Training College in 1990 to form Maseno University as a constituent college of Moi University. The Act of Parliament in 1991 made Maseno University an accredited institution of higher learning in Kenya and later, in 2001, it became a full-fledged university. Maseno University was one of the first universities to establish the role of Emeritus professor when Professor B.A. Ogot was appointed as the first Emeritus professor at Maseno University. The "Maseno" University's name is was crafted by the first English Christian Missionaries to settle in the region from the name of a tree called "Oseno" or "Oluseno" in local dialects.

As a full-fledged university, Maseno University began operations with two campuses namely the College campus, and the Siriba campus. Today, it has five campuses, a testament to its growth and evolution and they include; the College Campus, Siriba Campus, Kisumu City Campus, Homa Bay Campus and the eCampus (the first of its kind in Kenya, a virtual ground that runs adaptable online projects both for on-grounds understudies and in addition off-grounds understudies selected for different Maseno University programs)

The university has three divisions which include Administration, Finance and Development, Academic and Students' Affairs, and Partnership, Research and Innovations. Each of these divisions is headed by a Deputy Vice Chancellor and they are structured differently based on their size and number its functions.

The functions under the Academic and Students' Affairs Division of the university are structured into schools, faculties, institutes, centers, departments and directorates. The Administrations, Finance Development Division functions are structured into department, directorates, sections and units. The Partnership, Research and Innovations Division is structured into Directorates.

The university offers undergraduate and post-graduate program at the following faculties, schools and Institute:

1. Faculty of Arts and Social Sciences
2. Faculty of Education
3. Faculty of Science
4. School of Public Health
5. School of Environment and Earth Sciences
6. School of Development and Strategic Studies
7. School of Graduate Studies
8. School of Business and Economics
9. School of Medicine
10. School of Agriculture and Food Security
11. School of Mathematics and Actuarial Science
12. School of Computing and Informatics
13. School of Planning and Architecture
14. Institute of Gender Studies

Currently, the university has 51 Departments all distributed in the different 13 schools and faculties named above.

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## ***1.2 Divisional Design***

*Figure 1: Divisional Organogram*

## 2. Administration, Finance and Development

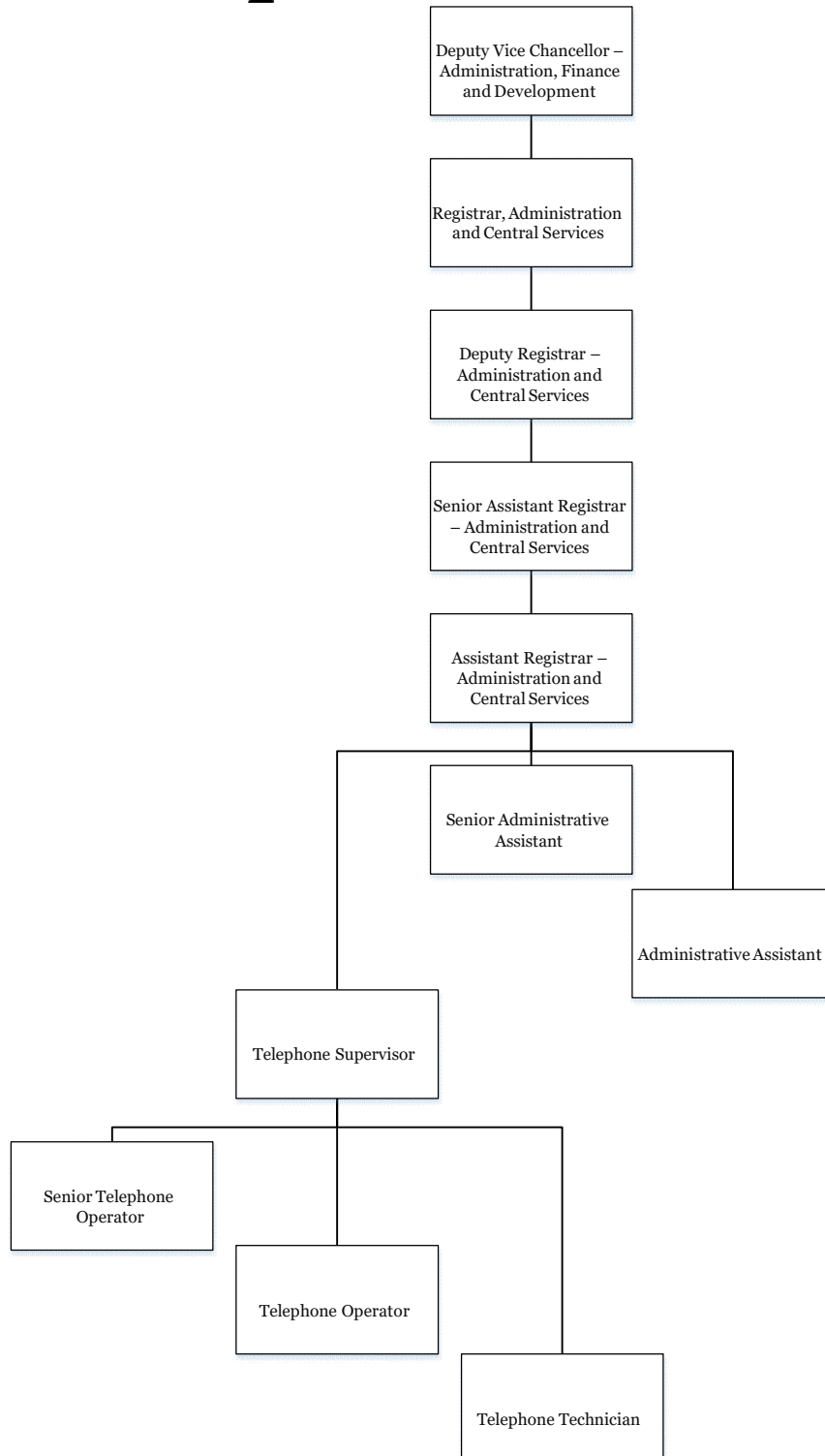


Figure 2: Administration, Finance and Development Organogram





## ***Deputy Vice Chancellor–Administration, Finance and Development***

<b>1. Background Information</b>			
<b>Job Title:</b> Deputy Vice Chancellor -Administration, Finance and Development	<b>Job Level:</b> 02	<b>Current Grade:</b> 17	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration, Finance and Development		<b>Department/Unit:</b> N/A	
<b>Reports to:</b> Vice Chancellor			
<b>Direct Reports:</b> a) Registrar, Administration and Central Services b) Director-Human Resource c) Director-Development d) Finance Officer		<b>Indirect Reports:</b> a) Senior Assistant Registrar b) Deputy Finance Officer c) Manager-Income Generation Activities (Farm, Bookshop...)	
<b>2. Purpose of the Job:</b>			
This job exists to provide leadership in administration, finance and development aspects of the university by providing direction in the management of university resources including human, physical, financial, and information resources so as to fulfil the Maseno University’s strategic objectives in matters related to administration, finance and infrastructural development.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> a) Coordinate the preparation of statutory financial statements and other management reports on a quarterly and annual basis in order to comply with legal requirements and for purpose of advising the management. b) Coordinate the annual training and appraisal of administrative staff to motivate and facilitate the retention of suitably qualified personnel in the university. c) Review divisional work plan to enhance service delivery in the administration, finance and development functions of the university. d) Review and submit, to the Vice Chancellor and Management Board, monthly status reports on human resource to inform decisions on recruitment. e) Review monthly status reports on human resource for purposes of planning on the human resource requirements. f) Make proposals for development of policies related to administration, human resource, and finance to provide a framework for service delivery within the university. g) Coordinate staff recruitment, training, promotion and discipline on need and qualification basis to increase efficiency, equity and performance in the university.			

- h) Make proposal on development projects on annual basis to inform the budget making process of the university.
- i) Oversee the annual budgeting process of the University to ensure availability of resources to support its core business.
- j) Prepare monthly and quarterly status reports on projects to fulfill statutory requirements and inform the management board on the progress and advise accordingly.
- k) Review and submit, on a quarterly basis, academic and administrative staff establishment to the Vice Chancellor and the management to identify key trend issues, skills gaps and for purpose of efficient workforce and succession planning.
- l) Review reports on a quarterly basis on the status of the Central Services on order to provide necessary support to all employees, visitors and students.
- m) Submit, to the management board, reviewed status of the Central Services of the university for purpose of planning.
- n) Prepare and submit monthly and quarterly statutory reports on human resource, finance and development in order to comply with the legal requirements, to facilitate decision making, and to track key performance indicators of the university.
- o) Coordinate budget implementation in order to increase efficiency and effectiveness of budget execution in the university.
- p) Prepare and submit reports on budget execution to the Vice Chancellor as advisory and to inform any required changes or adjustments.

**Operational Responsibilities:**

- a) Advise the Vice Chancellor and the Management Board on the financial status of the University on a monthly basis to inform decision making.
- b) Implement policies and procedures from time to time to ensure efficient performance management in the university on matters of administration, finance and development.
- c) Oversee daily activities of the Transport, Estate, and Central Services to ensure smooth operations and efficiency in service delivery.
- d) Coordinate health and welfare services on a daily basis in order to promote a conducive work environment and optimise productivity and quality service delivery.
- e) Oversee the progress of projects on a fortnight basis to ensure adherence to the contracts and agreed upon work plans.

**4. Job Dimensions:**

***Financial Responsibilities***

- a) Control and manage budget, expenditure and wage bill of the university.
- b) Provide input into the process of budgeting for the university.
- c) Authorise or approve final budgets, expenditures or wage bills.

***Responsibility for physical assets***

- a) Computer.
- b) Printer/photocopier.
- c) Office furniture.
- d) Fire proof cabinet.

***Nature of decision making***

- a) Strategic Decisions
- b) Financial Decisions
- c) Analytical Decisions
- d) Operational Decisions

**5. Qualifications Knowledge and Skills:**

***Minimum level of academic qualifications required to perform effectively in the role***

Earned Doctor of Philosophy Degree and at least be an Associate Professor.

***Minimum level of professional qualification required to perform effectively in the role***

Registration with the respective professional or regulatory body where applicable.
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
<ul style="list-style-type: none"> <li>a) High level expertise in, and detailed understanding of, a number of different functional areas across the institution.</li> <li>b) Computer literacy.</li> <li>c) Budgeting skills.</li> <li>d) Knowledge of relevant legislation (Universities Act, 2012; Public Finance Management Act).</li> </ul>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
<ul style="list-style-type: none"> <li>a) Leadership skills.</li> <li>b) Communication skills.</li> <li>c) Interpersonal skills.</li> <li>d) Organisational skills.</li> <li>e) Ability to work under pressure.</li> <li>f) Negotiation skills.</li> <li>g) Team building.</li> <li>h) Problem solving.</li> <li>i) Conflict management.</li> <li>j) Supervisory skills.</li> <li>k) Chapter six of constitution of Kenya 2010</li> </ul>
<b><i>Other requirements e.g. regulatory/statutory/institutional would the job holder be required to comply with for appointment to this role</i></b>
<ul style="list-style-type: none"> <li>a) A minimum of 48 publication points as a Senior Lecturer of which 32 points should be from refereed journals.</li> <li>b) Certificate of good conduct</li> <li>c) Higher Education Loans Board clearance certificate</li> <li>d) Credit Reference Bureau clearance</li> <li>e) Ethics and Anti-Corruption Commission clearance</li> </ul>
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
At least 10 years working experience in senior management, five (5) of which should have served at the level of Dean/Director of School/Campus or Principal.
<b>7. Problem Solving:</b>
Problems are broad and complex, involving more than one area of the institution. Solutions will often be arrived at through the stewardship of a project team, involve significant financial risk and require “board” approval.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>

- a) Basic verbal instructions or requests.
- b) Detailed verbal instructions or requests.
- c) Simple written instructions or requests.
- d) Detailed written procedures.
- e) Detailed technical and/or functional instructions or queries.
- f) Basic e-mail, fax or mail correspondence.
- g) Detailed e-mail, fax or mail correspondence.
- h) Written Government policy documents affecting the job holder's area of responsibility.
- i) Current legislation affecting the job holder's area of responsibility.
- j) Factual reports on aspects of the institution such as policy guidelines.
- k) Complex financial reports.
- l) In depth technical reports, proposals or project briefs affecting one or more departments.
- m) Complex commissioned reports, proposals or project briefs affecting more than one departments.
- n) High level proposals on the institution's strategic direction.

***Communication/information the job holder needs to carry out in order to perform the job:***

- a) Routine communication in connection with instructions, requests or normal work tasks.
- b) Routine communication with employees of the institution or clients.
- c) Communication around escalated or difficult queries with internal or external customers or clients.
- d) Communication requiring a high level of diplomacy and sensitivity.
- e) Basic explanation of services to employees of the institution or clients.
- f) Explanation of complex services or concepts to employees of the institution or clients.
- g) Simple verbal instructions to other employees within the institution.
- h) Detailed verbal or written instructions or requests to employees of the institution or contractors.
- i) Basic e-mail, fax or mail correspondence.
- j) Detailed e-mail, fax or mail correspondence.
- k) Drafting of factual reports, presentations, procedure or policy documents or training material.
- l) Drawing up project briefs.
- m) Negotiations with senior management of large external institutions, which will have a significant financial impact on the institution.
- n) Written proposals or presentations aimed at changing practices within or across the Departments or grant seeking to generate funds.
- o) Complex written proposals or presentations aimed at setting or changing strategy for a Department or large external institution.
- p) High level written proposals or presentations to the Board, Senate, Council or key external stakeholders on the strategic direction of the overall institution.

**9. Influence:**

***Job holders' influence over subordinates and colleagues:***

- a) Allocation of work to Registrar- Administration and Central Services, Director- Human Resource, Director- Development, Chief Finance Officer, and General Manager- Kisumu Hotel.
- b) Directly Supervises Registrar- Administration and Central Services, Director- Human Resource, Director- Development, Chief Finance Officer, and General Manager- Kisumu Hotel.
- c) Leads 1295 non-teaching staff through the Registrar- Administration and Central Services, Director- Human Resource, Director- Development, Chief Finance Officer, General Manager- Kisumu Hotel.

***Job holder influence practices, policies or strategy. This is influence derived from structural authority***

Influences or changes broad practices or policies affecting other areas of the institution.

***Job holders' influence over people outside the directorate but within the institution and people outside the institution***

- a) Convey Information inside the unit/section/department/division/institution.
- b) Convey Information outside the unit/section/department/division/institution.
- c) Convey Information at Senior Management level.
- d) Persuasion outside the unit/section/department/ division/institution.
- e) Persuasion at Senior Management level.
- f) Negotiation inside the unit/section/department/ division/institution.
- g) Negotiation outside the unit/section/department/ division/institution.

**10. Other responsibilities assigned outside of the core responsibilities of the job:**

- a) Secretary to the Management Board.
- b) Member of Senate Committee.
- c) Member of Deans Committee.
- d) Chairperson for the Appointment Committee (Grade 1-10).
- e) Chairperson for the Disciplinary Committee (Grade 1-10).
- f) Member of Development Project Implementation Team.
- g) Chairperson of the Budget Implementation Committee.
- h) Chairperson of the Staff Training and Welfare Committee.

**11. Working Conditions:**

***Working Environment***

Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.

***Job Hazards***

Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.

## ***Registrar – Administration and Central Services***

<b>1. Background Information</b>			
<b>Job Title:</b> Registrar – Administration and Central Services	<b>Job Level:</b> MSU/AFD/Reg003	<b>Current Grade:</b> 15	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration Finance and Development		<b>Department/Unit:</b> Administration and Central Services	
<b>Reports to:</b> Deputy Vice Chancellor – Administration, Finance and Development			
<b>Direct Reports:</b> Deputy Registrar- Administration and Central Services		<b>Indirect Reports:</b> Senior Assistant Registrar-Administration and Central Services	
<b>2. Purpose of the Job:</b>			
This job exists to provide overall leadership in the general administration and central services delivery by ensuring and enforcement of University policies in order to ensure adherence to University rules and regulations, safety and accuracy of administrative records and provision of quality and timely services.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Develop policies and strategies in liaison with various departments in Administration and Central services to guide in Management of University property and other resources.</li> <li>b) Prepare annual budgets for Administration and Central Services to solicit for funds and resources to enable efficient provision of services.</li> <li>c) Prepare annual work plans in liaison with heads of Central Services departments to outline the activities in the departments, timelines, responsible officers and resources required in order to ensure efficiency in operations.</li> <li>d) Prepare monthly and quarterly performance reports for administration as Central Services by consolidating departmental reports to inform decisions by Management.</li> <li>e) Allocate work to staff in Administration to ensure department effectiveness is achieved.</li> <li>f) Monitor and evaluate performance of staff in Administration and heads of Central Services departments to ensure performance at expected levels.</li> <li>g) Monitor and evaluate reports from various departments or sections in the University to check compliance or non-compliance and give recommendations.</li> <li>h) Approve activities within Administration and Central Services Departments to ensure they are within the budget.</li> </ul>			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Maintain University administrative records to ensure completeness, safe storage and easy retrieval, if required.</li> <li>b) Prepare and circulate notices and agendas for monthly Management Board Committee meetings to inform</li> </ul>			

<p>and prepare members prior to the meeting.</p> <p>c) Prepare minutes of the Management Board Committee meetings for record and inform an action to be taken arising from deliberations of the meeting.</p> <p>d) Avail reports to the Management Board Committee meetings to facilitate discussion of agenda and inform decisions.</p> <p>e) Allocate University housing to staff in accordance with University policies to ensure fairness and equity.</p> <p>f) Receive requests, complaints or queries daily and give appropriate responses.</p> <p>g) Meet regularly staff and guests of the University on issues related to Administration or Central Services to respond to their queries.</p> <p>h) Approve requests for use of University facilities by non-university staff or institutions.</p>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
<p>a) Control or manage the budget.</p> <p>b) Control or manage expenditure.</p> <p>c) Influence or provide input into the process of budgeting.</p>
<b><i>Responsibility for physical assets</i></b>
<p>a) Office furniture.</p> <p>b) Computer.</p> <p>c) Printer.</p>
<b><i>Nature of decision making</i></b>
<p>a) Operational Decisions.</p> <p>b) Analytical Decisions.</p> <p>c) Financial Decisions.</p> <p>d) Strategic Decisions.</p>
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Master's Degree in Education or Social Sciences.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Member of Institute of Human Resource Management, or Certified Secretaries, CS (K).
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
<p>a) High level expertise in, and detailed understanding of a number of different specialist areas within a function.</p> <p>b) Computer literacy.</p> <p>c) Budgeting skills.</p> <p>d) Knowledge of relevant legislation (universities Act 2012, WIBA, OSHA, Maseno University Statutes).</p> <p>e) Knowledge of professional standards.</p>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>

- a) Leadership skills.
- b) Communication skills.
- c) Interpersonal skills.
- d) Organizational skills.
- e) Ability to work under pressure.
- f) Negotiation skills.
- g) Team building.
- h) Problem solving.
- i) Conflict management.
- j) Supervisory skills.

***Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role***

- a) Must meet the requirements of Chapter six (6) of the Constitution of Kenya.
- b) Certificate of good conduct.
- c) Tax compliance certificate.
- d) Ethic and Anti-Corruption Commission clearance.
- e) High Educations Loans Board clearance certificate.
- f) Credit Reference Bureau clearance.

**6. Relevant Experience Required:**

***Minimum number of months or years of experience the jobholder is required to have to be appointed to the position***

At least 15 years of work experience in administration, five (5) of which must be at the position of Deputy Registrar.

**7. Problem Solving:**

Problems are complex and open ended and affect more than one area of the institution. Solutions need to be determined through consultation with other areas of the institution.

**8. Communication:**

***Communication/information the job holder needs to understand in order to perform the job:***

- a) Basic verbal instructions or requests.
- b) Detailed verbal instructions or requests.
- c) Simple written instructions or requests.
- d) Detailed written procedures.
- e) Detailed technical and/or functional instructions or queries.
- f) Basic e-mail, fax or mail correspondence.
- g) Detailed e-mail, fax or mail correspondence.
- h) Written Government policy documents affecting the job holder's area of responsibility.
- i) Current legislation affecting the job holder's area of responsibility.
- j) Factual reports on aspects of the institution such as policy guidelines.
- k) In depth technical reports, proposals or project briefs affecting one or more departments.

***Communication/information the job holder needs to carry out in order to perform the job:***



<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks.</li> <li>b) Routine communication with employees of the institution or clients.</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients.</li> <li>d) Basic explanation of services to employees of the institution or clients.</li> <li>e) Detailed technical explanation of services or concepts to employees of the institution or clients.</li> <li>f) Explanation of complex services or concepts to employees of the institution or clients.</li> <li>g) Simple verbal instructions to other employees within the institution.</li> <li>h) Detailed verbal or written instructions or requests to employees of the institution or contractors.</li> <li>i) Basic e-mail, fax or mail correspondence.</li> <li>j) Detailed e-mail, fax or mail correspondence.</li> <li>k) Drafting of factual reports, presentations, procedure or policy documents or training material.</li> </ul>
<b>9. Influence:</b>
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
<ul style="list-style-type: none"> <li>a) Allocation of work to 2 Deputy Registrars, 1 Head of Health Services, 1 Estate Manager, 1 Transport Manager and 1 Chief Security Officer.</li> <li>b) Directly Supervises 2 Deputy Registrars, 1 Head of Health Services, 1 Estate Manager, 1 Transport Manager and 1 Chief Security Officer.</li> <li>c) Leads one hundred and seventy two (172) staff through the 2 Deputy Registrars, 1 Head of Health Services, 1 Estate Manager, 1 Transport Manager and 1 Chief Security Officer..</li> </ul>
<b><i>Job holder influence practices, policies or strategy. This is influence derived from structural authority</i></b>
Has a strong influence on the strategic direction of more than one departments.
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey Information inside the unit/section/department/ division/institution.</li> <li>b) Convey Information outside the unit/section/department/ division/institution.</li> <li>c) Convey Information at Senior Management level.</li> <li>d) Persuasion inside the unit/section/department/ division/institution.</li> <li>e) Persuasion outside the unit/section/department/ division/institution.</li> <li>f) Persuasion at Senior Management level.</li> <li>g) Negotiation outside the unit/section/department/ division/institution.</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
<p>Member of the following committee:</p> <ul style="list-style-type: none"> <li>a) Management Board Committee;</li> <li>b) Senate Committee;</li> <li>c) Students' Welfare and Training Committee;</li> <li>d) Staff Disciplinary Committee;</li> <li>e) Staff Appointment Committee;</li> <li>f) Deans' Committee;</li> <li>g) Executive Committee of Management- secretary;</li> <li>h) Planning Finance and Management Committee- secretary;</li> <li>i) Human Resource Management Committee;</li> <li>j) Budget Implementation Committee; and</li> <li>k) Project Implementation Committee.</li> </ul>
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.

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**Job Hazards**

No Hazards usual office situation.

## ***Deputy Registrar-Admin & Central Services***

<b>1. Background Information</b>			
<b>Job Title:</b> Deputy registrar-Administration and Central Services	<b>Job Level:</b> MSU/ACS/DReg04	<b>Current Grade:</b> Scale 14	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration, Finance and Development		<b>Department/Unit:</b> Administration and Central Services	
<b>Reports to:</b> Registrar – Administration and Central Services			
<b>Direct Reports:</b> a) Senior Assistant Registrar-Administration and Central Services b) Transport Manager c) Estates Manager d) Chairman, Health Services		<b>Indirect Reports:</b> Assistant Registrar-Administration and Central Services	
<b>2. Purpose of the Job:</b>			
This position is responsible for overseeing the operations of the university Estates, Central Services, Transport and Health Services to ensure smooth running and provision of the same services to the University community.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
a) Participate in the development and enforcement of University policies ensuring adherence to the mission and vision of the University at all times. b) Coordinate the management of University Estates in order to ensure that buildings and other related physical assets are well maintained thereby providing a safe and conducive environment to learners and staff at all times. c) Provide secretarial services to the management board committees meetings to facilitate writing and circulation of minutes and follow up on the execution of the decision of the board after the meetings. d) Oversee the coordination and provision of transport services to staff and students to facilitate their movement to different functions as well as movement of goods and equipment to different places as may be required. e) Oversee the provision of health services to students and staff bodies to ensure that all health related issues are handled within the stipulated time frames thereby enhancing healthy living and conducive atmosphere within the University. f) Prepare and review draft annual budgets relating to the departments under the division to ensure that they are taken into consideration by the budgeting committee for the funds allocation to facilitate execution of their activities. g) Prepare the periodic work plan for the departments under the division to guide the scheduling of activities			

<p>of the departments in line with the respective objectives of the departments.</p> <p>h) Member of the University Project Implementation Committee in charge of minor rehabilitation works to provide routine maintenance and repair of the university buildings and other related physical assets thereby improving their durability.</p>
<p><b>Operational Responsibilities:</b></p> <p>a) Coordinate the management and provision of central services to both students and staff in order to support different departments in providing quality services to their clients as and when necessary.</p> <p>b) Ensure adherence to the University rules and regulations on a daily basis to achieve smooth running and standardization of operations.</p> <p>c) Take custody of all relevant administrative records for future reference and to help inform decision making by various sub committees.</p> <p>d) Receive confidential reports for all subordinates on a regular basis and recommend for training, promotion or review.</p> <p>e) Supervise general office services on a daily basis such as drafting of correspondences and notices as necessary to address issues raised or give timely response to clients thereby maintaining service level at all times.</p> <p>f) Provide secretarial services such as minute writing and circulation to the subcommittee members and ensure timely implementation of decisions.</p> <p>g) Regularly organize meetings, workshops ad trainings as directed and ensure all logistics are in place to ensure successful achievement of specific objectives.</p> <p>h) Coordinate the management of both administrative and central services records for future reference and support informed decision making.</p>
<p><b>4. Job Dimensions:</b></p>
<p><b><i>Financial Responsibilities</i></b></p>
<p>a) Control and manage the departmental budget</p> <p>b) Provide input into preparation of the overall university budget</p>
<p><b><i>Responsibility for physical assets</i></b></p>
<p>a) Computers and printers</p> <p>b) Office furniture</p>
<p><b><i>Nature of decision making</i></b></p>
<p>a) Operational Decisions</p> <p>b) Analytical Decisions</p> <p>c) Financial Decisions</p> <p>d) Strategic Decisions</p>
<p><b>5. Qualifications Knowledge and Skills:</b></p>
<p><b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b></p>
<p>Master's Degree in Business Administration, Education Management or Social Sciences or Human Resource management or any other related field from a recognized institution.</p>
<p><b><i>Minimum level of professional qualification required to perform effectively in the role</i></b></p>
<p>Certified Public Secretary, CPS(K)</p>
<p><b><i>Minimum level of knowledge that would be regularly applied to the job</i></b></p>
<p>a) High level expertise in, and detailed understanding of a number of different specialist areas within a function</p> <p>b) Computer skills</p> <p>c) Knowledge of relevant legislations</p> <p>d) Knowledge of professional standards</p>

<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
<ul style="list-style-type: none"> <li>a) Leadership skills,</li> <li>b) Communication skills,</li> <li>c) Interpersonal skills,</li> <li>d) Organisational skills,</li> <li>e) Ability to work under pressure,</li> <li>f) Negotiation skills,</li> <li>g) Team building skills,</li> <li>h) Problem solving skills,</li> <li>i) Conflict management skills,</li> <li>j) Supervisory skills</li> <li>k) Must meet the requirements of Chapter six (6) of the Constitution of Kenya</li> </ul>
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least ten (10) years of administrative work out of which five (5) must be in the position of Senior Assistant Registrar in a reputable institution.
<b>7. Problem Solving:</b>
Problems are strategic, affecting more than one area of the institution. Solutions will involve significant financial risk, and be decided as part of a board or senior management team.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Basic e-mail, fax or mail correspondence</li> <li>f) Detailed e-mail, fax or mail correspondence</li> <li>g) Written Government policy documents affecting the job holder's area of responsibility</li> <li>h) Current legislation affecting the job holder's area of responsibility</li> <li>i) Factual reports on aspects of the institution such as policy guidelines</li> <li>j) In depth technical reports, proposals or project briefs affecting one or more departments</li> <li>k) Complex commissioned reports, proposals or project briefs affecting more than one department</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>

<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Communication requiring a high level of diplomacy and sensitivity</li> <li>e) Basic explanation of services to employees of the institution or clients</li> <li>f) Detailed technical explanation of services or concepts to employees of the institution or clients</li> <li>g) Simple verbal instructions to other employees within the institution</li> <li>h) Detailed verbal or written instructions or requests to employees of the institution or contractors</li> <li>i) Basic e-mail, fax or mail correspondence</li> <li>j) Detailed e-mail, fax or mail correspondence</li> <li>k) Drafting of factual reports, presentations, procedure or policy documents or training material</li> <li>l) Negotiation with customers/clients or suppliers over price, contracts or services</li> <li>m) Written proposals or presentations aimed at changing practices within or across the Departments or grant seeking to generate funds.</li> <li>n) High level written proposals or presentations to the Board, Senate, Council or key external stakeholders on the strategic direction of the overall institution</li> </ul>
<b>9. Influence:</b>
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
<ul style="list-style-type: none"> <li>a) Allocation of work to the Senior Assistant Registrar, Senior Administrative Assistant and Administrative Assistants.(5)</li> <li>b) Directly Supervises the Senior Assistant Registrar. (1)</li> <li>c) Leads 22 through others.</li> </ul>
<b><i>Job holder influence practices, policies or strategy. This is influence derived from structural authority</i></b>
Influences or changes broad practices or policies affecting other areas of the institution.
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey Information inside the department</li> <li>b) Convey Information outside the department</li> <li>c) Convey Information at Senior Management level</li> <li>d) Persuasion inside the institution</li> <li>e) Persuasion at Senior Management level</li> <li>f) Negotiation inside the department</li> <li>g) Negotiation outside the institution</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to disagreeable conditions. The jobholder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b><i>Job Hazards</i></b>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

## **Senior Assistant Registrar-Admin & Central Services**

<b>1. Background Information</b>			
<b>Job Title:</b> Senior Assistant Registrar-Administration and Central Services	<b>Job Level:</b> MSU/ACS/SAReg05	<b>Current Grade:</b> Scale 13	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration, Finance and Development		<b>Department/Unit:</b> Administration and Central Services	
<b>Reports to:</b> Deputy Registrar–Administration and Central Services			
<b>Direct Reports:</b> Assistant Registrar-Administration and Central Services		<b>Indirect Reports:</b> a) Senior Administrative Assistant b) Administrative Assistant	
<b>2. Purpose of the Job:</b>			
This position reports to the coordinate and provide administrative support services to the Administration and Central Services department by planning, organising, coordinating and controlling all its functions with the aim of enhancing service delivery in the department.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> a) Implement University policies and procedures in the department for the attainment of it vision and mission at all times. b) Prepare reports relating to Estates Management, Transport, Housing, Health Services and Casual Workers Management and present to the respective offices to inform them on the status and progress as need be. c) Prepare the periodic work plan for the subordinate staff to guide the scheduling of activities of the department in line with the respective objectives of the departments. d) Allocate work to and supervise subordinate staff to ensure accountability and enhanced performance and productivity at all times.			

<p><b>Operational Responsibilities:</b></p> <ul style="list-style-type: none"> <li>a) Ensure proper utilisation of the provided departmental resources and equipment that will contribute towards achieving university objectives within the planned time as per the service level agreement.</li> <li>b) Receive confidential reports for all subordinates on a regular basis and recommend for training, promotion or review of the respective staff.</li> <li>c) Supervise general office services on daily basis such as drafting of correspondences and notices as necessary to address issues raised or give timely response to clients thereby maintaining service level at all times.</li> <li>d) Provide secretarial services such as minute writing and circulation to the respective subcommittee members and ensure timely implementation of decisions.</li> <li>e) Regularly organise meetings, workshops and trainings as directed and ensure all logistics are in place to ensure successful achievement of specific objectives.</li> <li>f) Coordinate the management of both administrative and central services records for future reference and support informed decision making.</li> </ul>
<p><b>4. Job Dimensions:</b></p>
<p><b><i>Financial Responsibilities</i></b></p>
<p>N/A</p>
<p><b><i>Responsibility for physical assets</i></b></p>
<ul style="list-style-type: none"> <li>a) Computers and printers</li> <li>b) Office furniture</li> </ul>
<p><b><i>Nature of decision making</i></b></p>
<ul style="list-style-type: none"> <li>a) Operational Decisions</li> <li>b) Analytical Decisions</li> </ul>
<p><b>5. Qualifications Knowledge and Skills:</b></p>
<p><b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b></p>
<p>Master's Degree in Education or Social Sciences or Business Administration or Human Resource Management or its equivalent from a recognized institution.</p>
<p><b><i>Minimum level of professional qualification required to perform effectively in the role</i></b></p>
<p>Certified Public Secretary (CPS) K.</p>
<p><b><i>Minimum level of knowledge that would be regularly applied to the job</i></b></p>
<ul style="list-style-type: none"> <li>a) Professional/discipline specific knowledge of theory and techniques in a specialised field, or knowledge of a number of fields acquired through tertiary education and /or considerable experience.</li> <li>b) Computer skills</li> <li>c) Knowledge of relevant legislations</li> <li>d) Knowledge of professional standards</li> </ul>
<p><b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b></p>



- a) Leadership skills,
- b) Communication skills,
- c) Interpersonal skills,
- d) Organisational skills,
- e) Negotiation skills,
- f) Team building skills,
- g) Problem solving,
- h) Conflict management,
- i) Supervisory skills,
- j) Must meet the requirements of Chapter six (6) of the Constitution of Kenya

#### **6. Relevant Experience Required:**

##### ***Minimum number of months or years of experience the jobholder is required to have to be appointed to the position***

At least eight (8) years of relevant work experience, three (3) of which must be in the position of Assistant Registrar in a reputable institution.

#### **7. Problem Solving:**

Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.

#### **8. Communication:**

##### ***Communication/information the job holder needs to understand in order to perform the job:***

- a) Basic verbal instructions or requests
- b) Detailed verbal instructions or requests
- c) Simple written instructions or requests
- d) Detailed written procedures
- e) Basic e-mail, fax or mail correspondence
- f) Detailed e-mail, fax or mail correspondence
- g) Factual reports on aspects of the institution such as policy guidelines

##### ***Communication/information the job holder needs to carry out in order to perform the job:***

- a) Routine communication in connection with instructions, requests or normal work tasks
- b) Routine communication with employees of the institution or clients
- c) Communication around escalated or difficult queries with internal or external customers or clients
- d) Basic explanation of services to employees of the institution or clients
- e) Explanation of complex services or concepts to employees of the institution or clients
- f) Simple verbal instructions to other employees within the institution
- g) Basic e-mail, fax or mail correspondence
- h) Detailed e-mail, fax or mail correspondence
- i) Drafting of factual reports, presentations, procedure or policy documents or training material

#### **9. Influence:**

##### ***Job holders' influence over subordinates and colleagues:***

- a) Allocation of work to the Senior Administrative Assistant.(2)
- b) Directly Supervises the Senior Administrative Assistant.(1)
- c) Lead 21 through others.

##### ***Job holder influence practices, policies or strategy. This is influence derived from structural authority***

Influences or changes specific administrative or operational practices in a team, section or unit.

**Job holders' influence over people outside the directorate but within the institution and people outside the institution**

- a) Convey Information inside the department
- b) Convey Information outside the division
- c) Convey information at senior management
- d) Persuade inside the department
- e) Negotiate inside the department

**10. Other responsibilities assigned outside of the core responsibilities of the job:**

N/A

**11. Working Conditions:**

***Working Environment***

Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.

***Job Hazards***

No Hazards usual office situation.

## ***Assistant Registrar-Admin & Central Services***

<b>1. Background Information</b>			
<b>Job Title:</b> Assistant Registrar-Central Services	<b>Job Level:</b> MSU/ACS/AReg006	<b>Current Grade:</b> 12	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> Administration and Central Services	
<b>Reports to:</b> Senior Assistant Registrar-Administration and Central Services			
<b>Direct</b> a) Senior Administrative Assistant b) Administrative Assistant c) Telephone Supervisor		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible for coordinating the implementation of the day to day administrative functions of the administration and central services department as well as training and mentoring junior administrators such as the Administrative Assistants deployed in the department.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
a) Prepare work plans, allocate work to and supervise subordinates together with their work within the department for effective and efficient service delivery. b) Monitor and evaluate the progress of service delivery in the department as well as appraise departmental staff in order to establish their performance and productivity. c) Plan, organize and implement staff training and development in order to bridge skills gaps identified and recommended in the performance management exercise. d) Prepare and disseminate the respective reports following staff appraisal, performance management and training and development exercises in the department. e) Sit in various departmental committees and document their proceeding, prepare the respective reports and disseminate them accordingly to the appropriate stakeholders.			

<p><b>Operational Responsibilities:</b></p> <ul style="list-style-type: none"> <li>a) Implement administrative functions such as supervising the operations of the university asset registry.</li> <li>b) Receive and process leave days requests by departmental staff so that there is continuous availability of staff for continuous service delivery in the department.</li> <li>c) Maintain the float materials and supplies requirements for running the affairs of the department such as stationary, water and refreshment.</li> <li>d) Utilize properly resources and equipment that will contribute to the achievement of university objectives within the planned time as per the service level agreement.</li> <li>e) Provide general office services on daily basis such as drafting of correspondences and notices as necessary to address issues raised or give timely response to clients thereby maintaining service level at all times.</li> <li>f) Organise regularly, in collaboration with the Senior Assistant Registrar, meetings, workshops and trainings and avail all logistics for successful achievement of set objectives.</li> <li>g) Coordinate the management of both administrative and central services records for future reference and support informed decision making.</li> </ul>
<p><b>4. Job Dimensions:</b></p>
<p><b><i>Financial Responsibilities</i></b></p>
<p>N/A</p>
<p><b><i>Responsibility for physical assets</i></b></p>
<ul style="list-style-type: none"> <li>a) Computer and accessories</li> <li>b) Office furniture</li> <li>c) Steel cabinets</li> </ul>
<p><b><i>Nature of decision making</i></b></p>
<p>Operational decisions</p>
<p><b>5. Qualifications Knowledge and Skills:</b></p>
<p><b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b></p>
<p>Bachelor's degree in social sciences, Public Administration or Human Resource Management from a recognized institution.</p>
<p><b><i>Minimum level of professional qualification required to perform effectively in the role</i></b></p>
<p>Registration with the respective regulatory body where applicable.</p> <p>Registered member of the National Quality Institute</p>
<p><b><i>Minimum level of knowledge that would be regularly applied to the job</i></b></p>
<p>Professional/discipline specific knowledge of theory and techniques in a specialised field, or knowledge of a number of fields acquired through tertiary education and /or considerable experience</p>
<p><b><i>Typical technical competencies that would be regularly applied to the job</i></b></p>
<ul style="list-style-type: none"> <li>a) Computer literacy</li> <li>b) Knowledge of relevant legislation</li> <li>c) Knowledge of professional standards</li> </ul>
<p><b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b></p>

<ul style="list-style-type: none"> <li>a) Interpersonal skills</li> <li>b) Supervisory skills</li> <li>c) Communication skills</li> <li>d) Team building skills</li> <li>e) Leadership skills</li> <li>f) Organisational skills</li> <li>g) Conflict management skills</li> </ul>
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
<ul style="list-style-type: none"> <li>a) Compliance with Chapter six of the constitution of Kenya</li> <li>b) Certificate of good conduct from NPS</li> <li>c) KRA tax compliance certificate</li> <li>d) HELB clearance</li> <li>e) CRB clearance</li> </ul>
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
At least six (6) years working experience as administrative assistance.
<b>7. Problem Solving:</b>
<ul style="list-style-type: none"> <li>a) Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training</li> <li>b) Computer skills</li> <li>c) Knowledge of professional standards</li> <li>d) Knowledge of relevant legislations</li> </ul>
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Simple written instructions or requests</li> <li>c) Detailed written procedures</li> <li>d) Basic e-mail, fax or mail correspondence</li> </ul>
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Basic explanation of services to employees of the institution or clients</li> <li>d) Simple verbal instructions to other employees within the institution</li> <li>e) Basic e-mail, fax or mail correspondence</li> <li>f) Detailed e-mail, fax or mail correspondence</li> <li>g) Drafting of factual reports, presentations, procedure or policy documents or training material</li> </ul>
<b>9. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Influences or changes specific administrative or operational practices in a team, section or unit
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
<ul style="list-style-type: none"> <li>a) Allocate work to subordinates</li> <li>b) Supervise subordinates allocated work</li> <li>c) Lead through others</li> </ul>

**Job holders' influence over people outside the directorate but within the institution and people outside the institution**

- a) Convey information inside the department
- b) Convey information outside the department
- c) Persuade inside the department
- d) Negotiate inside the department

**10. Other responsibilities assigned outside of the core responsibilities of the job:**

N/A

**11. Working Conditions:**

***Working Environment***

Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.

***Job Hazards***

Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

## **Senior Administrative Assistant-Central Services**

1. Background Information			
<b>Job Title:</b> Senior Administrative Assistant-Central Services	<b>Job Level:</b> MSU/ACS/SAA07	<b>Current Grade:</b> C/D	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/ School/ College:</b> N/A	
<b>Directorate/ Division:</b> Administration, Finance and Development		<b>Department/Unit:</b> Administration and Central Services	
<b>Reports to:</b> Assistant Registrar-Administration and Central Services			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
The purpose of this job is to provide administrative support and supervisory services to the department so that it can run efficiently and effectively for smooth operations and links among divisions, departments, sections and units of the university.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Provide safe custody of all records including letters, memos, and employment files by ensuring that the documents are properly filed and stored for ease of retrieval and access.</li> <li>b) Supervise staff reporting to this position in producing and processing all the required information and documentation within the expected service delivery charter in the university.</li> <li>c) Supervise and appraise staff reporting to this position in the carrying out of their day to day duties, through allocation of work in collaboration with Assistant Registrar and improve office environment by ensuring effective performance of tasks.</li> </ul>			

<p><b>Operational Responsibilities:</b></p> <ul style="list-style-type: none"> <li>a) Coordinate the implementation of key performance indicators through continuous assessment of the activities carried out within the department for compliance to the set ISO standards.</li> <li>b) Coordinate the implementation of the department's service charter in the day to day office activities for effective service delivery to the internal clients within the stipulated timeline.</li> <li>c) Coordinate the preparation of documents for staff appraisal and performance management and reward management processes such as promotions and training and development.</li> <li>d) Coordinate and schedule meetings to discuss various issues affecting human resources and other central services with the university in line with its policies and work plan for effective and efficient service delivery.</li> <li>e) Implement decisions arrived at in these departmental meetings in order to improve operations and ensure they are in line with the university policies.</li> <li>f) Prepare memos, correspondence briefs and reports in consultation with the Assistant Registrar to ensure timely communication to the relevant offices and individuals within and without the department.</li> <li>g) Maintain and update the department's database by obtaining staff information from various sections in the department in order to evaluate its progress in terms of service delivery.</li> <li>h) Facilitate processing of payroll for members of staff of the university in collaboration with Assistant Registrar and share the same with Finance Department for processing salaries of the staff.</li> </ul>
<p><b>4. Job Dimensions:</b></p>
<p><b><i>Financial Responsibilities</i></b></p>
<p>N/A</p>
<p><b><i>Responsibility for physical assets</i></b></p>
<ul style="list-style-type: none"> <li>a) Computer</li> <li>b) Office furniture</li> </ul>
<p><b><i>Nature of decision making</i></b></p>
<ul style="list-style-type: none"> <li>a) Analytical decisions</li> <li>b) Operational decisions.</li> </ul>
<p><b>5. Qualifications Knowledge and Skills:</b></p>
<p><b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b></p>
<p>Bachelor's Degree in a relevant field from a recognised institution.</p>
<p><b><i>Minimum level of professional qualification required to perform effectively in the role</i></b></p>
<p>N/A</p>
<p><b><i>Minimum level of knowledge that would be regularly applied to the job</i></b></p>
<ul style="list-style-type: none"> <li>a) Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training</li> <li>b) Computer literacy.</li> <li>c) Knowledge of professional standards</li> <li>d) Knowledge of relevant legislations</li> </ul>
<p><b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b></p>
<ul style="list-style-type: none"> <li>a) Leadership skills</li> <li>b) Communication skills</li> <li>c) Interpersonal skills</li> <li>d) Organisation skills</li> <li>e) Team player</li> <li>f) Problem solving skills</li> </ul>



<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
<ul style="list-style-type: none"> <li>a) Must meet the requirements of Chapter six (6) of the 2010 Constitution of Kenya.</li> <li>b) KRA tax compliance</li> <li>c) CRB clearance</li> <li>d) HELB clearance</li> <li>e) Certificate of good conduct from the NPS.</li> </ul>
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least three (3) years working experience as an Administrative Assistant or equivalent position.
<b>7. Problem Solving:</b>
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Detailed verbal instructions or requests</li> <li>b) Detailed written procedures</li> <li>c) Detailed e-mail, fax or mail correspondence</li> <li>d) Detailed technical and/or functional instructions or queries</li> <li>e) Written Government policy documents</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Detailed technical explanation of services or concepts to employees of the institution or clients</li> <li>e) Detailed verbal or written instructions or requests to employees of the institution or contractors</li> <li>f) Detailed e-mail, fax or mail correspondence</li> <li>g) Drafting of internal or external newsletters, general articles or content for newspapers, journals, magazines or internet sites</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Is expected to come up with suggestions on improved practices
<b>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>a) Allocate work to subordinates.</li> <li>b) Direct supervision subordinates staff members</li> </ul>
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/department</li> <li>b) Convey information outside unit/department but within the institution</li> <li>c) Convey information outside the institution</li> <li>d) Persuade inside the department</li> <li>e) Negotiate inside the department</li> </ul>

<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions owing to the nature of the reports prepared in this position. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
No Hazards usual office situation.

## ***Administrative Assistant-Central Services***

<b>1. Background Information</b>			
<b>Job Title:</b> Administrative Assistant-Central Services	<b>Job Level:</b> MSU/ACS/AAo8	<b>Current Grade:</b> C/D	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/ School/ College:</b> N/A	
<b>Directorate/ Division:</b> Administration, Finance and Development		<b>Department/Unit:</b> Administration and Central Services	
<b>Reports to:</b> Assistant Registrar-Administration and Central Services			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
The purpose of this job is to provide administrative support and supervisory services to the department so that it can run efficiently and effectively for smooth operations and links among divisions, departments, sections and units of the university.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Provide safe custody of all records including letters, memos, and employment files by ensuring that the documents are properly filed and stored for ease of retrieval and access.</li> <li>b) Supervise staff reporting to this position in producing and processing all the required information and documentation within the expected service delivery charter in the university.</li> <li>c) Supervise and appraise staff reporting to this position in the carrying out of their day to day duties, through allocation of work in collaboration with Assistant Registrar and improve office environment by ensuring effective performance of tasks.</li> </ul>			

<p><b>Operational Responsibilities:</b></p> <ul style="list-style-type: none"> <li>a) Coordinate the implementation of key performance indicators through continuous assessment of the activities carried out within the department for compliance to the set ISO standards.</li> <li>b) Coordinate the implementation of the department's service charter in the day to day office activities for effective service delivery to the internal clients within the stipulated timeline.</li> <li>c) Coordinate the preparation of documents for staff appraisal and performance management and reward management processes such as promotions and training and development.</li> <li>d) Coordinate and schedule meetings to discuss various issues affecting human resources and other central services with the university in line with its policies and work plan for effective and efficient service delivery.</li> <li>e) Implement decisions arrived at in these departmental meetings in order to improve operations and ensure they are in line with the university policies.</li> <li>f) Prepare memos, correspondence briefs and reports in consultation with the Assistant Registrar to ensure timely communication to the relevant offices and individuals within and without the department.</li> <li>g) Maintain and update the department's database by obtaining staff information from various sections in the department in order to evaluate its progress in terms of service delivery.</li> <li>h) Facilitate processing of payroll for members of staff of the university in collaboration with Assistant Registrar and share the same with Finance Department for processing salaries of the staff.</li> </ul>
<p><b>4. Job Dimensions:</b></p>
<p><b><i>Financial Responsibilities</i></b></p>
<p>N/A</p>
<p><b><i>Responsibility for physical assets</i></b></p>
<ul style="list-style-type: none"> <li>a) Computer</li> <li>b) Office furniture</li> </ul>
<p><b><i>Nature of decision making</i></b></p>
<ul style="list-style-type: none"> <li>a) Analytical decisions</li> <li>b) Operational decisions.</li> </ul>
<p><b>5. Qualifications Knowledge and Skills:</b></p>
<p><b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b></p>
<p>Bachelor's Degree in a relevant field from a recognised institution.</p>
<p><b><i>Minimum level of professional qualification required to perform effectively in the role</i></b></p>
<p>N/A</p>
<p><b><i>Minimum level of knowledge that would be regularly applied to the job</i></b></p>
<ul style="list-style-type: none"> <li>a) Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training</li> <li>b) Computer literacy.</li> <li>c) Knowledge of professional standards</li> <li>d) Knowledge of relevant legislations</li> </ul>
<p><b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b></p>
<ul style="list-style-type: none"> <li>a) Leadership skills</li> <li>b) Communication skills</li> <li>c) Interpersonal skills</li> <li>d) Organisation skills</li> <li>e) Team player</li> <li>f) Problem solving skills</li> </ul>

<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
<ul style="list-style-type: none"> <li>a) Must meet the requirements of Chapter six (6) of the 2010 Constitution of Kenya.</li> <li>b) KRA tax compliance</li> <li>c) CRB clearance</li> <li>d) HELB clearance</li> <li>e) Certificate of good conduct from the NPS.</li> </ul>
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
Entry level
<b>7. Problem Solving:</b>
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Detailed verbal instructions or requests</li> <li>b) Detailed written procedures</li> <li>c) Detailed e-mail, fax or mail correspondence</li> <li>d) Detailed technical and/or functional instructions or queries</li> <li>e) Written Government policy documents</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Detailed technical explanation of services or concepts to employees of the institution or clients</li> <li>e) Detailed verbal or written instructions or requests to employees of the institution or contractors</li> <li>f) Detailed e-mail, fax or mail correspondence</li> <li>g) Drafting of internal or external newsletters, general articles or content for newspapers, journals, magazines or internet sites</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Is expected to come up with suggestions on improved practices
<b>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>a) Allocate work to subordinates.</li> <li>b) Direct supervision subordinates staff members</li> </ul>
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/department</li> <li>b) Convey information outside unit/department but within the institution</li> <li>c) Convey information outside the institution</li> <li>d) Persuade inside the department</li> <li>e) Negotiate inside the department</li> </ul>

<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions owing to the nature of the reports prepared in this position. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
No Hazards usual office situation.

## **Telephone Supervisor**

<b>1. Background Information</b>			
<b>Job Title:</b> Telephone Supervisor	<b>Job Level:</b> MSU/ACS/TS007	<b>Grade:</b> A/B	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> N/A		<b>Department/Unit:</b> Administration and Central Services	
<b>Reports to:</b> Assistant Registrar-Administration and Central Services			
<b>Direct Reports:</b> a) Senior Telephone Operator b) Telephone Operator c) Telephone Technician		<b>Indirect Reports:</b> N/A	
<b>1. Purpose of the Job:</b>			
This position exists to establish, implement and maintain telecommunication infrastructure as well as facilitating internal and external telephone communication in line with established standards of the university.			
<b>2. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> a) Prepare work plans, allocate work to and regularly supervise operators in the call center to ensure that administered work is efficient and well done to avoid costly mistakes			
<b>Operational Responsibilities:</b> a) Ensure that staff who perform duties on telephone exchange and operators are monitored on a daily basis for smooth operation of work activities. b) Diagnose faults within the network and its peripheral c) liaise with the relevant offices to ensure timely preparation of payments for monthly telephone bills to various service providers d) Prepare requisitions and ensure availability of the required items for use at the section from the stores e) Test the telephone equipment to ensure they are properly functioning f) Communicate with external service providers to facilitate any technical support required to be provided g) Daily coordination of directories and events scheduled when notified of changes in order to ensure access to correct information h) Develop daily schedules for telephone operators to ensure adequate coverage of the telephone switch board at all times i) Report regular telephone equipment failure to the assistant registrar for action purposes j) prepare daily reports such as traffic congestion or weekly progress reports when requested to show performance of the switchboard operations			
<b>3. Job Dimensions:</b>			

<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
Telephone
<b>Nature of decision making</b>
Operational decisions
<b>4. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Diploma in electronic engineering or Telephone Telecommunication from a recognized institution
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
<ul style="list-style-type: none"> <li>a) Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training</li> <li>b) Computer skills</li> <li>c) Knowledge of professional standards</li> <li>d) Knowledge of relevant legislations</li> </ul>
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
<ul style="list-style-type: none"> <li>a) communication skills</li> <li>b) interpersonal skills</li> <li>c) organizational skills</li> <li>d) ability to work under pressure</li> </ul>
<b>5. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
Five (5) years' work of experience from a reputable institution.
<b>6. Problem Solving:</b>
Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.
<b>7. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed technical and/or functional instructions or queries</li> <li>e) Basic e-mail, fax or mail correspondence</li> <li>f) Program, system or design specifications</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>



<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Basic explanation of services to employees of the institution or clients</li> <li>e) Simple verbal instructions to other employees within the institution</li> <li>f) Detailed verbal or written instructions or requests to employees of the institution or contractors</li> <li>g) Basic e-mail, fax or mail correspondence</li> <li>h) Drawing up program, system, technical or design specifications</li> </ul>
<b>8. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Influences or changes specific administrative or operational practices in a team, section or unit
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
<ul style="list-style-type: none"> <li>a) Allocate work to subordinates</li> <li>b) Supervise the telephone operators</li> </ul>
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey Information Inside, outside and at senior level management</li> <li>b) Convey information outside the department</li> </ul>
<b>9. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>10. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## **Senior Telephone Operator**

<b>1. Background Information</b>			
<b>Job Title:</b> Senior Telephone operator	<b>Job Level:</b> MSU/ACS/STO008	<b>Current Grade</b> III/IV	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> N/A		<b>Department/Unit:</b> Administration and Central Services	
<b>Reports to:</b> Telephone Supervisor			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible for operate the switchboard, telephone exchange, clerical and work records management to ensure telecommunication services operate efficiently for effective internal and external communication in the university.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Answer internal and external callers and help callers to be connected and transferred to required extensions</li> <li>b) Update the internal directory so that the new extensions are known to the desired posts for easy conveyance of information</li> <li>c) Administer to client reports to inform the technicians on faulty lines and extensions to be repaired</li> <li>d) Observe daily, the switchboard signal lights and dial or press buttons to facilitate connections of incoming calls and listening to customer requests in order to provide telephone information</li> <li>e) Keep an up to date record of calls placed and received on a daily basis to be used as reference or evidence when and If necessary and accounting for all call charges</li> <li>f) Support the telephone supervisor in training new telephone operators in performance of job duties for quick learning and easy administration of their duties</li> </ul>			
<b>4. Job Dimensions:</b>			
<b>Financial Responsibilities</b>			
N/A			
<b>Responsibility for physical assets</b>			
a) Switchboard			

b) Telephones c) Computers
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Certificate in Telecommunication or Telephone Operation course from a recognized institution
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
a) Knowledge of intermediate clerical, operational or customer service skills acquired through education, experience or on the job training b) Computer skills c) Knowledge of professional standards d) Knowledge of standard operating procedures.
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills b) Interpersonal skills c) Ability to work under pressure
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
Six (6) years working experience telephone operation in reputable institution.
<b>7. Problem Solving:</b>
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Basic e-mail, fax or mail correspondence
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Routine communication with employees of the institution or clients b) Basic explanation of services to employees of the institution or clients
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Not expected to influence practices

<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
a) Convey Information inside the department b) Convey Information outside the department
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b>Job Hazards</b>
No Hazards Usual office situation.

## **Telephone Operator**

1. Background Information			
<b>Job Title:</b> Telephone Operator	<b>Job Level:</b> MSU/ACS/TO008	<b>Grade</b> I/II	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Unit:</b> Administration and Central Services	
<b>Reports to:</b> Telephone Supervisor			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position is responsible to providing operations at the switchboard in order to facilitate telephone communication for effective intra and extra telecommunication services within and without the university.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
a) Answer internal and external callers and help callers to be connected and transferred to required extensions b) Update the internal directory so that the new extensions are known to the desired posts for easy conveyance of information c) Administer to client reports to inform the technicians on faulty lines and extensions to be repaired d) Observe daily, the switchboard signal lights and dial or press buttons to facilitate connections of incoming calls and listening to customer requests in order to provide telephone information e) Keep an up to date record of calls placed and received on a daily basis to be used as reference or evidence when and If necessary and accounting for all call charges f) Support the telephone supervisor in training new telephone operators in performance of job duties for quick learning and easy administration of their duties			
4. Job Dimensions:			
<b>Financial Responsibilities</b>			
N/A			
<b>Responsibility for physical assets</b>			
a) Switchboard b) Computers			

<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Certificate in Telecommunication or Telephone Operation course from a recognized institution
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
<ul style="list-style-type: none"> <li>a) Knowledge of basic clerical, operational or customer service skills acquired through education, experience or on the job training</li> <li>b) Computer skills</li> <li>c) Knowledge of professional standards</li> <li>d) Knowledge of standard operating procedures.</li> </ul>
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
<ul style="list-style-type: none"> <li>a) Communication skills</li> <li>b) Interpersonal skills</li> <li>c) Ability to work under pressure</li> </ul>
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least three (3) years of relevant working experience from a reputable institution.
<b>7. Problem Solving:</b>
Problems are generally resolved by reference to established procedures. However some limited flexibility is allowed. Problems clearly outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication with employees of the institution or clients</li> <li>b) Basic explanation of services to employees of the institution or clients</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Not expected to influence practices
<b>Job holders' influence over subordinates and colleagues:</b>
N/A

**Job holders' influence over people outside the directorate but within the institution and people outside the institution**

- a) Convey Information inside the department
- b) Convey information outside the department
- c) Convey information at senior management

**10. Other responsibilities assigned outside of the core responsibilities of the job:**

N/A

**11. Working Conditions:**

**Working Environment**

Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.

**Job Hazards**

No Hazards Usual office situation.

## **Telephone Technician**

<b>1. Background Information</b>			
<b>Job Title:</b> Telephone Technician	<b>Job Level:</b> MSU/ACS/TT008	<b>Grade:</b> I/II	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> Administration, Finance and Development		<b>Department/Unit:</b> Administration and Central Services	
<b>Reports to:</b> Telephone Supervisor			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job is responsible for the provision of effective telecommunication installation, repair and maintenance services of telephone and extensions to the within the university.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Diagnose and repair faulty telephone lines to facilitate reliable and effective communication in the university</li> <li>b) Modify telecommunication configurations, lines and infrastructure facilities and systems if need be in the university in order to improve effectiveness and efficiency</li> <li>c) Inspect the telephone networks in the university in order to identify the faults so that they can schedule repairs and order repair materials if need be.</li> <li>d) Provide technical support to telephone users in various offices in the university for the avoidance of malfunctions resulting from the inability to use the telephone facilities</li> <li>e) Report to the telephone supervisor of any major faults that would require major repairs in the university and probably involve outsourced specialised technicians</li> </ul>			
<b>4. Job Dimensions:</b>			
<b>Financial Responsibilities</b>			
N/A			
<b>Responsibility for physical assets</b>			
Telecommunication tools			



<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Certificate in Telecommunications or ICT-telecommunication from a recognised institution
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) communication skills b) interpersonal skills c) problem solving skills d) Team player
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
Three (3) years relevant work of experience from a reputable institution
<b>7. Problem Solving:</b>
Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Detailed written procedures c) Detailed technical and/or functional instructions or queries
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Routine communication with employees of the institution or clients b) Communication around escalated or difficult queries with internal or external customers or clients c) Basic explanation of services to employees of the institution or clients
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Not expected to influence practices
<b>Job holders' influence over subordinates and colleagues:</b>
N/A

***Job holders' influence over people outside the directorate but within the institution and people outside the institution***

- a) Convey Information inside the department
- b) Convey Information outside the department

**10. Other responsibilities assigned outside of the core responsibilities of the job:**

N/A

**11. Working Conditions:**

***Working Environment***

Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.

***Job Hazards***

Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

# 3 Human Resource Management

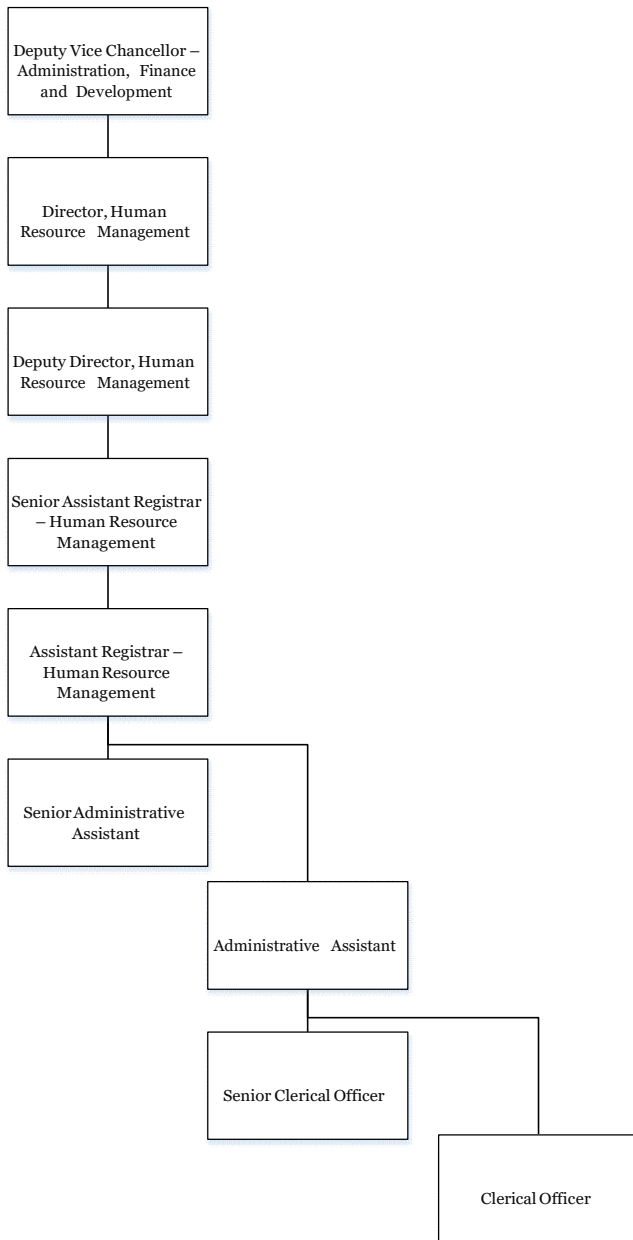


Figure 3: Human Resource Management Department Organogram

## **Director-Human Resource Management**

<b>1. Background Information</b>			
<b>Job Title:</b> Director – Human Resource Management	<b>Job Level:</b> MSU/HRM/DHRM03	<b>Current Grade:</b> 15	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University			<b>School/Faculty:</b> N/A
<b>Division:</b> Administration, Finance and Development			<b>Department /Unit:</b> Human Resource Management
<b>Reports to:</b> Deputy Vice Chancellor – Administration, Finance and Development			
<b>Direct Reports:</b> Deputy Director-Human Resource Management		<b>Indirect Reports:</b> a) Senior Assistant Registrar b) Assistant Registrar	
<b>2. Purpose of the Job:</b>			
This position is responsible for planning, organising, directing, coordinating, supervising, managing and evaluating human resource programmes, functions and activities at Maseno university.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Develop proposals and provide technical guidance on Human Resource policies and strategies for the university within the framework of Industrial and Labor Laws of Kenya.</li> <li>b) Review regularly, the staff establishment and submit recommendations on necessary adjustments in the university.</li> <li>c) Oversee and supervise implementation of Human Resource policies and guidelines in the university.</li> <li>d) Perform annual Human Resource audits and submit reports to the university management board.</li> <li>e) Develop and oversee implementation of a comprehensive framework for effective succession management in the human resource function of the university.</li> <li>f) Develop and implement Human Resource Development policies and strategies for the university.</li> <li>g) Develop Human Resource budgets and work plans for the university.</li> <li>h) Manage staff deployment and Human Resource related issues in the university.</li> <li>a) Conduct performance appraisal to establish skills gaps and provide relevant training in the department among members of staff in the university.</li> <li>b) Prepare and disseminate Human Resource Reports to the university management for the appropriate action.</li> </ul>			

<p><b>Operational Responsibilities:</b></p> <ul style="list-style-type: none"> <li>a) Ensure planning and forecasting for talent identification, management and utilisation in order to control of unnecessary industrial action in the university.</li> <li>b) Plan, organise, and implement staff training and development in the University.</li> <li>c) Implement the continuous execution of human resource policies in the university.</li> <li>d) Ensure availability of asset and financial resources and allocate them to the staff of the directorate.</li> <li>e) Ensure effective communication of tasks is done and that proper feedback is provided to and from staff members of the university.</li> <li>f) Ensure efficient and effective management and administration of the payroll system for human resources of the university.</li> <li>g) Ensure all statutory reports concerning human resources are prepared and duly submitted on time by the university.</li> </ul>
<p><b>4. Job Dimensions:</b></p>
<p><b><i>Financial Responsibilities</i></b></p>
<ul style="list-style-type: none"> <li>a) Develop the departmental budget</li> <li>b) Payroll for wages and salaries of the university</li> <li>c) Control and manage expenditure budget for the department.</li> </ul>
<p><b><i>Responsibility for physical assets</i></b></p>
<ul style="list-style-type: none"> <li>a) Computer and accessories</li> <li>b) Steel cabinets</li> <li>c) Office safe</li> </ul>
<p><b><i>Nature of decision making</i></b></p>
<ul style="list-style-type: none"> <li>a) Strategic decisions.</li> <li>b) Financial decisions.</li> <li>c) Analytical decisions.</li> <li>d) Operational decisions.</li> </ul>
<p><b>5. Qualifications Knowledge and Skills:</b></p>
<p><b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b></p>
<p>Earned Doctor of Philosophy Degree in a Human Resource Management from a recognised institution.</p>
<p><b><i>Minimum level of professional qualification required to perform effectively in the role</i></b></p>
<p>Registered member of the Institute of Human Resource Management Board.</p>
<p><b><i>Minimum level of knowledge that would be regularly applied to the job</i></b></p>
<p>Mastery of the concepts and principles of a specialist field, ability to manage other professionals or experts in this field.</p>
<p><b><i>Typical technical competencies that would be regularly applied to the job</i></b></p>
<ul style="list-style-type: none"> <li>a) Computer literacy.</li> <li>b) Budgeting skills.</li> <li>c) Knowledge of relevant legislation.</li> <li>d) Knowledge of professional standards.</li> </ul>
<p><b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b></p>

- a) Communication skills.
- b) Interpersonal skills.
- c) Supervisory skills.
- d) Negotiation skills.
- e) Leadership skills.
- f) Team building skills.
- g) Organisational skills.
- h) Conflict Management.

***Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role***

- a) Fulfilment of the requirements of chapter six of the constitution
- b) Certificate of good conduct
- c) Tax compliance certificate
- d) Clearance from Credit Reference Bureau
- e) Clearance by the HELB.
- f) Clearance by the KRA.

**6. Relevant Experience Required:**

***Minimum number of months or years of experience the jobholder is required to have to be appointed to the position***

At least 10 years working experience in senior Human Resource Management in reputable institution.

**7. Problem Solving:**

Problems are complex and open ended and affect more than one area of the institution. Solutions need to be determined through consultation with other areas of the institution.

**8. Communication:**

***Communication/information the job holder needs to understand in order to perform the job:***

- a) Detailed written procedures.
- b) Detailed technical and/or functional instructions or queries.
- c) Detailed e-mail, fax or mail correspondence.
- d) Written Government policy documents affecting the job holder's area of responsibility.
- e) Current legislation affecting the job holder's area of responsibility.
- f) Factual reports on aspects of the institution such as policy guidelines.
- g) High level proposals on the institution's strategic direction.

***Communication/information the job holder needs to carry out in order to perform the job:***

- a) Routine communication in connection with instructions, requests or normal work tasks.
- b) Routine communication with employees of the institution or clients.
- c) Communication around escalated or difficult queries with internal or external customers or clients.
- d) Explanation of complex services or concepts to employees of the institution or clients.
- e) Detailed e-mail, fax or mail correspondence.
- f) Drafting of factual reports, presentations, procedure or policy documents or training material.
- g) Negotiation with customers/clients or suppliers over price, contracts or services.
- h) Negotiations with senior management of large external institutions, which will have a significant financial impact on the institution.

**9. Influence:**

***Job holder's influence over practices, policies or strategy:***

Influences or changes broad practices or policies affecting a whole department.
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
<ul style="list-style-type: none"> <li>a) Allocate work to subordinates.</li> <li>b) Supervise subordinates allocated work.</li> <li>c) Lead through others.</li> </ul>
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside the department.</li> <li>b) Convey information outside the department.</li> <li>c) Convey information at senior management level.</li> <li>d) Persuade at senior management level.</li> <li>e) Negotiate outside the department.</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***Deputy Director-Human Resource Management***

<b>1. Personal Information</b>			
<b>Job Title:</b> Deputy Director-Human Resource Management	<b>Job Level:</b> MSU/HRM/DDHRM04	<b>Current Grade:</b> Scale 14	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration, Finance and Development		<b>Directorate:</b> Human Resource Management	
<b>Reports to:</b> Director-Human Resource Management			
<b>Direct Reports:</b> a) Senior Assistant Registrar-Human Resource Management b) Assistant Registrar-Human Resource Management		<b>Indirect Reports:</b> a) Senior Administrative Assistant-HRM b) Administrative Assistant-HRM	
<b>2. Purpose of the Job:</b>			
This position exists provide support in planning, organizing, directing, coordinating, supervising, managing and evaluating human resource programmes, functions and activities to promote and improve the efficiency of service delivery at Maseno university.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> a) Provide support to the Director-Human Resource in planning, directing, supervising and evaluating all human resource programs and activities to ensure smooth running of operations of the directorate as necessary. b) Coordinate major directorate administrative programmes and activities in line with the objectives of the University regarding human capital and ensure proper running of the same. c) Represent Director-Human Resource as assigned at the various committees of the University to participate in decision making and give advice in matters touching on Human Resource. d) Advise the Director-Human Resource regarding issues and concerns relating to classification, compensation, benefits, etc. for decision making regarding the same. e) Develop and direct position classification, job evaluation and wage/salary administration studies on a regular basis for all the university staff to ensure equal pay for work of equal value f) Participate in the design, development, and conduct the University's staff appraisal program and development of implementation procedures to ensure best performing employees are identified and promoted and others are trained and mentored to perform better as necessary. g) Monitor the implementation of the University's personnel rules and regulations and make appropriate recommendations for changes as necessary to maintain service level			



- h) Collaborate with the Director-Human Resource in implementing performance management, recruitment, staff selection, training and development to enhance the skills of the current staff, hire best skills and retain best performing employees as need be.
- i) Collaborate with the Director-Huma Resource in planning programmes to ensure control of industrial relations in the University as need be.
- j) Plan, conduct and direct a wide variety of Human Resource Surveys to determine the public anonymous opinions for improvement.
- k) Prepare periodic reports on a variety of issues and report to the Director-Human Resource for decision making and future reference as well as to inform the progress of HR programmes.

**Operational Responsibilities:**

- a) Collaborate with the Director-Human Resource in the implementation of HR policies as necessary to achieve the mission and objectives of the University regarding Human Capital.
- b) Conduct various periodic surveys on issues affecting operations of the Human resource Personnel in the University for appropriate actions to be taken to improve on the issues
- c) Maintain a record of vacant positions, dates of advertisement, dates of interviews, names of appointees, minutes of the appointment committee and dates the appointees take up appointments.
- d) Design and implement communication and feedback mechanism in the University to ensure effective management of Human capital as need be.
- e) Collaborate with the Director-Human Resource in planning and controlling personnel emolument budgets (e.g. salary and wage bills) for the University.
- f) Receive complaints related to HR issues and solve them appropriately escalate complex to the Director for timely intervention.

**4. Job Dimensions:**

***Financial Responsibilities***

- a) Determine wage bill through proper recruitment strategy.
- b) Authorise payment of salaries to authorised personnel

***Responsibility for physical assets***

- a) Computers and printers
- b) Office furniture

***Nature of decision making***

- a) Operational Decisions
- b) Analytical Decisions
- c) Financial Decisions
- d) Strategic Decisions

**5. Qualifications Knowledge and Skills:**

***Minimum level of academic qualifications required to perform effectively in the role***

Master's Degree Human Resource Management or relevant Social Sciences from a reputable institution.

***Minimum level of professional qualification required to perform effectively in the role***

- a) Must be a registered member of IHRM
- b) Higher National Diploma in Human Resource Management.
- c) CPS Part III

***Minimum level of knowledge that would be regularly applied to the job***

<ul style="list-style-type: none"> <li>a) Mastery of the concepts and principles of a specialist field, ability to manage other professionals or experts in this field</li> <li>b) Computer skills</li> <li>c) Knowledge of relevant legislations</li> <li>d) Knowledge of professional standards</li> </ul>
<p><b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b></p>
<ul style="list-style-type: none"> <li>a) Leadership skills,</li> <li>b) Communication skills,</li> <li>c) Interpersonal skills,</li> <li>d) Organisational skills,</li> <li>e) Ability to work under pressure,</li> <li>f) Negotiation skills,</li> <li>g) Team building skills,</li> <li>h) Problem solving skills,</li> <li>i) Conflict management,</li> <li>j) Supervisory skills</li> <li>k) Must meet the requirements of Chapter six (6) of the Constitution of Kenya</li> </ul>
<p><b>6. Relevant Experience Required:</b></p>
<p><b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b></p>
<p>At least 10 years of experience from a reputable institution with which five (5) must be in a senior position.</p>
<p><b>7. Problem Solving:</b></p>
<p>Problems are complex and open ended and affect more than one area of the institution. Solutions need to be determined through consultation with other areas of the institution.</p>
<p><b>8. Communication:</b></p>
<p><b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b></p>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Detailed technical and/or functional instructions or queries</li> <li>f) Detailed e-mail, fax or mail correspondence</li> <li>g) Written Government policy documents affecting the job holder's area of responsibility</li> <li>h) Current legislation affecting the job holder's area of responsibility</li> <li>i) Factual reports on aspects of the institution such as policy guidelines</li> </ul>
<p><b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b></p>

<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Communication requiring a high level of diplomacy and sensitivity</li> <li>e) Basic explanation of services to employees of the institution or clients</li> <li>f) Detailed technical explanation of services or concepts to employees of the institution or clients</li> <li>g) Explanation of complex services or concepts to employees of the institution or clients</li> <li>h) Simple verbal instructions to other employees within the institution</li> <li>i) Detailed e-mail, fax or mail correspondence</li> <li>j) Drafting of factual reports, presentations, procedure or policy documents or training material</li> </ul>
<b>9. Influence:</b>
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
<ul style="list-style-type: none"> <li>a) Allocation of work to the Senior Assistant Registrar, Assistant Registrar, Senior Administrative Assistant, Administrative Assistant, Secretary and Clerk.(6)</li> <li>b) Directly Supervises the Assistant Registrar. (1)</li> <li>c) Leads four (4) through others.</li> </ul>
<b><i>Job holder influence practices, policies or strategy. This is influence derived from structural authority</i></b>
Has a strong influence on the strategic direction of one or more directorate
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside the institution</li> <li>b) Convey information outside the department</li> <li>c) Convey information at senior management</li> <li>d) Persuade inside the department</li> <li>e) Persuade at senior management</li> <li>f) Negotiate inside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## **Senior Assistant Registrar-Human Resources Management**

<b>1. Personal Information</b>			
<b>Job Title:</b> Senior Assistant Registrar- Human Resources Management	<b>Job Level:</b> MSU/HRM/SARg05	<b>Current Grade:</b> Scale 13	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration, Finance and Development		<b>Department/Unit:</b> Human Resources Management	
<b>Reports to:</b> Deputy Director-Human Resources Management			
<b>Direct Reports:</b> a) Senior Administrative Assistant b) Administrative Assistant		<b>Indirect Reports:</b> a) Secretary b) Clerk	
<b>2. Purpose of the Job:</b>			
This position is responsible for ensuring the process of recruitment up to separation is complied with and the human capital asset in the University is taken care of as per all statutory thereby promoting training, promotion for all staff.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Implement and enforce University human resource policies by operationalising them to ensure that they are adhered to at all times in achieving the mission and vision of the University.</li> <li>b) Prepare periodic work plan for the department to ensure smooth running of the university human resource function operations.</li> <li>c) Prepare the recruitment plan for the year for the purposes of annual budgeting thereby informing fund allocation for the same.</li> <li>d) Supervise and allocate work to subordinate officers and ensure timely submission of reports to enhance service delivery.</li> <li>e) Evaluate performance of subordinates to ensure that there is compliance to the signed performance contracts hence improving quality of service delivery in the university.</li> <li>f) Prepare periodic reports and present to the relevant subcommittees to inform on the progress and utilisation of resources within the department.</li> </ul>			

<p><b>Operational Responsibilities:</b></p> <ul style="list-style-type: none"> <li>a) Receive and respond to emails on a timely manner thereby ensuring that all issues raised are handled appropriately in the department.</li> <li>b) Provide counselling to staff members facing disciplinary issues to ensure they are prepared and are given fair hearing as need be.</li> <li>c) Conduct staff audit on regular basis to ensure that the number of staff are within the approved budget for salaries and wage bill of the university.</li> <li>d) Prepare the training budgets for the department and for the whole University staff to ensure that they are equipped with necessary skills to improve service delivery at all times.</li> <li>e) Review and authenticate documents of all recruited staff when necessary to facilitate the process of recruiting new staff members.</li> <li>f) Ensure adherence to statutory regulations e.g. National Cohesion, FKE, NITA, RBA and all other laws that affect human capital in Kenya thereby promoting professionalism and conducive within the environment at all times.</li> <li>g) Provide advice on regular basis to different committees affecting human resources to ensure that all decisions made do not infringe labor laws and employee rights.</li> <li>h) Analyse Human Resource data in order to make informed managerial decisions when necessary.</li> <li>i) Mentor subordinate staff to ensure that they develop their skills and they understand their roles and responsibilities thereby enhancing service delivery.</li> </ul>
<p><b>4. Job Dimensions:</b></p>
<p><b><i>Financial Responsibilities</i></b></p>
<ul style="list-style-type: none"> <li>a) Determine wage bill through proper recruitment strategy.</li> <li>b) Authorise payment of salaries to authorized personnel</li> <li>c) Authorise consumable supplies in the department.</li> </ul>
<p><b><i>Responsibility for physical assets</i></b></p>
<ul style="list-style-type: none"> <li>a) Computer, photocopiers, printers</li> <li>b) Office furniture</li> </ul>
<p><b><i>Nature of decision making</i></b></p>
<ul style="list-style-type: none"> <li>a) Operational Decisions</li> <li>b) Analytical Decisions</li> <li>c) Financial Decisions</li> <li>d) Strategic Decisions</li> </ul>
<p><b>5. Qualifications Knowledge and Skills:</b></p>
<p><b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b></p>
<p>Master's Degree in Social Sciences or Business Administration from a recognised institution.</p>
<p><b><i>Minimum level of professional qualification required to perform effectively in the role</i></b></p>
<ul style="list-style-type: none"> <li>a) Higher National Diploma in Human Resource Management.</li> <li>b) CPS Part II</li> <li>c) Member of IHRM</li> </ul>
<p><b><i>Minimum level of knowledge that would be regularly applied to the job</i></b></p>
<ul style="list-style-type: none"> <li>a) Professional/discipline specific knowledge of theory and techniques in a specialised field, or knowledge of a number of fields acquired through tertiary education and /or considerable experience</li> <li>b) Computer skills</li> <li>c) Knowledge of professional standards</li> <li>d) Knowledge of relevant legislations</li> </ul>

<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
<ul style="list-style-type: none"> <li>a) Leadership skills,</li> <li>b) Communication skills,</li> <li>c) Interpersonal skills,</li> <li>d) Organizational skills,</li> <li>e) Negotiation skills,</li> <li>f) Team building skills,</li> <li>g) Problem solving skills,</li> <li>h) Conflict management skills,</li> <li>i) Supervisory skills,</li> <li>j) Must meet the requirements of Chapter six (6) of the Constitution of Kenya.</li> </ul>
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least ten (10) years of relevant work experience five of which should be in senior management.
<b>7. Problem Solving:</b>
Problems are complex and open ended and affect more than one area of the institution. Solutions need to be determined through consultation with other areas of the institution.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Basic e-mail, fax or mail correspondence</li> <li>f) Detailed e-mail, fax or mail correspondence</li> <li>g) Written Government policy documents affecting the job holder's area of responsibility</li> <li>h) Current legislation affecting the job holder's area of responsibility</li> <li>i) Factual reports on aspects of the institution such as policy guidelines</li> <li>j) Complex financial reports</li> <li>k) In depth technical reports, proposals or project briefs affecting one or more departments</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>

<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Basic explanation of services to employees of the institution or clients</li> <li>e) Detailed technical explanation of services or concepts to employees of the institution or clients</li> <li>f) Simple verbal instructions to other employees within the institution</li> <li>g) Detailed verbal or written instructions or requests to employees of the institution or contractors</li> <li>h) Basic e-mail, fax or mail correspondence</li> <li>i) Detailed e-mail, fax or mail correspondence</li> <li>j) Drafting of factual reports, presentations, procedure or policy documents or training material</li> <li>k) Drawing up and amending contracts/drafting of legal documents</li> </ul>
<b>9. Influence:</b>
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
<ul style="list-style-type: none"> <li>a) Allocation of work to the Assistant Registrar, Senior Administrative Assistant, Administrative Assistant, Secretary and Clerk.(5)</li> <li>b) Directly Supervises the Assistant Registrar. (1)</li> <li>c) Leads four (4) through others.</li> </ul>
<b><i>Job holder influence practices, policies or strategy. This is influence derived from structural authority</i></b>
Influences or changes specific administrative or operational practices in a team, section or unit
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey Information inside the institution</li> <li>b) Convey information outside the department</li> <li>c) Convey information at senior management</li> <li>d) Persuasion inside the institution</li> <li>e) Negotiation inside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***Assistant Registrar-Human Resource Management***

<b>1. Background Information</b>			
<b>Job Title:</b> Assistant Registrar-Human Resource Management	<b>Job Level:</b> MSU/HRMAReg/06	<b>Current Grade:</b> 12	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> Human Resource Management	
<b>Reports to:</b> Deputy Registrar- Human Resource Management			
<b>Direct Reports</b> a) Senior Administrative Assistant b) Administrative Assistant		<b>Indirect Reports:</b> a) Secretary b) Clerk	
<b>2. Purpose of the Job:</b>			
This position is responsible for coordinating the implementation of the day to day administrative functions of the human resource management department as well as training and mentoring junior staff such as the Administrative Assistants deployed in the department.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> a) Prepare work plans, allocate work to and supervise subordinates together with their work within the human resource management department for effective and efficient service delivery. b) Monitor and evaluate the progress of service delivery in the department as well as appraise departmental staff in order to establish their performance and productivity. c) Plan, organize and implement, in collaboration with the Senior Assistant Registrar, staff training and development in order to bridge skills gaps identified and recommended in the performance management exercise. d) Prepare and disseminate, in collaboration with the Senior Assistant Registrar, the respective reports following staff appraisal, performance management and training and development exercises in the department. e) Sit in delegated departmental committees and document their proceeding, prepare the respective reports and disseminate them accordingly to the appropriate stakeholders.			
<b>Operational Responsibilities:</b> a) Respond to emails on a timely manner thereby ensuring that all issues raised are handled appropriately in the department, in collaboration with the Senior Assistant Registrar. b) Provide counselling to staff members facing difficulties to ensuring them that they are prepared and are given fair hearing as need be.			



<ul style="list-style-type: none"> <li>c) Conduct continuous university staff audit on regular basis to ensure that the number of staff are within the approved budget for salaries and wage bill of the university.</li> <li>d) Review and authenticate documents of all recruited staff when necessary to facilitate the process of recruiting new staff members.</li> <li>e) Ensure adherence to statutory regulations e.g. National Cohesion, FKE, NITA, RBA and all other laws that affect human capital in Kenya thereby promoting professionalism and conducive within the environment at all times.</li> <li>f) Provide advice on regular basis to different committees affecting human resources to ensure that all decisions made do not infringe labour laws and employee rights.</li> <li>g) Analyze Human Resource data in order to make informed managerial decisions when necessary.</li> <li>h) Mentor subordinate staff to ensure that they develop their skills and understand their roles and responsibilities thereby enhancing service delivery.</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
<ul style="list-style-type: none"> <li>a) Computer and accessories</li> <li>b) Office furniture</li> </ul>
<b><i>Nature of decision making</i></b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Bachelor's degree in social sciences, Public Administration or Human Resource Management from a recognized institution.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Registration with the respective regulatory body where applicable.
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Professional/discipline specific knowledge of theory and techniques in a specialised field, or knowledge of a number of fields acquired through tertiary education and /or considerable experience
<b><i>Typical technical competencies that would be regularly applied to the job</i></b>
<ul style="list-style-type: none"> <li>a) Computer literacy</li> <li>b) Knowledge of relevant legislation</li> <li>c) Knowledge of professional standards</li> </ul>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
<ul style="list-style-type: none"> <li>a) Interpersonal skills</li> <li>b) Supervisory skills</li> <li>c) Communication skills</li> <li>d) Team building skills</li> <li>e) Leadership skills</li> <li>f) Organizational skills</li> <li>g) Conflict management skills</li> </ul>

***Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role***

- a) Compliance with Chapter six of the constitution of Kenya
- b) Certificate of good conduct from NPS
- c) KRA tax compliance certificate
- d) HELB clearance
- e) CRB clearance

**6. Relevant Experience Required:**

***Minimum number of months or years of experience the jobholder is required to have to be appointed to the position***

At least six (6) years working experience as administrative assistant

**7. Problem Solving:**

Problem solutions are not obvious and need to be determined through the use of technical or analytical skills.

**8. Communication:**

***Communication/information the job holder needs to understand in order to perform the job:***

- a) Basic verbal instructions or requests
- b) Simple written instructions or requests
- c) Detailed written procedures
- d) Basic e-mail, fax or mail correspondence

***Communication/information the job holder needs to carry out in order to perform the job:***

- a) Routine communication in connection with instructions, requests or normal work tasks
- b) Routine communication with employees of the institution or clients
- c) Basic explanation of services to employees of the institution or clients
- d) Simple verbal instructions to other employees within the institution
- e) Basic e-mail, fax or mail correspondence
- f) Detailed e-mail, fax or mail correspondence
- g) Drafting of factual reports, presentations, procedure or policy documents or training material

**9. Influence:**

***Job holder's influence over practices, policies or strategy:***

Influences or changes specific administrative or operational practices in a team, section or unit

***Job holders' influence over subordinates and colleagues:***

- a) Allocate work to subordinates
- b) Supervise subordinates allocated work
- c) Lead through others

***Job holders' influence over people outside the directorate but within the institution and people outside the institution***

- a) Convey information inside the department
- b) Convey information outside the department
- c) Persuasion inside the department
- d) Negotiation inside the department

**10. Other responsibilities assigned outside of the core responsibilities of the job:**

N/A

**11. Working Conditions:**

***Working Environment***

Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.

***Job Hazards***

Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

## **Senior Administrative Assistant-HRM**

<b>1. Background Information</b>			
<b>Job Title:</b> Senior Administrative Assistant- Human Resource Management	<b>Job Level:</b> MSU/HRM/SAA00 7	<b>Current Grade:</b> C/D	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> Human Resource Management	
<b>Reports to:</b> Assistant Registrar-Human Resource Management			
<b>Direct Reports:</b> a) Secretary b) Clerk		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job is responsible for providing administrative support services in the human resource management department which include recruitment, retention and maintenance of staff and secretarial staff to the committees of the department.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial/Supervisory Responsibilities:</b> a) Provide safe custody of all documents including letters, memos, and employment files by ensuring that the documents are properly filed and stored for ease of retrieval and access in the department. b) Supervise subordinates in processing and producing all the required information and documentation within the expected service delivery charter in the university. c) Supervise and appraise subordinates in the carrying out of their day to day duties, through allocation of work in collaboration with Assistant Registrar and improve office environment by ensuring effective performance of tasks.			
<b>Operational Responsibilities:</b> a) Receive and process application letters from potential candidates interested in employment in the university, shortlist and communicate with them inviting them for interviews in the university. b) Receive successful candidates as they turn up for interviews and keep them until comfortably until they their turn for interviews and later on contact the successful ones for appointments. c) Implement and monitor key performance indicators through continuous assessment of the activities carried out within the department for compliance to the set ISO standards within the university. d) Implement the department's service charter in the day to day office activities for effective service			

<p>delivery to the internal clients within the stipulated timeline.</p> <p>e) Prepare documents for university staff appraisal and performance management and reward management processes such as promotions and training and development.</p> <p>f) Attend and document proceedings of meetings discussing various issues affecting human resources within the university in line with its policies and work plan for effective and efficient service delivery.</p> <p>g) Implement human resource decisions arrived at in these departmental meetings in order to improve operations and ensure they are in line with the university policies.</p> <p>h) Prepare memos, correspondence briefs and reports in consultation with the Assistant Registrar to ensure timely communication to the relevant offices and individuals within and without the department.</p> <p>i) Maintain and update the department's human resource database by obtaining staff information from various sections in the department in order to evaluate its progress in terms of service delivery.</p> <p>j) Participate in processing payroll for members of staff of the university in collaboration with Assistant Registrar and share the same with Finance Department for processing salaries of the staff.</p>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
<p>a) Computer and accessories</p> <p>b) Office furniture</p>
<b><i>Nature of decision making</i></b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Bachelor's degree in Administration and Business Studies or Social Sciences from a recognized University.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Knowledge of basic clerical, operational or customer service skills acquired through education, experience or on the job training
<b><i>Typical technical competencies that would be regularly applied to the job</i></b>
<p>a) Computer literacy</p> <p>b) Knowledge of professional standards</p> <p>c) Knowledge of relevant legislations</p>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>

- a) Interpersonal skills
- b) Supervisory skills
- c) Communication skills
- d) Leadership skills
- e) Organisational skills
- f) Problem solving skills

***Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role***

- a) Compliance to chapter six of the constitution
- b) KRA tax compliance
- c) HELB clearance
- d) CRB clearance
- e) Certificate of good conduct from NPS

**6. Relevant Experience Required:**

***Minimum number of months or years of experience the jobholder is required to have to be appointed to the position***

At least three (3) years working experience as an Administrative Assistant in a university setting.

**7. Problem Solving:**

Problems are generally resolved by reference to established procedures. However some limited flexibility is allowed. Problems clearly outside of established procedures are referred upwards.

**8. Communication:**

***Communication/information the job holder needs to understand in order to perform the job:***

- a) Basic verbal instructions or requests
- b) Detailed verbal instructions or requests
- c) Simple written instructions or requests
- d) Basic e-mail, fax or mail correspondence
- e) Detailed e-mail, fax or mail correspondence

***Communication/information the job holder needs to carry out in order to perform the job:***

- a) Routine communication in connection with instructions, requests or normal work tasks
- b) Routine communication with employees of the institution or clients
- c) Basic explanation of services to employees of the institution or clients
- d) Simple verbal instructions to other employees within the institution
- e) Basic e-mail, fax or mail correspondence
- f) Detailed e-mail, fax or mail correspondence

**9. Influence:**

***Job holder's influence over practices, policies or strategy:***

Is expected to come up with suggestions on improved practices

***Job holders' influence over subordinates and colleagues:***

- a) Allocate work to subordinates
- b) Coordinate subordinates
- c) Supervise subordinates

***Job holders' influence over people outside the directorate but within the institution and people outside the institution***

<ul style="list-style-type: none"> <li>a) Convey information inside the department</li> <li>b) Convey information outside the department</li> <li>c) Persuade inside the department</li> <li>d) Negotiate inside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

## ***Administrative Assistant-Human Resource***

<b>1. Background Information</b>			
<b>Job Title:</b> Administrative Assistant-Human Resource Management	<b>Job Level:</b> MSU/HRM/AAo8	<b>Current Grade:</b> C/D	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> Human Resource Management	
<b>Reports to:</b> Assistant Registrar			
<b>Direct Reports:</b> a) Secretary b) Clerk		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job is responsible for providing administrative support services in the human resource management department which include recruitment, retention and maintenance of staff and secretarial staff to the committees of the department.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial/Supervisory Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Provide safe custody of all records including letters, memos, and employment files by ensuring that the documents are properly filed and stored for ease of retrieval and access in the department.</li> <li>b) Supervise subordinates in processing and producing all the required information and documentation within the expected service delivery charter in the university.</li> <li>c) Supervise and appraise subordinates in the carrying out of their day to day duties, through allocation of work in collaboration with Assistant Registrar and improve office environment by ensuring effective performance of tasks.</li> </ul>			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Receive and process application letters from potential candidates interested in employment in the university, shortlist and communicate with them inviting them for interviews in the university.</li> <li>b) Receive successful candidates as they turn up for interviews and keep them until comfortably until they their turn for interviews and later on contact the successful ones for appointments.</li> <li>c) Implement and monitor key performance indicators through continuous assessment of the activities carried out within the department for compliance to the set ISO standards within the university.</li> <li>d) Implement the department's service charter in the day to day office activities for effective service</li> </ul>			



<p>delivery to the internal clients within the stipulated timeline.</p> <p>e) Prepare documents for university staff appraisal and performance management and reward management processes such as promotions and training and development.</p> <p>f) Attend and document proceedings of meetings discussing various issues affecting human resources within the university in line with its policies and work plan for effective and efficient service delivery.</p> <p>g) Implement human resource decisions arrived at in these departmental meetings in order to improve operations and ensure they are in line with the university policies.</p> <p>h) Prepare memos, correspondence briefs and reports in consultation with the Assistant Registrar to ensure timely communication to the relevant offices and individuals within and without the department.</p> <p>i) Maintain and update the department's human resource database by obtaining staff information from various sections in the department in order to evaluate its progress in terms of service delivery.</p> <p>j) Participate in processing payroll for members of staff of the university in collaboration with Assistant Registrar and share the same with Finance Department for processing salaries of the staff.</p>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
<p>a) Computer and accessories</p> <p>b) Office furniture</p>
<b><i>Nature of decision making</i></b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Bachelor's degree in Administration and Business Studies or Social Sciences from a recognized University.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Knowledge of basic clerical, operational or customer service skills acquired through education, experience or on the job training
<b><i>Typical technical competencies that would be regularly applied to the job</i></b>
<p>a) Computer literacy</p> <p>b) Knowledge of professional standards</p> <p>c) Knowledge of relevant legislations</p>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>

<ul style="list-style-type: none"> <li>a) Interpersonal skills</li> <li>b) Supervisory skills</li> <li>c) Communication skills</li> <li>d) Leadership skills</li> <li>e) Organisational skills</li> <li>f) Problem solving skills</li> </ul>
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
<ul style="list-style-type: none"> <li>a) Compliance to chapter six of the constitution</li> <li>b) KRA tax compliance</li> <li>c) HELB clearance</li> <li>d) CRB clearance</li> <li>e) Certificate of good conduct from NPS</li> </ul>
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
Entry level
<b>7. Problem Solving:</b>
Problems are generally resolved by reference to established procedures. However some limited flexibility is allowed. Problems clearly outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Basic e-mail, fax or mail correspondence</li> <li>e) Detailed e-mail, fax or mail correspondence</li> </ul>
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Basic explanation of services to employees of the institution or clients</li> <li>d) Simple verbal instructions to other employees within the institution</li> <li>e) Basic e-mail, fax or mail correspondence</li> <li>f) Detailed e-mail, fax or mail correspondence</li> </ul>
<b>9. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Is expected to come up with suggestions on improved practices
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
<ul style="list-style-type: none"> <li>a) Allocate work to subordinates</li> <li>b) Coordinate subordinates</li> <li>c) Supervise subordinates</li> </ul>
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>

<ul style="list-style-type: none"> <li>a) Convey information inside the department</li> <li>b) Convey information outside the department</li> <li>c) Persuade inside the department</li> <li>d) Negotiate inside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

## **Senior Clerical Officer**

<b>1. Background Information</b>			
<b>Job Title:</b> Senior Clerical Officer	<b>Job Level:</b> MSU/HRM/SCIO09	<b>Current Grade:</b> A/C	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Unit:</b> Human Resource Management	
<b>Reports to:</b> Administrative Assistant			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible for controlling, maintaining, processing and moving documents and records and statistics, drafting of letters and reports as well as providing custodian of files and documents in the University.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Control, move and trace movement of files and documents as required by different offices within the university.</li> <li>b) Promptly retrieve and avail the files, documents and required records and information where and whenever required by different offices for action within and without the university.</li> <li>c) Process records and statistics to produce more useful information for use by the administration departments of the university.</li> <li>d) Maintain a systematic filing system for all documentation, information and records in the different storage facilities within the university.</li> <li>e) Process documentation, data and information by performing automation and making appropriate entries in computers in the university.</li> <li>f) Prepare periodic reports for the section from meetings held in which one was documenting the proceedings in the university.</li> <li>g) Clean and maintain orderliness of the working and meeting rooms in the department for use by the respective end users in the university.</li> <li>h) Prepare meeting and boardrooms by arranging seats and working tables and public address systems for different meetings and other functions in the department and supplying the necessary</li> </ul>			

materials for use in such meetings.
i) Assist the Administrative Assistants in managing meetings and other departmental forums by distributing materials, documenting and 47rganizing information resulting from such meetings.
j) Dispatch documents, records and information within and among different offices, sections and departments as required in the university.
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Computer and accessories b) Office furniture
<b><i>Nature of decision making</i></b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Diploma in Business Management or its equivalent from a recognised institution
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Knowledge of intermediate clerical, operational or customer service skills acquired through education, experience or on the job training.
<b><i>Typical technical competencies that would be regularly applied to the job</i></b>
a) Computer literacy b) Knowledge of relevant legislation c) Report writing skills d) Qualitative software packages
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Leadership skills b) Interpersonal skills c) Communication skills d) Organisational skills e) Team player
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
a) Chapter 6 of the constitution b) Certificate of good conduct from theNPS
<b>6. Relevant Experience Required:</b>

<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least six (6) years working experience as a clerical officer.
<b>7. Problem Solving:</b>
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Detailed e-mail, fax or mail correspondence</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Basic explanation of services to employees of the institution or clients</li> <li>d) Simple verbal instructions to other employees within the institution</li> <li>e) Basic e-mail, fax or mail correspondence</li> <li>f) Detailed e-mail, fax or mail correspondence</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Is expected to come up with suggestions on improved practices.
<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey information inside the department</li> <li>b) Convey information outside the department</li> <li>c) Persuade inside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b>Job Hazards</b>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.



## **Clerical Officer**

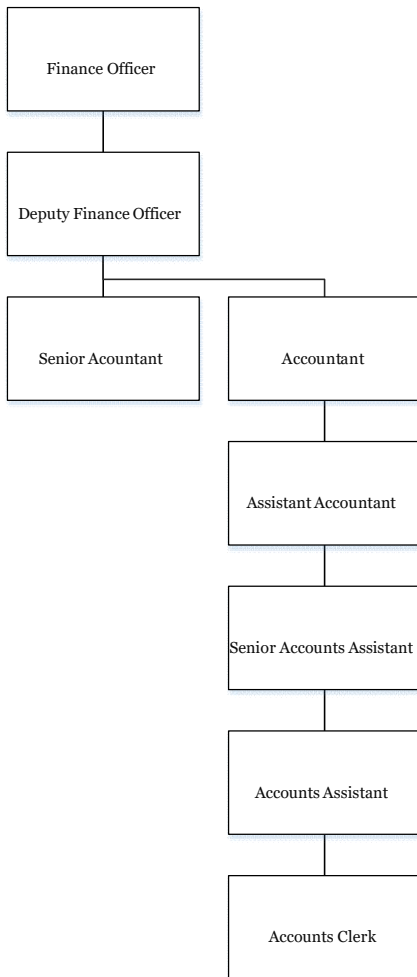
<b>1. Background Information</b>			
<b>Job Title:</b> Clerical Officer	<b>Job Level:</b> MSU/HRM/CIO10	<b>Current Grade:</b> A/B	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Unit:</b> Human Resource Management	
<b>Reports to:</b> Administrative Assistant			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible for controlling, maintaining, processing and moving documents and records and statistics, drafting of letters and reports as well as providing custodian of files and documents in the University.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Control, move and trace movement of files and documents as required by different offices within the university.</li> <li>b) Promptly retrieve and avail the files, documents and required records and information where and whenever required by different offices for action within and without the university.</li> <li>c) Process records and statistics to produce more useful information for use by the administration departments of the university.</li> <li>d) Maintain a systematic filing system for all documentation, information and records in the different storage facilities within the university.</li> <li>e) Process documentation, data and information by performing automation and making appropriate entries in computers in the university.</li> <li>f) Prepare periodic reports for the section from meetings held in which one was documenting the proceedings in the university.</li> <li>g) Clean and maintain orderliness of the working and meeting rooms in the department for use by the respective end users in the university.</li> <li>h) Prepare meeting and boardrooms by arranging seats and working tables and public address systems for different meetings and other functions in the department and supplying the necessary</li> </ul>			



materials for use in such meetings. i) Assist the Administrative Assistants in managing meetings and other departmental forums by distributing materials, documenting and organizing information resulting from such meetings. j) Dispatch documents, records and information within and among different offices, sections and departments as required in the university.
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Computer and accessories b) Office furniture
<b><i>Nature of decision making</i></b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Diploma in Business Management or its equivalent from a recognised institution
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Knowledge of intermediate clerical, operational or customer service skills acquired through education, experience or on the job training.
<b><i>Typical technical competencies that would be regularly applied to the job</i></b>
a) Computer literacy b) Knowledge of relevant legislation c) Report writing skills d) Qualitative software packages
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Leadership skills b) Interpersonal skills c) Communication skills d) Organisational skills e) Team player
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
a) Chapter 6 of the constitution b) Certificate of good conduct from theNPS
<b>6. Relevant Experience Required:</b>

<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least six (6) years working experience as a clerical officer.
<b>7. Problem Solving:</b>
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Detailed e-mail, fax or mail correspondence</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Basic explanation of services to employees of the institution or clients</li> <li>d) Simple verbal instructions to other employees within the institution</li> <li>e) Basic e-mail, fax or mail correspondence</li> <li>f) Detailed e-mail, fax or mail correspondence</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Is expected to come up with suggestions on improved practices.
<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey information inside the department</li> <li>b) Convey information outside the department</li> <li>c) Persuade inside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b>Job Hazards</b>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

# 4. Finance Department



*Figure 4: Finance Department Organogram*

## *Finance Officer*

1. Background Information			
<b>Job Title:</b> Finance Officer	<b>Job Level:</b> MSU/AFD/FO003	Current Grade: 15	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Division:</b> Administration, Finance and Development		<b>Department/Unit:</b> Finance	
<b>Reports to:</b> Deputy Vice Chancellor – Administration, Finance and Development			
<b>Direct Reports:</b> Deputy Finance Officer		<b>Indirect Reports:</b> Senior Accountant	
2. Purpose of the Job:			
The purpose of this job is to oversee all the financial accounting, financial administration, and financial personnel management as per the university and financial policies and accounting standards in order to ensure that the Finance department functions efficiently in the university.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Develop financial policies and strategies for approval by the University Council to guide in financial operations in the University.</li> <li>b) Set and approve annual work plans hence outline annual financial activities and their timelines.</li> <li>c) Prepare annual university budget by compiling departmental income and expenditure for control and management of the university resources.</li> <li>d) Prepare financial statements and accounts in line with the financial standards for reporting purposes and facilitate decision making by the university management.</li> <li>e) Prepare periodic financial reports as per statutory requirement for decision making in liaison with various sections in the Finance department to facilitate decision making by the university management.</li> <li>f) Allocate work to Finance department staff by assigning duties and responsibilities to relevant skills to ensure effective delivery of services.</li> <li>g) Supervise Finance department staff by reviewing work of Senior Accountants to ensure accounting tasks are performed efficiently and as per university policy and financial standards.</li> <li>h) Conduct annual staff evaluation for Deputy Finance Officer, Accountants, Accounts Assistants and Cashier in order to identify areas of weakness, training needs and for reward.</li> </ul>			

<p><b>Operational Responsibilities:</b></p> <ul style="list-style-type: none"> <li>a) Review performance of donor funds and research grants to ensure compliance with existing regulations by reviewing disbursement and utilization of funds.</li> <li>b) Liaise with external auditors and coordinate various sections in submission of documents and reports for audit to facilitate smooth flow of audit process in the university.</li> <li>c) Confirm bank reconciliations for accurate reporting by reviewing reconciliation statements from various Senior Accountants of the various sections in the university.</li> <li>d) Manage debtors and creditors ledger balance to ensure compliance with the financial manual university policy.</li> <li>e) Train and mentor finance department staff for effective delivery of services and career progression through guidance, mentorship and periodic review of their jobs.</li> <li>f) Recommend payments for approval by the management by reviewing vouchers and supporting documents as guided by financial manual.</li> <li>g) Liaise with stakeholders to sort queries, offer guidance and advice by attending to various financial issues or enquiry.</li> <li>h) Approval of transfer of funds electronically to effect payment.</li> <li>i) Provide decision support to the university management in evaluation of investment opportunities and other operational improvements.</li> <li>j) Maintain and manage relationships between the University Bankers and Suppliers of goods and services among other stakeholders.</li> <li>k) Monitor and control departments to ensure that they operate within their budgets.</li> <li>l) Prepare cash flow projections for projects to determine the net cash and cash equivalent available to the University at the end of a financial period.</li> </ul>
<p><b>4. Job Dimensions:</b></p>
<p><b><i>Financial Responsibilities</i></b></p>
<ul style="list-style-type: none"> <li>a) Participate in university budget making process.</li> <li>b) Consolidating and reviewing budget for the whole university.</li> <li>c) Control and manage the budget, and expenditure.</li> </ul>
<p><b><i>Responsibility for physical assets</i></b></p>
<ul style="list-style-type: none"> <li>a) Computer and accessories</li> <li>b) Office furniture</li> </ul>
<p><b><i>Nature of decision making</i></b></p>
<ul style="list-style-type: none"> <li>a) Strategic decisions.</li> <li>b) Financial decisions.</li> <li>c) Analytical decisions.</li> <li>d) Operational decisions.</li> </ul>
<p><b>5. Qualifications Knowledge and Skills:</b></p>
<p><b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b></p>
<p>Master of Science in Finance or Master's Degree in Business Administration from a recognised university.</p>
<p><b><i>Minimum level of professional qualification required to perform effectively in the role</i></b></p>
<p>Certified Public Accountants, CPA (K) or equivalent.</p>
<p><b><i>Minimum level of knowledge that would be regularly applied to the job</i></b></p>

- a) High level expertise in, and detailed understanding of a number of different specialist areas within a function
- b) Computer literacy.
- c) Budgeting skills.
- d) Knowledge of computerised accounting systems such as ERP.
- e) Knowledge of international Financial Reporting Standards.
- f) Knowledge of handling statutory deductions
- g) Knowledge of relevant legislation.
- h) Knowledge of dealing with Audit queries.

**Typical soft skills that would be regularly applied to the job (Attributes)**

- a) Leadership skills.
- b) Communication skills.
- c) Interpersonal skills.
- d) Organisational skills.
- e) Negotiation skills.
- f) Team building.
- g) Conflict management.
- h) Supervisory skills.
- i) Problem solving.
- j) Analytical Skills.
- k) Ability to work under pressure.

**Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role**

- a) Certificate of good conduct.
- b) Higher Education Loans Board clearance certificate.
- c) Credit Reference Bureau clearance.
- d) Ethics and Anti-Corruption Commission clearance.
- e) Chapter six of constitution of Kenya 2010.

**6. Relevant Experience Required:**

**Minimum number of months or years of experience the jobholder is required to have to be appointed to the position**

At least 15 years working experience at senior management level with a minimum of five (5) years as Deputy Finance Officer.

**7. Problem Solving:**

Problems are complex and open ended and affect more than one area of the institution. Solutions need to be determined through consultation with other areas of the institution.

**8. Communication:**

**Communication/information the job holder needs to understand in order to perform the job:**

- a) Basic verbal instructions or requests.
- b) Simple written instructions or requests.
- c) Detailed written procedures.
- d) Detailed technical and/or functional instructions or queries.
- e) Basic e-mail, fax or mail correspondence.
- f) Detailed e-mail, fax or mail correspondence.
- g) Written Government policy documents affecting the job holder's area of responsibility.
- h) Current legislation affecting the job holder's area of responsibility.
- i) Factual reports on aspects of the institution such as policy guidelines.
- j) In depth technical reports, proposals or project briefs affecting one or more departments.

**Communication/information the job holder needs to carry out in order to perform the job:**

<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks.</li> <li>b) Routine communication with employees of the institution or clients.</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients.</li> <li>d) Basic explanation of services to employees of the institution or clients.</li> <li>e) Detailed technical explanation of services or concepts to employees of the institution or clients.</li> <li>f) Simple verbal instructions to other employees within the institution.</li> <li>g) Detailed verbal or written instructions or requests to employees of the institution or contractors.</li> <li>h) Basic e-mail, fax or mail correspondence.</li> <li>i) Detailed e-mail, fax or mail correspondence.</li> <li>j) Drafting of factual reports, presentations, procedure or policy documents or training material.</li> <li>k) Negotiation with customers/clients or suppliers over price, contracts or services.</li> <li>l) Negotiations with senior management of large external institutions, which will have a significant financial impact on the institution.</li> <li>m) Written proposals or presentations aimed at changing practices within or across the Departments or grant seeking to generate funds.</li> <li>n) High level written proposals or presentations to the Board, Senate, Council or key external stakeholders on the strategic direction of the overall institution.</li> </ul>
<b>9. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Has a strong influence on the strategic direction of more than one department.
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
<ul style="list-style-type: none"> <li>a) Allocates and supervises two (2) Deputy Finance Officers.</li> <li>b) Lead four (4) Senior Accountants, six (6) Accountants, six (6) assistant accountants, six (6) senior accounts assistants, 15 accounts assistant and 8 accounts clerks through the two Deputy Finance Officers.</li> </ul>
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/section/department/ division/institution.</li> <li>b) Convey information outside the unit/section/department/ division/institution.</li> <li>c) Convey information at the Senior Management level.</li> <li>d) Persuade inside the unit/section/department/ division/institution.</li> <li>e) Persuade inside the unit/section/department/ division/institution.</li> <li>f) Persuade at the Senior Management level.</li> <li>g) Negotiate inside the unit/section/department/ division/institution.</li> <li>h) Negotiate outside the unit/section/department/ division/institution.</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
<ul style="list-style-type: none"> <li>a) Sit in the University Management Board to provide financial advisory services and participate in decision making as per set out agenda.</li> <li>b) Sit in and participate in the Senate meetings to provide financial advisory services and participate in decision making as per set out agenda.</li> <li>c) Sit in and participate in committees to provide (sometimes by invitation) e.g. Corruption Prevention Committee, Finance Committee, Audit Committee, Council.</li> </ul>
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is not exposed to disagreeable conditions in the work environment.
<b><i>Job Hazards</i></b>
No hazards usual office situation.

## *Deputy Finance officer*

1. Background Information			
<b>Job Title:</b> Deputy Finance Officer	<b>Job Level:</b> MSU/AFD/DFO04	<b>Current Grade:</b> 14	<b>No. of Posts:</b> 2
<b>Institution:</b> Maseno University			
<b>Directorate/Division:</b> Administration, Finance and Development			<b>Department/Unit:</b> Finance
<b>Reports to:</b> Finance Officer			
<b>Direct Reports:</b> a) Senior Accountant b) Accountant			<b>Indirect Reports:</b> a) Assistant Accountant b) Senior Accounts Assistant c) Accounts Assistant
2. Purpose of the Job:			
The purpose of this job is to oversee, in collaboration with the Chief Finance Officer, all the financial accounting, financial administration, and financial personnel management as per the university and financial policies and accounting standards to ensure that the department functions in an efficiently.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> a) Prepare, in liaison with Finance Officer, annual university budget by compiling departmental income and expenditure for control and management of the university resources. b) Prepare financial statements and accounts in line with the financial standards for reporting purposes and to facilitate decision making by the management. c) Prepare periodic financial reports for decision making in liaison with various sections in the Finance department to facilitate decision making by the university management. d) Allocate work to Finance department staff by assigning duties and responsibilities to relevant skills to ensure effective delivery of services. e) Supervise Finance department staff by reviewing work of Senior Accountants to ensure accounting tasks are performed efficiently and as per university policy and financial standards. f) Conduct annual staff evaluation for senior accountants, accountants, accounts assistants and clerks in order to identify areas of weakness, training needs and for reward.			
<b>Operational Responsibilities:</b> a) Review performance of donor funds and research grants to ensure compliance with existing regulations by reviewing disbursement and utilization of funds. b) Liaise with external auditors and coordinate various sections in submission of documents and reports for audit to facilitate smooth flow of audit process. c) Confirm bank reconciliations for accurate reporting by reviewing reconciliation statements from various			



<p>Senior Accountants of the various sections.</p> <p>d) Manage debtors and creditors ledger balance to ensure compliance with the financial manual university policy.</p> <p>e) Train and mentor finance department staff for effective delivery of services and career progression through guidance, mentorship and periodic review of their jobs.</p> <p>f) Recommend payments for approval by the management by reviewing the vouchers and supporting documents as guided by financial manual.</p> <p>g) Liaise with stakeholders to sort queries, offer guidance and advice by attending to various financial issues or enquiry.</p>
<p><b>4. Job Dimensions:</b></p>
<p><b><i>Financial Responsibilities</i></b></p>
<p>a) Participate in preparing, consolidating and reviewing budget for the whole university.</p> <p>b) Participate in university budget making process for the department.</p> <p>c) Control and manage the budget, and expenditure.</p>
<p><b><i>Responsibility for physical assets</i></b></p>
<p>a) Computer and printer</p> <p>b) Office furniture</p>
<p><b><i>Nature of decision making</i></b></p>
<p>a) Strategic decisions.</p> <p>b) Financial decisions.</p> <p>c) Analytical decisions.</p> <p>d) Operational decisions.</p>
<p><b>5. Qualifications Knowledge and Skills:</b></p>
<p><b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b></p>
<p>Master of Science in Finance or Master's Degree in Business Administration from a recognized university.</p>
<p><b><i>Minimum level of professional qualification required to perform effectively in the role</i></b></p>
<p>Certified Public Accountants, CPA (K) or its equivalent.</p>
<p><b><i>Minimum level of knowledge that would be regularly applied to the job</i></b></p>
<p>a) Mastery of the concepts and principles of a specialist field, ability to manage other professionals or experts in this field.</p> <p>b) Computer literacy.</p> <p>c) Knowledge of computerized accounting systems such as ERP.</p> <p>d) Knowledge of accounting standards.</p> <p>e) Knowledge of relevant legislation.</p> <p>f) Budgeting skills</p>
<p><b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b></p>
<p>a) Leadership skills.</p> <p>b) Communication skills.</p> <p>c) Ability to work under pressure.</p> <p>d) Interpersonal skills.</p> <p>e) Organisational skills.</p> <p>f) Negotiation skills.</p> <p>g) Team building skills.</p> <p>h) Supervisory skills.</p> <p>i) Problem solving skills.</p> <p>j) Analytical Skills.</p>

<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
<ul style="list-style-type: none"> <li>a) Certificate of good conduct</li> <li>b) Higher Education Loans Board clearance certificate</li> <li>c) Credit Reference Bureau clearance</li> <li>d) Ethics and Anti-Corruption Commission clearance</li> <li>e) Chapter six of constitution of Kenya 2010</li> </ul>
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least 10 years working experience with a minimum of five (5) years as Senior Accountant.
<b>7. Problem Solving:</b>
Problems are complex and open ended and affect more than one area of the institution. Solutions need to be determined through consultation with other areas of the institution.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests.</li> <li>b) Simple written instructions or requests.</li> <li>c) Detailed written procedures.</li> <li>d) Detailed technical and/or functional instructions or queries.</li> <li>e) Basic e-mail, fax or mail correspondence.</li> <li>f) Detailed e-mail, fax or mail correspondence.</li> <li>g) Written Government policy documents affecting the job holder's area of responsibility.</li> <li>h) Current legislation affecting the job holder's area of responsibility.</li> <li>i) Factual reports on aspects of the institution such as policy guidelines</li> <li>j) Complex financial reports.</li> <li>k) In depth technical reports, proposals or project briefs affecting one or more departments.</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks.</li> <li>b) Routine communication with employees of the institution or clients.</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients.</li> <li>d) Basic explanation of services to employees of the institution or clients.</li> <li>e) Detailed technical explanation of services or concepts to employees of the institution or clients.</li> <li>f) Simple verbal instructions to other employees within the institution.</li> <li>g) Detailed verbal or written instructions or requests to employees of the institution or contractors.</li> <li>h) Basic e-mail, fax or mail correspondence.</li> <li>i) Detailed e-mail, fax or mail correspondence.</li> <li>j) Drafting of factual reports, presentations, procedure or policy documents or training material.</li> <li>k) Negotiation with customers/clients or suppliers over price, contracts or services.</li> <li>l) Negotiations with senior management of large external institutions, which will have a significant financial impact on the institution.</li> <li>m) Complex written proposals or presentations aimed at setting or changing strategy for a Department or large external institution.</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Has a strong influence on the strategic direction of one department.
<b>Job holders' influence over subordinates and colleagues:</b>

<ul style="list-style-type: none"> <li>a) Allocates and supervises four (4) Senior Accountants.</li> <li>b) Leads six (6) Accountants, six (6) assistant accountants, six (6) senior accounts assistants, 15 accounts assistant and 8 accounts clerks through the four (4) Senior Accountants.</li> </ul>
<p><b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b></p>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/section/department/ division/institution.</li> <li>b) Convey information outside the unit/section/department/ division/institution.</li> <li>c) Persuade inside the unit/section/department/ division/institution.</li> <li>d) Negotiate inside the unit/section/department/ division/institution.</li> <li>e) Negotiate outside the unit/section/department/ division/institution.</li> </ul>
<p><b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b></p>
<p>N/A</p>
<p><b>11. Working Conditions:</b></p>
<p><b><i>Working Environment</i></b></p>
<p>Is not exposed to disagreeable conditions in the work environment.</p>
<p><b><i>Job Hazards</i></b></p>
<p>No hazards usual office situation.</p>

## **Senior Accountant**

<b>1. Background Information</b>			
<b>Job Title:</b> Senior Accountant	<b>Job Level:</b> MSU/AFD/SAcc005	Current Grade: 13	<b>No. of Posts:</b> 6
<b>Institution:</b> Maseno University		<b>Division:</b> Administration, Finance and Development	
<b>Directorate:</b> N/A		<b>Department/Unit:</b> Finance	
<b>Reports to:</b> Deputy Finance Officer			
<b>Direct Reports:</b> a) Assistant Accountant b) Senior Accounts Assistant c) Accounts Assistant		<b>Indirect Reports:</b> Accounts Clerk	
<b>2. Purpose of the Job:</b>			
The purpose of this job is to coordinate and provide financial operations of the accounting section so that all the accounting tasks, duties and responsibilities are executed as per the university's finance policies and accounting standards.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> a) Develop debt recovery system to initiate and enhance collection of debt from staff and other clients of the university. b) Formulate, monitor and review internal control systems such proper keeping of documents to ensure smooth operations within the section. c) Oversee financial operations in the section to ensure that all accounting tasks are executed as per the accounting standards and university policy. d) Coordinate and collaborate with external stakeholders including the Higher Education Loans Board, banks, internal and external debtors to enhance good financial relations. e) Supervise accountants, assistant accountants, accounts assistants and clerks to ensure that tasks are done correctly and in time. f) Conduct annual staff evaluation for accountants, accounts assistants and clerks in order to identify areas of weakness, training needs and for reward.			

<p><b>Operational Responsibilities:</b></p> <ul style="list-style-type: none"> <li>a) Review and sign off monthly bank reconciliations to ensure correctness and consistence.</li> <li>b) Review monthly accounting schedules to support the final accounts.</li> <li>c) Compile and review monthly financial statements for the management of the institution to inform financial decisions.</li> <li>d) Enforce recovery of outstanding imprests on monthly basis in accordance with the university and government policy guidelines.</li> <li>e) Approve monthly payroll to ensure timely payment of salaries to the university employees.</li> <li>f) Avail financial documents and respond to audit queries pertaining to the section to facilitate effective audit process.</li> <li>g) Confirm the posting of students' and debtors' records for accuracy and future reference.</li> </ul>
<p><b>4. Job Dimensions:</b></p>
<p><b><i>Financial Responsibilities</i></b></p>
<ul style="list-style-type: none"> <li>a) Participate in preparing, consolidating and reviewing budget for the whole university.</li> <li>b) Participate in university budget making process for the department.</li> <li>c) Control and manage the budget, and expenditure.</li> </ul>
<p><b><i>Responsibility for physical assets</i></b></p>
<ul style="list-style-type: none"> <li>a) Computer and printer</li> <li>b) Office furniture</li> </ul>
<p><b><i>Nature of decision making</i></b></p>
<ul style="list-style-type: none"> <li>a) Strategic decisions.</li> <li>b) Financial decisions.</li> <li>c) Analytical decisions.</li> <li>d) Operational decisions.</li> </ul>
<p><b>5. Qualifications Knowledge and Skills:</b></p>
<p><b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b></p>
<p>Bachelor of Commerce (Finance/Accounts option) or Bachelor's Degree in Business Administration or Business related field from a recognized university.</p>
<p><b><i>Minimum level of professional qualification required to perform effectively in the role</i></b></p>
<p>Certified Public Accountants, CPA (K) or equivalent.</p>
<p><b><i>Minimum level of knowledge that would be regularly applied to the job</i></b></p>
<ul style="list-style-type: none"> <li>a) In-depth professional/discipline specific knowledge and experience in a specialised field or broad knowledge of a number of fields.</li> <li>b) Computer literacy.</li> <li>c) Knowledge of computerized accounting systems such as ERP.</li> <li>d) Knowledge of accounting standards.</li> <li>e) Knowledge of relevant legislation.</li> <li>f) Budgeting skills.</li> </ul>
<p><b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b></p>
<ul style="list-style-type: none"> <li>a) Leadership skills</li> <li>b) Communication skills</li> <li>c) Ability to work under pressure</li> <li>d) Interpersonal skills</li> <li>e) Supervisory skills</li> <li>f) Problem solving skills.</li> </ul>

<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
<ul style="list-style-type: none"> <li>a) Certificate of good conduct</li> <li>b) Higher Education Loans Board clearance certificate</li> <li>c) Credit Reference Bureau clearance</li> <li>d) Ethics and Anti-Corruption Commission clearance</li> <li>e) Chapter six of constitution of Kenya 2010</li> </ul>
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least six (6) years working experience as an Accountant.
<b>7. Problem Solving:</b>
Problems are complex and open ended - the best solution can only be known with hindsight.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests.</li> <li>b) Simple written instructions or requests.</li> <li>c) Detailed written procedures.</li> <li>d) Detailed technical and/or functional instructions or queries.</li> <li>e) Basic e-mail, fax or mail correspondence.</li> <li>f) Detailed e-mail, fax or mail correspondence.</li> <li>g) Written Government policy documents affecting the job holder's area of responsibility.</li> <li>h) Current legislation affecting the job holder's area of responsibility.</li> <li>i) Factual reports on aspects of the institution such as policy guidelines</li> <li>j) Complex financial reports.</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks.</li> <li>b) Routine communication with employees of the institution or clients.</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients.</li> <li>d) Basic explanation of services to employees of the institution or clients.</li> <li>e) Detailed technical explanation of services or concepts to employees of the institution or clients.</li> <li>f) Simple verbal instructions to other employees within the institution.</li> <li>g) Detailed verbal or written instructions or requests to employees of the institution or contractors.</li> <li>h) Basic e-mail, fax or mail correspondence.</li> <li>i) Detailed e-mail, fax or mail correspondence.</li> <li>j) Drafting of factual reports, presentations, procedure or policy documents or training material.</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Influences or changes specific administrative or operational practices in a team, section or department.
<b>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>a) Allocates and supervises six (6) Accountants.</li> <li>b) Coordinate a team of three (3) senior Accountants.</li> <li>c) Leads, six (6) assistant accountants, six (6) senior accounts assistants, 15 accounts assistant and 8 accounts clerks through the six (6) Accountants.</li> </ul>

**Job holders' influence over people outside the directorate but within the institution and people outside the institution**

- a) Convey information inside the unit/section/department/ division/institution.
- b) Convey information outside the unit/section/department/ division/institution.
- c) Persuade inside the unit/section/department/ division/institution.
- d) Negotiate inside the unit/section/department/ division/institution.
- e) Negotiate outside the unit/section/department/ division/institution.

**10. Other responsibilities assigned outside of the core responsibilities of the job:**

N/A

**11. Working Conditions:**

***Working Environment***

Is not exposed to disagreeable conditions in the work environment.

***Job Hazards***

No hazards usual office situation.

## **Accountant**

1. Background Information			
<b>Job Title:</b> Accountant	<b>Job Level:</b> MSU/AFD/Acco06	<b>Current Grade:</b> 12	<b>No. of Posts:</b> 6
<b>Institution:</b> Maseno University		<b>Division:</b> Administration, Finance and Development	
<b>Directorate:</b> N/A		<b>Department/Unit:</b> Finance	
<b>Reports to:</b> Deputy Finance Officer			
<b>Direct Reports:</b> a) Assistant Accountant b) Senior Accounts Assistant c) Accounts Assistant		<b>Indirect Reports:</b> Accounts Clerk	
2. Purpose of the Job:			
This job exists to supervise, verify and approve payments, reconcile the sub-ledgers to the general ledger as well as prepare monthly and quarterly reports and financial statements to facilitate preparation of annual financial reports to aid in financial decision making.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> N/A			



<p><b>Operational Responsibilities:</b></p> <ul style="list-style-type: none"> <li>a) Verify and approve payment vouchers for accuracy, correctness and to facilitate payment to suppliers.</li> <li>b) Verify all the postings made in the General Ledger by the Assistant Accountant to ensure their accuracy and check for completeness of the posting.</li> <li>c) Approve imprest vouchers in conjunction with the Senior Accountant to facilitate prompt payment to suppliers.</li> <li>d) Review the payroll entries posted by the Assistant Accountant to facilitate prompt payment of salaries to employees of the university.</li> <li>e) Recommend to the Senior Accountant the clearing of verified Imprest surrenders received from the Assistant Accountant to facilitate payment of outstanding debts.</li> <li>f) Prepare quarterly and annual trial balance to facilitate the preparation of quarterly and annual financial statement.</li> <li>g) Prepare the various accounting schedules to support the final accounts, and financial statements and reports.</li> <li>h) Prepare monthly and quarterly financial statements for compilation and review by Senior Accountant and used for decision making by the management.</li> <li>i) Sort out escalated queries to respond to matters without the means of the Assistant Accountant.</li> <li>j) Follow up on unaccounted for imprest to ensure compliance with the university financial policies.</li> <li>k) Review payroll entries made by the assistant accountant for approval by the Senior Accountant to ensure accuracy.</li> <li>l) Carry out analysis of University expenditure and provide a detailed explanation for any variations from the budgeted expenditure to ensure accountability for money spent.</li> <li>m) Verify invoice prepared by the Assistant Accountant for students and debtors to validate accuracy.</li> </ul>
<p><b>4. Job Dimensions:</b></p>
<p><b><i>Financial Responsibilities</i></b></p>
<p>Participate in preparing, consolidating and reviewing budget for the whole university.</p>
<p><b><i>Responsibility for physical assets</i></b></p>
<ul style="list-style-type: none"> <li>a) Computer</li> <li>b) Printer</li> <li>c) Office furniture</li> </ul>
<p><b><i>Nature of decision making</i></b></p>
<ul style="list-style-type: none"> <li>a) Analytical decisions.</li> <li>b) Operational decisions.</li> </ul>
<p><b>5. Qualifications Knowledge and Skills:</b></p>
<p><b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b></p>
<p>Bachelor of Commerce (Finance/Accounts option) or Bachelor's Degree in Business Administration or Business related field from a recognized university.</p>
<p><b><i>Minimum level of professional qualification required to perform effectively in the role</i></b></p>
<p>Certified Public Accountants, CPA (K) or equivalent.</p>
<p><b><i>Minimum level of knowledge that would be regularly applied to the job</i></b></p>
<ul style="list-style-type: none"> <li>a) Professional/discipline specific knowledge of theory and techniques in a specialised field, or knowledge of a number of fields acquired through tertiary education and /or considerable experience.</li> <li>b) Computer literacy.</li> <li>c) Budgeting skills.</li> <li>d) Knowledge of computerized accounting systems.</li> <li>e) Knowledge of accounting standards.</li> <li>f) Knowledge of relevant legislation.</li> </ul>

<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
<ul style="list-style-type: none"> <li>a) Communication skills.</li> <li>b) Interpersonal skills.</li> <li>c) Leadership skills.</li> <li>d) Ability to work under pressure.</li> <li>e) Team Building skills.</li> <li>f) Supervisory skills.</li> <li>g) Negotiation skills.</li> <li>h) Problem solving.</li> </ul>
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
<ul style="list-style-type: none"> <li>a) Certificate of good conduct</li> <li>b) Higher Education Loans Board clearance certificate</li> <li>c) Credit Reference Bureau clearance</li> <li>d) Ethics and Anti-Corruption Commission clearance</li> <li>e) Chapter six of constitution of Kenya 2010</li> </ul>
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
A minimum of three (3) years of work experience in Accounting.
<b>7. Problem Solving:</b>
Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests.</li> <li>b) Detailed verbal instructions or requests.</li> <li>c) Simple written instructions or requests.</li> <li>d) Detailed written procedures.</li> <li>e) Detailed technical and/or functional instructions or queries.</li> <li>f) Basic e-mail, fax or mail correspondence.</li> <li>g) Detailed e-mail, fax or mail correspondence.</li> <li>h) Written Government policy documents affecting the job holder's area of responsibility.</li> <li>i) Current legislation affecting the job holder's area of responsibility.</li> <li>j) Complex financial reports.</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks.</li> <li>b) Routine communication with employees of the institution or clients.</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients.</li> <li>d) Basic explanation of services to employees of the institution or clients.</li> <li>e) Detailed technical explanation of services or concepts to employees of the institution or clients.</li> <li>f) Simple verbal instructions to other employees within the institution.</li> <li>g) Basic e-mail, fax or mail correspondence.</li> <li>h) Detailed e-mail, fax or mail correspondence.</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Is expected to come up with suggestions on improved practices.

**Job holders' influence over subordinates and colleagues:**

- a) Allocates and supervises six (6) Assistant Accountants.
- b) Coordinate a team of six (6) Accountants.
- c) Leads, six (6) senior accounts assistants, 15 accounts assistant and 8 accounts clerks through the six (6) Assistant Accountants.

**Job holders' influence over people outside the directorate but within the institution and people outside the institution**

- a) Convey information inside the unit/section/department/ division/institution.
- b) Convey information outside the unit/section/department/ division/institution.
- c) Persuade inside the unit/section/department/ division/institution.
- d) Persuade inside the unit/section/department/ division/institution.
- e) Negotiate inside the unit/section/department/ division/institution.

**10. Other responsibilities assigned outside of the core responsibilities of the job:**

N/A

**11. Working Conditions:**

**Working Environment**

Is exposed to minimum disagreeable conditions owing to the nature of the reports prepared in this position. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.

**Job Hazards**

There is very slight chance of accident or health hazards. Usual office situation with minimal exposure.

## ***Assistant Accountant***

1. Background Information			
<b>Job Title:</b> Accountant	<b>Job Level:</b> MSU/AFD/AAcco7	<b>Current Grade:</b> 8/9	<b>No. of Posts:</b> 6
<b>Institution:</b> Maseno University		<b>Division:</b> Administration, Finance and Development	
<b>Directorate:</b> N/A		<b>Department/Unit:</b> Finance	
<b>Reports to:</b> Accountant			
<b>Direct Reports:</b> a) Senior Account Assistant b) Accounts Assistant		<b>Indirect Reports:</b> Accounts Clerk	
2. Purpose of the Job:			
This job exists to prepare payments documents, carry out bank reconciliation, reconcile the sub-ledgers to the general ledger as well as prepare monthly and quarterly reports and financial statements to facilitate preparation of annual financial reports to aid in financial decision making.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> a) Post students and debtors invoices to their respective accounts to update financial records of the university. b) Prepare payment vouchers for review and approval by the Accountant to facilitate payment to staff and suppliers. c) Carry out monthly bank reconciliation to tally the cashbook to the bank statement and to detect errors made in the cash book. d) Prepare monthly, quarterly and annual creditors report to establish the amount owed to suppliers. e) Prepare accounting schedules to support the financial accounts and statements in the university. f) Prepare monthly imprest deduction schedules to determine the outstanding debts. g) Post entries into the payroll for review by the accountant and to facilitate prompt payment of salaries to employees of the institution. h) Prepare invoices with reference to the debtors' documents presented by the Procurement Department for purpose of posting debtors data in to the finance system of the university. i) Follow up on debtors to ensure promptness in payments due to the university. j) Avail audit schedules for the external auditors to facilitate audit of the Finance Department.			
4. Job Dimensions:			

<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
a) Computer and printer b) Office furniture
<b>Nature of decision making</b>
a) Analytical decisions. b) Operational decisions.
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Bachelor of Commerce (Finance/Accounts option) or Bachelor's Degree in Business Administration or Business related field from a recognised university.
<b>Minimum level of professional qualification required to perform effectively in the role</b>
Certified Public Accountants, CPA III or equivalent.
<b>Minimum level of knowledge that would be regularly applied to the job</b>
a) Professional/discipline specific knowledge of theory and techniques in a specialised field, or knowledge of a number of fields acquired through tertiary education and /or considerable experience. b) Computer literacy. c) Knowledge of computerized accounting systems. d) Knowledge of accounting standards. e) Knowledge of relevant legislation.
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills. b) Interpersonal skills. c) Ability to work under pressure. d) Team Building skills. e) Supervisory skills. f) Negotiation skills. g) Problem solving skills.
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
a) Certificate of good conduct b) Higher Education Loans Board clearance certificate c) Credit Reference Bureau clearance d) Ethics and Anti-Corruption Commission clearance e) Chapter six of constitution of Kenya 2010
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least three (3) years of work experience as Accounts Assistant or in equivalent position.
<b>7. Problem Solving:</b>

Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests.</li> <li>b) Detailed verbal instructions or requests.</li> <li>c) Simple written instructions or requests.</li> <li>d) Detailed written procedures.</li> <li>e) Basic e-mail, fax or mail correspondence.</li> <li>f) Detailed e-mail, fax or mail correspondence.</li> <li>g) Written Government policy documents affecting the job holder's area of responsibility.</li> <li>h) Current legislation affecting the job holder's area of responsibility.</li> </ul>
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks.</li> <li>b) Routine communication with employees of the institution or clients.</li> <li>c) Basic explanation of services to employees of the institution or clients.</li> <li>d) Detailed technical explanation of services or concepts to employees of the institution or clients.</li> <li>e) Simple verbal instructions to other employees within the institution.</li> <li>f) Basic e-mail, fax or mail correspondence.</li> <li>g) Detailed e-mail, fax or mail correspondence.</li> </ul>
<b>9. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Is expected to come up with suggestions on improved practices.
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
<ul style="list-style-type: none"> <li>a) Allocates and supervises six (6) Assistant Accountants.</li> <li>b) Coordinate a team of six (6) Accountants.</li> <li>c) Leads, six (6) senior accounts assistants, 15 accounts assistant and 8 accounts clerks through the six (6) Assistant Accountants.</li> </ul>
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/section/department/ division/institution.</li> <li>b) Convey information outside the unit/section/department/ division/institution.</li> <li>c) Persuade inside the unit/section/department/ division/institution.</li> <li>d) Negotiate inside the unit/section/department/ division/institution.</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions owing to the nature of the reports prepared in this position. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
No hazards, usual office situation.

## **Senior Accounts Assistant**

<b>1. Background Information</b>			
<b>Job Title:</b> Senior Accounts Assistant	<b>Job Level:</b> MSU/AFD/SAccAsso08	<b>Current Grade:</b> 6/7	<b>No. of Posts:</b> 6
<b>Institution:</b> Maseno University		<b>Division:</b> Administration Finance and Development	
<b>Directorate:</b> N/A		<b>Department/Unit:</b> Finance	
<b>Reports to:</b> Assistant Accountant			
<b>Direct Reports:</b> Accounts Clerk		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to prepare payment documents, and maintaining books of account and financial records in an accurate manner to facilitate effective decision making in the Finance Department of the university.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>a) Post journal entries prepared by the Accounts Assistant to the respective general ledger accounts to facilitate preparation of final accounts.</li> <li>b) Download bank deposit files from respective banks' portal for purposes of updating the ledger for students.</li> <li>c) Prepare fee payment records from Higher Education Loans Board, Bursaries from Constituencies and Wards, and from Donors Organizations for purpose of updating the ledger for students.</li> <li>d) Reconcile, on a quarterly and annual basis, students' financial records to ensure accuracy.</li> <li>e) Generate Students Financial Reports on a monthly, quarterly, annually, or when required by the management to facilitate decision making in the university.</li> <li>f) Compile admission letters and fee structures for invoicing students and process their financial records to facilitate registration of new students in the university.</li> <li>g) Clear students, who are in the final year, from the finance department in order to allow them graduate and exit the university.</li> <li>h) Process student fee refund whenever required to enable them get fees paid in excess during their study in the university.</li> </ol>			
<b>4. Job Dimensions:</b>			
<b>Financial Responsibilities</b>			
N/A			

<b>Responsibility for physical assets</b>
a) Computer b) Office furniture
<b>Nature of decision making</b>
a) Operational decisions b) Analytical decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Bachelor of Commerce (Accounting or Finance option) or Business Administration or Business related field from recognized institution.
<b>Minimum level of professional qualification required to perform effectively in the role</b>
Certified Public Accountants Part II
<b>Minimum level of knowledge that would be regularly applied to the job</b>
a) Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience. b) Computer literacy. c) Knowledge of computerized accounting systems. d) Knowledge of accounting standards.
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills. b) Interpersonal skills. c) Team player. d) Ability to work under pressure. e) Supervisory skills.
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
a) Chapter six of the Constitution of Kenya 2010. b) Certificate of good conduct. c) HELB clearance certificate. d) Tax compliance certificate. e) Credit Reference Bureau clearance.
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least three (3) years if work experience as an Accounts Assistant or equivalent position.
<b>7. Problem Solving:</b>
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>



<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests.</li> <li>b) Simple written instructions or requests.</li> <li>c) Detailed written procedures.</li> <li>d) Basic e-mail, fax or mail correspondence.</li> <li>e) Detailed e-mail, fax or mail correspondence.</li> <li>f) Factual reports on aspects of the institution such as policy guidelines.</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks.</li> <li>b) Routine communication with employees of the institution or clients.</li> <li>c) Basic explanation of services to employees of the institution or clients.</li> <li>d) Simple verbal instructions to other employees within the institution.</li> <li>e) Basic e-mail, fax or mail correspondence.</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Is expected to come up with suggestions on improved practices
<b>Job holders' influence over subordinates and colleagues:</b>
Allocate work to and supervise six (6) Accounts Assistants.
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/ section/ department/ division/ institution.</li> <li>b) Convey information outside the unit/ section/ department/ division/ institution.</li> <li>c) Persuade inside the unit/ section/ department/ division/ institution.</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b>Job Hazards</b>
No Hazards usual office situation.

## ***Accounts Assistant***

<b>1. Background Information</b>			
<b>Job Title:</b> Accounts Assistant	<b>Job Level:</b> MSU/AFD/AccAss009	<b>Current Grade:</b> 4/5	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Division:</b> Administration Finance and Development	
<b>Directorate:</b> N/A		<b>Department/Unit:</b> Finance	
<b>Reports to:</b> Senior Accounts Assistant			
<b>Direct Reports:</b> Accounts Clerk		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
The purpose of this job is to receive payment from customers and acknowledge such payments, processing of financial support documents required by the Senior Accounts Assistant to facilitate payment and effective preparation of financial statements and reports.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Receive and receipt money for services rendered to customers to acknowledge receipt and document the same.</li> <li>b) Keep up to date records of cash received for future reference and reconciliation in the accounts section of the university.</li> <li>c) Tally Local Purchase Orders, goods received note, invoices and letters of contract for preparation of payment vouchers by Senior Accounts Assistant.</li> <li>d) Issue signed cheques to the respective suppliers and venders to pay for their services rendered to the university.</li> <li>e) Prepare payment voucher for review by the Assistant Accountant to facilitate payment to staff and customers.</li> <li>f) Make sectional journal entries for purpose of posting to the general ledger by the Senior Accounts Assistant.</li> <li>g) Compile support documents for preparation of imprest in the accounts section of the university.</li> <li>h) Compile documents relating to payroll for processing payment of salaries and review by the senior accounts assistant.</li> </ul>			
<b>4. Job Dimensions:</b>			
<b><i>Financial Responsibilities</i></b>			

N/A
<b>Responsibility for physical assets</b>
a) Desktop computer and Printer b) Office furniture
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Diploma in Accounting or Business related field from a recognized institution.
<b>Minimum level of professional qualification required to perform effectively in the role</b>
Certified Public Accountants Part I, or Accounting Technician Diploma or equivalent.
<b>Minimum level of knowledge that would be regularly applied to the job</b>
a) Knowledge of intermediate clerical, operational or customer service skills acquired through education, experience or on the job training b) Computerized accounting packages. c) Computer literacy.
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills b) Ability to work under pressure c) Team player d) Interpersonal skills
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
a) Certificate of good conduct b) Chapter six of the Kenya constitution
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least three (3) years of work experience serving as an Accounts Clerk or its equivalent.
<b>7. Problem Solving:</b>
Problems are generally resolved by reference to established procedures. However some limited flexibility is allowed. Problems clearly outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>

<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests.</li> <li>b) Detailed verbal instructions or requests.</li> <li>c) Simple written instructions or requests.</li> <li>d) Detailed written procedures.</li> <li>e) Basic e-mail, fax or mail correspondence.</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks.</li> <li>b) Routine communication with employees of the institution or clients.</li> <li>c) Basic explanation of services to employees of the institution or clients.</li> <li>d) Simple verbal instructions to other employees within the institution.</li> <li>e) Basic e-mail, fax or mail correspondence.</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Is expected to come up with suggestions on improved practices.
<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/ section/ department/ division/ institution.</li> <li>b) Convey information outside the unit/ section/ department/ division/ institution.</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b>Job Hazards</b>
There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

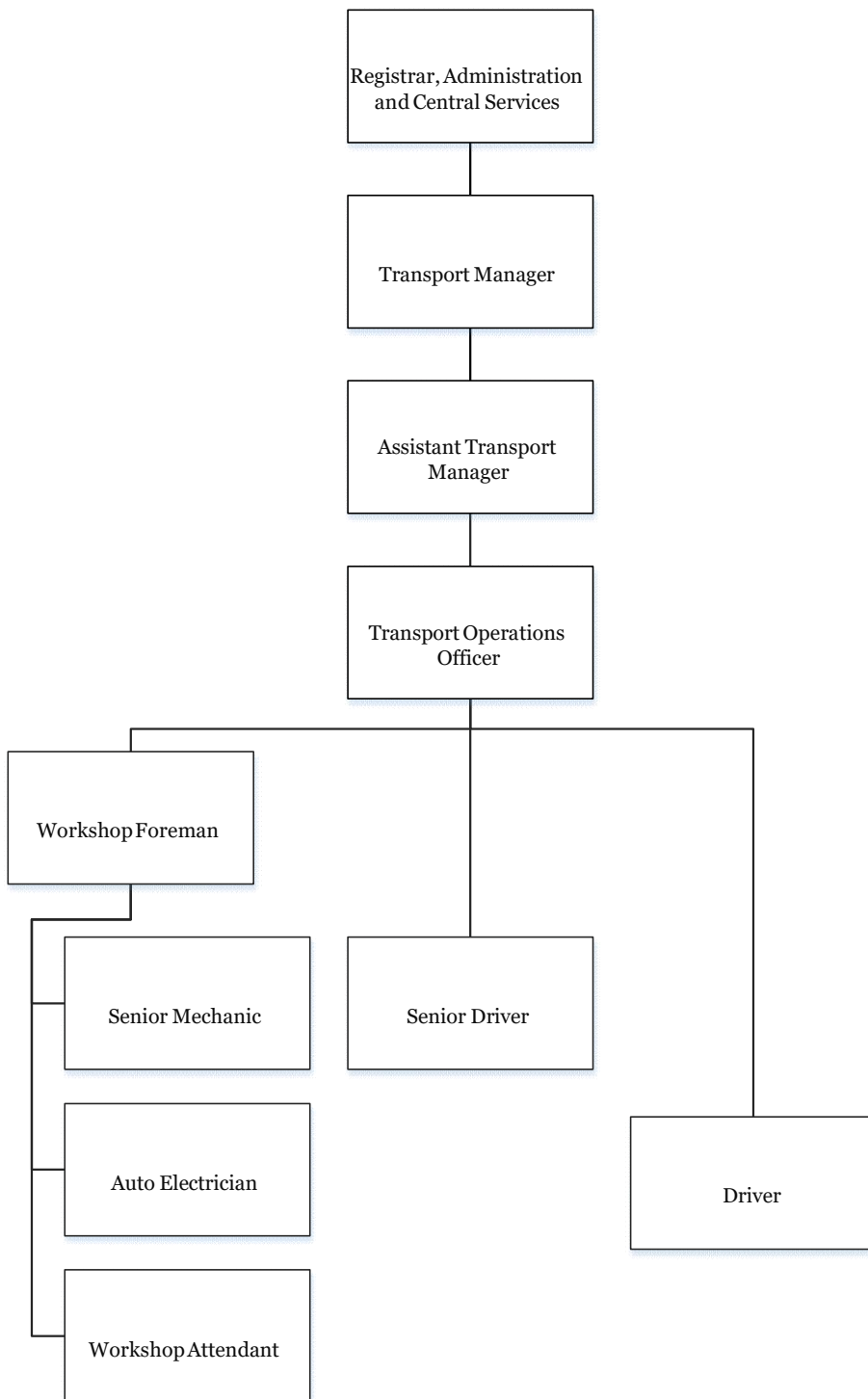
## **Accounts Clerk**

<b>1. Background Information</b>			
<b>Job Title:</b> Accounts Clerk	<b>Job Level:</b> MSU/AFD/AccClo10	<b>Current Grade:</b> 3/4	<b>No. of Posts:</b> 8
<b>Institution:</b> Maseno University		<b>Division:</b> Administration, Finance and Development	
<b>Directorate:</b> N/A		<b>Department/Unit:</b> Finance	
<b>Reports to:</b> Accounts Assistant			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to receive and forward financial and related documents from both the internal and external customers to ensure continuous flow of accounting information and for further processing of financial information. This job also files the financial documents for safe custody.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Receive and record invoices, Local Purchase Orders, pay-in slips, goods received notes, delivery notes, internal memos and circulars promptly and accurately to acknowledge receipt and for further processing.</li> <li>b) Deliver invoices, demand letters and statement daily to various stakeholders to ensure continuous flow of accounting documents.</li> <li>c) Follow closure and disposition procedure to monitor movement of documents and records within and without the finance department of the university.</li> <li>d) File accounting documents regularly for easy retrieval of accounting information when needed for reference.</li> <li>e) Receive appointment letters, promotion letters, and overtime letters from employees and dispatch as appropriate to hasten processing of payroll.</li> </ul>			
<b>4. Job Dimensions:</b>			
<b>Financial Responsibilities</b>			
N/A			
<b>Responsibility for physical assets</b>			

<ul style="list-style-type: none"> <li>a) Officer furniture</li> <li>b) Desktop computer and printer</li> </ul>
<b>Nature of decision making</b>
Operational decision
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Diploma in Records and Archives Management from a recognised institution.
<b>Minimum level of professional qualification required to perform effectively in the role</b>
Certified Public Accountants Part I, or Accounting Technician Diploma (ATD) or equivalent.
<b>Minimum level of knowledge that would be regularly applied to the job</b>
<ul style="list-style-type: none"> <li>a) Knowledge of basic clerical, operational or customer service skills acquired through education, experience or on the job training</li> <li>b) Computer literacy.</li> </ul>
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
<ul style="list-style-type: none"> <li>a) Communication skills.</li> <li>b) Team player.</li> <li>c) Interpersonal skills.</li> </ul>
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
<ul style="list-style-type: none"> <li>a) Certificate of good conduct.</li> <li>b) Chapter six of Kenya Constitution</li> </ul>
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least three (3) year of work experience in related field
<b>7. Problem Solving:</b>
Problems are resolved by reference to established procedures. Problems outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests.</li> <li>b) Detailed verbal instructions or requests.</li> <li>c) Simple written instructions or requests.</li> <li>d) Detailed written procedures.</li> <li>e) Basic e-mail, fax or mail correspondence.</li> </ul>

<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks.</li> <li>b) Routine communication with employees of the institution or clients.</li> <li>c) Basic explanation of services to employees of the institution or clients.</li> <li>d) Simple verbal instructions to other employees within the institution.</li> <li>e) Basic e-mail, fax or mail correspondence.</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Not expected to influence practices.
<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
N/A
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b>Job Hazards</b>
There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

# 5. *Transport Department*



*Figure 5: Transport Department Organogram*



## ***Transport Manager***

<b>1. Background Information</b>			
<b>Job Title:</b> Transport Manager	<b>Job Level:</b> MSU/TS/TM004	<b>Current Grade:</b> 14	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>College/School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> Transport	
<b>Reports to:</b> Registrar-Administration and Central Services			
<b>Direct Reports:</b> Assistant Transport Manger		<b>Indirect Reports:</b> a) Transport Operations Officer b) Workshop Foreman c) Senior Driver d) Driver e) Senior Mechanic f) Auto Electrician g) Workshop Attendant	
<b>2. Purpose of the job:</b>			
This position exists to coordinate transport services for reliable, timely and efficient transportation as required by different users in the university.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
a) Develop policies for the transport department within the framework of the university and national transport and safety authority. b) Prepare annual departmental work plan in order to guide its operations throughout the year. c) Control the use of University vehicles so that they may not be used for personal uses or misappropriated thus unnecessary costs to the university d) Prepare departmental budget for the many aspects for its smooth operations and effectiveness and efficiency in transport service in the university e) Control usage of maintenance float so that it can only be put to the appropriate use it was intended for. f) Prepare periodic departmental reports on its progress and achievements and disseminate the same to the appropriate offices in the university.			
<b>Operational Responsibilities:</b>			
a) Receive and compile motor vehicle statistics from section heads, review it and disburse to the			

<p>senior management use in decision-making</p> <p>b) Develop and implement transport vehicle maintenance schedule in order to guide the maintenance section based on annual and need-bases</p> <p>c) Coordinate the ordering the procurement of new vehicles, vehicles insurance cover and vehicle licensing with the transport licensing board</p> <p>d) Represent the department in divisional and senior management meetings in order to explain and present the department's concerns therein</p> <p>e) Coordinate the usage and servicing of vehicles with a view to ensuring efficient and economic utilization</p> <p>f) Manage motor vehicle files registry and maintenance of motor vehicle float register for references and future uses</p>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
Participate in budgeting and control expenditure for the department
<b><i>Responsibility for physical assets</i></b>
d) University vehicles e) Office equipment
<b><i>Nature of decision making</i></b>
a) Analytical decisions b) Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Bachelor's Degree in Mechanical Automotive Engineering or other related fields
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience
<b><i>Typical technical competencies that would be regularly applied to the job</i></b>
a) Budgeting b) Fleet management system c) Computer skills
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Interpersonal skills b) Supervisory skills c) Communication skills d) Negotiation skills e) Leadership skills f) Co-ordination skills g) Organizational skills h) Conflict Management
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>

<ul style="list-style-type: none"> <li>a) Chapter 6 of the constitution</li> <li>b) Certificate of good conduct from the NPS</li> <li>c) HELB clearance</li> <li>d) KRA tax compliance</li> <li>e) CRB clearance</li> </ul>
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
At least seven (7) years relevant experience
<b>7. Problem Solving:</b>
Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Detailed technical and/or functional instructions or queries</li> <li>f) Basic e-mail, fax or mail correspondence</li> <li>g) Detailed e-mail, fax or mail correspondence</li> </ul>
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Basic explanation of services to employees of the institution or clients</li> <li>e) Simple verbal instructions to other employees within the institution</li> <li>f) Basic e-mail, fax or mail correspondence</li> <li>g) Detailed e-mail, fax or mail correspondence</li> <li>h) Drafting of factual reports, presentations, procedure or policy documents or training material</li> </ul>
<b>9. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Has a strong influence on the strategic direction of a department
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
<ul style="list-style-type: none"> <li>a) Allocate work to subordinates</li> <li>b) Supervise the subordinates</li> <li>c) Lead through others</li> </ul>
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside and outside the department and at senior level management</li> <li>b) Persuade inside and outside the department and at senior level management</li> <li>c) Negotiate inside and outside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A

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**11. Working Conditions:*****Working Environment***

Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.

***Job Hazards***

Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.

## Assistant Transport Manager

1. Background Information			
<b>Job Title:</b> Assistant Transport Manager	<b>Job Level:</b> MSU/TS/ATM005	<b>Current Grade:</b> 13	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>College/School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> Transport	
<b>Reports to:</b> Transport Manager			
<b>Direct Reports:</b> a) Transport Operations Officer b) Workshop Foreman		<b>Indirect Reports:</b> a) Senior Driver b) Driver c) Senior Mechanic d) Auto Electrician e) Workshop Attendant	
2. Purpose of the job:			
This position is responsible for providing assistance in the coordination of transport services for the whole institution to ensure timely and efficient transportation as required.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> a) Prepare departmental reports and share the same with the transport manager and confirm it before disbursing it to the management to inform decision-making b) Participate in budget preparation for all the resources needed for running the department and its activities for effective service delivery in the university c) Perform staff appraisal in collaboration with the transport manager in order to establish their efficiency and effectiveness in service delivery			
<b>Operational Responsibilities:</b> a) Receive and compile motor vehicle statistics from section heads, review and share it with the transport manager for management use b) Develop and implement transport vehicle maintenance schedule for maximum utilization and avoidance of misappropriation in personal uses c) Participate in ordering for procurement of new vehicles, vehicles insurance and vehicle licensing with the transport licensing board d) Coordinate the usage and servicing of vehicles with a view to ensuring efficient and economic utilization in the university			

e) Manage motor vehicle files registry and maintain motor vehicle float register for references and record keeping
f) Provide input into policies formulation for the transport department within the framework of the national transport and safety authority and the university's.
g) Control the use of University vehicles by the staff and drivers in order to reduce costs of operation in the university
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) University vehicles b) Office equipment
<b><i>Nature of decision making</i></b>
a) Analytical decisions b) Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Bachelor's Degree in Mechanical Automotive Engineering
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience
<b><i>Typical technical competencies that would be regularly applied to the job</i></b>
Computer Literacy
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Interpersonal skills b) Supervisory skills c) Communication skills d) Negotiation skills e) Leadership skills f) Co-ordination skills g) Organizational skills h) Conflict Management
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
a) Chapter six of the constitution b) KRA tax compliance
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>

At least five (5) years relevant working experience
<b>7. Problem Solving:</b>
Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Detailed technical and/or functional instructions or queries</li> <li>f) Basic e-mail, fax or mail correspondence</li> <li>g) Detailed e-mail, fax or mail correspondence</li> </ul>
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Basic explanation of services to employees of the institution or clients</li> <li>d) Simple verbal instructions to other employees within the institution</li> <li>e) Basic e-mail, fax or mail correspondence</li> <li>f) Detailed e-mail, fax or mail correspondence</li> <li>g) Drafting of factual reports, presentations, procedure or policy documents or training material</li> </ul>
<b>9. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Is expected to come up with suggestions on improved practices
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
<ul style="list-style-type: none"> <li>a) Allocate work to subordinates</li> <li>b) Supervise the subordinates</li> <li>c) Lead through others</li> </ul>
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside and outside the department</li> <li>b) Persuade inside and outside the department</li> <li>c) Negotiate inside and outside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b><i>Job Hazards</i></b>
Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.





## Transport Operations Officer

1. Background Information			
<b>Job Title:</b> Transport Operations Officer	<b>Job Level:</b> MSU/TS/TOO006	<b>Current Grade:</b> 12	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>College/School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> Transport	
<b>Reports to:</b> Assistant Transport Manager			
<b>Direct Reports:</b> a) Senior Driver b) Driver		<b>Indirect Reports:</b> N/A	
2. Purpose of the job:			
This position is responsible for providing adequate operations of vehicles and assign duties to the drivers in order to provide transportation services to end user in the university.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> a) Prepare work plan for the drivers and schedule them for transportation assignment for different users in the university b) Allocate work to and supervise the drivers in their works so that they can provide reliable and safe transportation services to the university c) Prepare periodic transportation reports and share them with the respective offices in the university for the appropriate action			
<b>Operational Responsibilities:</b> a) Coordinate the cleaning process of motor vehicles in the car wash yard of the university b) Receive trip requests, process them and assign costs to each trip and assign the respective motor vehicle and drivers c) Maintain a record of trips taken on a daily basis for all motor vehicles assigned d) Ensure work tickets are signed daily by the drivers assigned to drive motor vehicles to different destinations inside and outside the university. e) Receive reports from drivers of any malfunctions and escalate the issues to the workshop foreman for repairs and maintenance.			
4. Job Dimensions:			
<b>Financial Responsibilities</b>			

N/A
<b>Responsibility for physical assets</b>
a) Office electronics b) Office furniture
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Diploma in Mechanical Automotive Engineering or other relevant qualifications from a recognized institution
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training
<b>Typical technical competencies that would be regularly applied to the job</b>
Computer Literacy
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Interpersonal skills b) Supervisory skills c) Communication skills d) Conflict Management
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
Chapter 6 of the constitution
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least five (5) years relevant work experience in a similar level institution
<b>7. Problem Solving:</b>
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>

<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Simple verbal instructions to other employees within the institution</li> </ul>
<b>9. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Is expected to come up with suggestions on improved practices
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
<ul style="list-style-type: none"> <li>a) Allocate work to subordinates</li> <li>b) Supervise the subordinates</li> <li>c) Lead through others</li> </ul>
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside the department</li> <li>b) Convey information outside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b><i>Job Hazards</i></b>
Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.

## Senior Driver

1. Background Information			
<b>Job Title:</b> Senior Driver	<b>Job Level:</b> MSU/TS/SDro07	<b>Current Grade:</b> III/IV	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>College/School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> Transport	
<b>Reports to:</b> Transport Operation Officer			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to provide transport services to students and staff to their various destinations within and outside the university by driving cars and buses.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>Maintain vehicle cleanliness by washing and polishing them for use in the university</li> <li>Ensure vehicle documents validity for compliance with national and university rules and regulations and for safety and security of users and others</li> <li>Observe all traffic regulations for the safety of all within and without the vehicles and for avoidance of litigations</li> <li>Maintain vehicle in good condition at all times for availability, reliability and usability for transportation in the university</li> <li>Provide transport services to staff members and students to their different destinations as assigned by the transport operations officer of the university</li> <li>Report any vehicle defects and malfunction to transport operations officer for their immediate schedule for maintenance and repairs</li> <li>Practise courtesy to passengers and other road users for the safety and good image of the university</li> </ol>			
4. Job Dimensions:			
<b>Financial Responsibilities</b>			

N/A
<b>Responsibility for physical assets</b>
Vehicle and accessories
<b>Nature of decision making</b>
Operational Decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
KCSE Certificate and Driving License classes A,B,C,D,E
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Knowledge of skills required to perform a variety of primarily manual tasks
<b>Typical technical competencies that would be regularly applied to the job</b>
a) Knowledge of relevant legislation b) Defensive driving skills c) Knowledge of administering first aid d) Knowledge of basic mechanical skills
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills b) Interpersonal skills c) Organizational skills d) Ability to work under pressure
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
a) Valid holder of a driving licensee b) Certificate of a good conduct c) Valid Public Service Vehicle license d) Suitability Certificate test
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least six (6) years and above
<b>7. Problem Solving:</b>
Problems are generally resolved by reference to established procedures. However some limited flexibility is allowed. Problems clearly outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>

<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Written Government policy documents affecting the job holder's area of responsibility</li> <li>f) Current legislation affecting the job holder's area of responsibility</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Basic explanation of services to employees of the institution or clients</li> <li>e) Simple verbal instructions to other employees within the institution</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Not expected to influence practices
<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
Convey information inside the department
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b>Job Hazards</b>
Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.

## ***Driver***

<b>1. Background Information</b>			
<b>Job Title:</b> Driver	<b>Job Level:</b> MSU/TS/SDro07	<b>Current Grade:</b> I/II	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>College/School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> Transport	
<b>Reports to:</b> Transport Operation Officer			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to provide transport services to students and staff to their various destinations within and outside the university by driving cars and buses.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> <ul style="list-style-type: none"> <li>a) Maintain vehicle cleanliness by washing and polishing them for use in the university</li> <li>b) Ensure vehicle documents validity for compliance with national and university rules and regulations and for safety and security of users and others</li> <li>c) Observe all traffic regulations for the safety of all within and without the vehicles and for avoidance of litigations</li> <li>d) Maintain vehicle in good condition at all times for availability, reliability and usability for transportation in the university</li> <li>e) Provide transport services to staff members and students to their different destinations as assigned by the transport operations officer of the university</li> <li>f) Report any vehicle defects and malfunction to transport operations officer for their immediate schedule for maintenance and repairs</li> <li>g) Practise courtesy to passengers and other road users for the safety and good image of the university</li> </ul>			
<b>4. Job Dimensions:</b>			
<b><i>Financial Responsibilities</i></b>			

N/A
<b>Responsibility for physical assets</b>
Vehicle and accessories
<b>Nature of decision making</b>
Operational Decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
KCSE Certificate and Driving License classes A,B,C,D,E
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Knowledge of skills required to perform a variety of primarily manual tasks
<b>Typical technical competencies that would be regularly applied to the job</b>
a) Knowledge of relevant legislation b) Defensive driving skills c) Knowledge of administering first aid d) Knowledge of basic mechanical skills
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills b) Interpersonal skills c) Organizational skills d) Ability to work under pressure
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
a) Valid holder of a driving licensee b) Certificate of a good conduct c) Valid Public Service Vehicle license d) Suitability Certificate test
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least three (3) years and above
<b>7. Problem Solving:</b>
Problems are generally resolved by reference to established procedures. However some limited flexibility is allowed. Problems clearly outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>



<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Written Government policy documents affecting the job holder's area of responsibility</li> <li>f) Current legislation affecting the job holder's area of responsibility</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Basic explanation of services to employees of the institution or clients</li> <li>e) Simple verbal instructions to other employees within the institution</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Not expected to influence practices
<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
Convey information inside the department
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b>Job Hazards</b>
Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.

## **Workshop Foreman**

<b>1. Background Information</b>			
<b>Job Title:</b> Workshop Foreman	<b>Job Level:</b> MSU/TS/WFO06	<b>Current Grade:</b> 9	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>College/School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> Transport	
<b>Reports to:</b> Assistant Transport Manager			
<b>Direct Reports:</b> a) Senior Mechanic b) Auto electrician c) Workshop Attendant		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to coordinate and supervise maintenance and repairs of motor vehicles and advising the transport manager to use the right spare parts and lubricants to acquire maximum service of the vehicles			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> a) Prepare quarterly expenditure reports for motor vehicles spare parts needed to repair and maintain presented motor vehicles. b) Advice the transport manager of the best spare parts to purchase and ensure they are fixed correctly in the motor vehicles by the mechanics c) Receive and record faulty and defective motor vehicles into the university garage and prepare job cards to guide the mechanics assigned to repair them. d) Prepare weekly service schedule for the motor vehicles so that maintenance and repair works may progress systematically in the university e) Inspect motor vehicles to note ant defects and escalate the same to the transport officer for safety use of the same in the university f) Ensure proper use of equipment and maintenance tools in the auto garage in order to retain their good shape and prolonged usability in the garage g) Provide technical support to mechanics in the university garage on difficult escalated matters relating to motor vehicle repairs and maintenance			

<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Vehicle spare parts b) Workshop tools
<b><i>Nature of decision making</i></b>
Operational Decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Diploma in Mechanical Engineering or Automotive Engineering or other relevant qualifications from a recognised institution
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Registered member to the Engineers Board of Kenya
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience
<b><i>Typical technical competencies that would be regularly applied to the job</i></b>
a) Knowledge of administering first aid b) Knowledge of Mechanical skills
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Communication skills b) Interpersonal skills c) Organizational skills d) Ability to work under pressure
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
a) Certificate of a good conduct b) Suitability Certificate test
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
At least six (6) years working experience as a mechanic in a busy garage
<b>7. Problem Solving:</b>
Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.
<b>8. Communication:</b>

<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Written Government policy documents affecting the job holder's area of responsibility</li> <li>f) Current legislation affecting the job holder's area of responsibility</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Basic explanation of services to employees of the institution or clients</li> <li>e) Simple verbal instructions to other employees within the institution</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Is expected to come up with suggestions on improved practices
<b>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>a) Allocate work to subordinates</li> <li>b) Supervise the subordinates</li> <li>c) Lead through others</li> </ul>
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey information inside the department</li> <li>b) Convey information outside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b>Job Hazards</b>
Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.

## Senior Mechanic

1. Background Information			
<b>Job Title:</b> Senior Mechanic	<b>Job Level:</b> MSU/TS/SMecoo7	<b>Current Grade:</b> III/IV	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>College/School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> Transport	
<b>Reports to:</b> Workshop Foreman			
<b>Direct Reports:</b> Workshop Attendant		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to provide technical services in all mechanical repairing and maintaining motor vehicle and other automotive devices of the university.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>a) Receive faulty and broken down vehicles as assigned by the Workshop Foreman and conduct mechanical diagnosis to identify the faults in unspecified</li> <li>b) Identify the right spare parts required for each vehicle replacing the faulty one in the course of repairing or maintaining the faulty vehicle.</li> <li>c) Remove the faulty or work out parts from the motor vehicles and replace them with new ones and adjust them to them right fittingness</li> <li>d) Perform post repair tests to establish whether the motor vehicle has been well repaired and thus ready to be released for use in the transportation section.</li> <li>e) Receive the vehicles spare parts and other materials from the suppliers and check if they tally with the orders and if they are of the right quality and quantity.</li> <li>f) Store the delivered spare parts and mechanical materials in their respective storage areas in the garage for their safety and security and ease to locate and use</li> <li>g) Provide technical support in the department</li> <li>h) Perform internal vehicle inspections in order to establish whether they are mechanically sound and thus fit for use on the road or if they need mechanical repairs</li> <li>i) Prepare inspection report for the duly inspected motor vehicles and provide it to transport operations officer for the appropriate action</li> </ol>			

<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
Workshop tools
<b><i>Nature of decision making</i></b>
Operational Decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Diploma in Automotive Engineering or other related qualifications from a recognized institution
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience
<b><i>Typical technical competencies that would be regularly applied to the job</i></b>
a) Computer Skills b) Knowledge of Mechanical skills
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Communication skills b) Interpersonal skills c) Organizational skills d) Ability to work under pressure
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
a) Certificate of a good conduct b) Suitability Certificate test
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
At least six (6) years working experience as a mechanics in a busy automotive workshop
<b>7. Problem Solving:</b>
Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>

<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Basic explanation of services to employees of the institution or clients</li> <li>e) Simple verbal instructions to other employees within the institution</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Not expected to influence practices
<b>Job holders' influence over subordinates and colleagues:</b>
Allocate work and supervise the workshop attendant
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey information inside the department</li> <li>b) Convey information outside the department</li> <li>c) Persuade inside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b>Job Hazards</b>
Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.

## Auto Electrician

1. Background Information			
<b>Job Title:</b> Auto Electrician	<b>Job Level:</b> MSU/TS/AE1007	<b>Current Grade:</b> III/IV	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>College/School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> Transport	
<b>Reports to:</b> Workshop Foreman			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists provide electrical wiring repairs and maintenance on motor vehicles so as to provide reliable and safe transportation to students and staff in the university.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Receive and inspect the assigned motor vehicles in the mechanical workshop in order to diagnose electrical faults and defects and escalate the same to the workshop Foreman to avail the required spare parts.</li> <li>b) Fix the identified faults in the assigned motor vehicle and prepare a report on the same to be presented to the workshop foreman for documentation</li> <li>c) Advice the workshop foreman on the most appropriate spare parts to purchase for use in the vehicles presented for maintenance and repairs</li> <li>d) Ensure proper use of equipment and maintenance tools for their prolonged use in the automotive garage of the university</li> <li>e) Collaborate with the mechanics and the workshop foreman in conducting major repairs on badly damaged motor vehicles.</li> </ul>			
4. Job Dimensions:			
<i>Financial Responsibilities</i>			
N/A			
<i>Responsibility for physical assets</i>			



a) Vehicle spare parts b) Workshop tools
<b><i>Nature of decision making</i></b>
Operational Decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Certificate in Automotive Engineering from a recognized University
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience
<b><i>Typical technical competencies that would be regularly applied to the job</i></b>
a) Computer Skills b) Knowledge of Mechanical skills
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Communication skills b) Interpersonal skills c) Organizational skills d) Ability to work under pressure
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
a) Certificate of a good conduct b) Suitability Certificate test
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
At least five (5) years working experience in auto wiring in a busy garage
<b>7. Problem Solving:</b>
Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>

<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Basic explanation of services to employees of the institution or clients</li> <li>e) Simple verbal instructions to other employees within the institution</li> </ul>
<b>9. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Not expected to influence practices
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
N/A
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside the department</li> <li>b) Convey information outside the department</li> <li>c) Persuade inside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b><i>Job Hazards</i></b>
Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.

## Workshop Attendant

1. Background Information			
<b>Job Title:</b> Workshop Attendant	<b>Job Level:</b> MSU/TS/Wattoo8	<b>Current Grade:</b> I/II	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>College/School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> Transport	
<b>Reports to:</b> Workshop Foreman			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to ensure high standards of cleanliness and orderliness are maintained within the automotive garage in order to provide a conducive environment, and for safety and security for users in the university.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Identify the cleaning detergent to be used on a particular vehicle paint, grease and other forms of dirt in the automotive garage</li> <li>b) Classify and store parts in the garage in their respective storage areas in the automotive garage of the university</li> <li>c) Classify and separate used up parts and worn out parts and other waste materials depending on the type and dispose them from the garage accordingly.</li> <li>d) Provide manual support to the mechanics and electricians as they perform their mechanical repairs and maintenance to motor vehicles in the auto garage of the university.</li> <li>e) Clean repaired motor vehicles before they are dispatched from the automotive garage to their respective departments in the university.</li> </ul>			
4. Job Dimensions:			
<b>Financial Responsibilities</b>			
N/A			

<b>Responsibility for physical assets</b>
N/A
<b>Nature of decision making</b>
Operational Decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
KCSE grade D+
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Knowledge of basic skills required to perform one type of manual work
<b>Typical technical competencies that would be regularly applied to the job</b>
N/A
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills b) Interpersonal skills
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
N/A
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
Entry level
<b>7. Problem Solving:</b>
Is not required to solve problems. All problems outside of routine instructions are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Communication around escalated or difficult queries with internal or external customers or clients d) Basic explanation of services to employees of the institution or clients

e) Simple verbal instructions to other employees within the institution
<b>9. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Not expected to influence practices
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
N/A
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
Convey information inside the department
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b><i>Job Hazards</i></b>
Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.

# 6. Estates Department

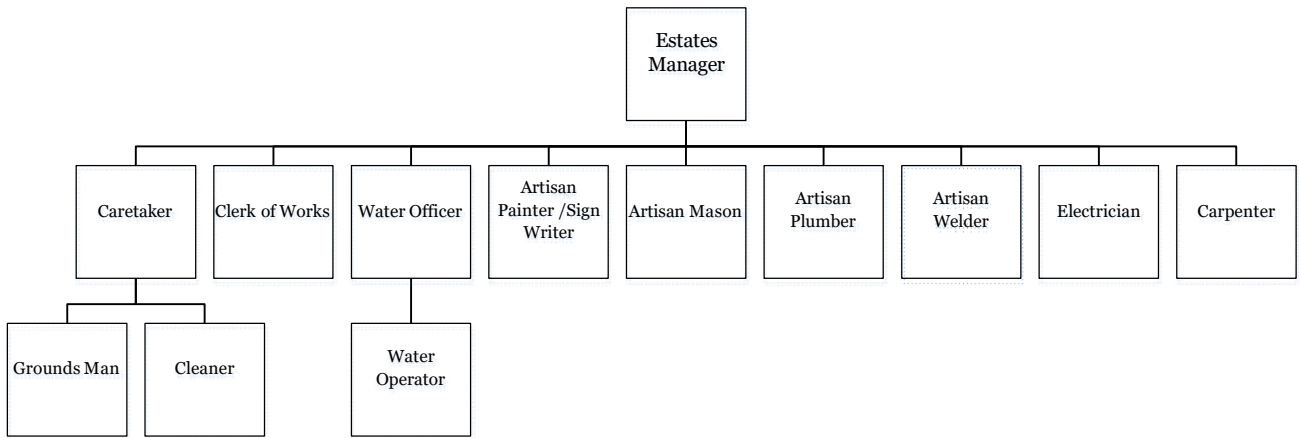


Figure 6: Estates Department Organogram

## ***Estates Manager***

<b>1. Background Information</b>			
<b>Job Title:</b> Estates Manager	<b>Job Level:</b> MSU/EST/EM/004	<b>Current Grade:</b> Scale 13	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration, Finance and Development		<b>Department/Unit:</b> Estates Department	
<b>Reports to:</b> Deputy Registrar Administration and Central Services			
<b>Direct Reports:</b> a) Water Officer b) Clerk of Works		<b>Indirect Reports:</b> a) Artisan Plumber b) Artisan Mason	
<b>2. Purpose of the Job:</b>			
This position is responsible for the administration and management of the University's infrastructure facilities which comprise of buildings, electrical, grounds and parks, roads, and water supply and sewerage systems so as to ensure the creation and maintenance of a conducive physical environment for the university's operations. The job is also responsible for advising management on matters relating to acquisition of construction projects.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> a) Participate in preparation of annual budget for the department so as to inform the institution's treasury on the appropriate funds allocation for the department b) Participate in preparation of the annual infrastructure maintenance schedule so as to guide the implementation of infrastructure maintenance activities throughout the year c) Participate in preparation of the annual department procurement plan so as to guide in the purchasing of required materials for execution of maintenance activities in an effective manner d) Facilitate the annual performance appraisal of departmental staff so as to identify training needs and areas that need improvement and hence inform on the necessary course of action e) Perform regular review of the department's work policies and strategies to identify any needed improvement to enhance long term productivity of the department's staff f) Prepare quarterly departmental performance reports so as to facilitate continuous monitoring and evaluation of departmental activities in line with the set standards			
<b>Operational Responsibilities:</b> a) Attend to concerns regarding estates as they are reported through the department main office in order to facilitate the making of settlement action plans of the same b) Participate in the development of structural designs for major project activities within the department such as construction of buildings so as to offer technical input and ensure adherence to governing regulations on the same c) Mobilize the various department teams under different trades for major project assignments so as to foster			

<p>team effort among department staff members on a regular basis</p> <p>d) Participate in the regular recruitment process of new staff into the department so as to offer insights on how to best gauge the competency of individuals to fill any missing positions</p> <p>e) Engage in continuous management of new major operational changes within the department so as to ensure there is minimal disruption of core activities as well as facilitate a smooth transition</p> <p>f) Offer regular technical advice to the institution in matters that relate to new or existing infrastructure so as to ensure that current and future facilities are functional and relevant</p>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
Preparation of departmental annual procurement plan
<b><i>Responsibility for physical assets</i></b>
<p>a) Computer</p> <p>b) Office furniture</p> <p>c) Repair tools and other tools including masonry, carpentry</p>
<b><i>Nature of decision making</i></b>
<p>a) Operational decisions</p> <p>b) Analytical decisions</p>
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Master's degree in Construction Management, Civil Engineering, Quantity Survey or equivalent from a recognized institution.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Registered by either the Engineers Registration Board/ Architects And Quantity Surveyors Board
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Mastery of the concepts and principles of a specialist field, ability to manage other professionals or experts in this field
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
<p>a) Leadership skills</p> <p>b) Communication skills</p> <p>c) Interpersonal skills</p> <p>d) Organizational skills</p> <p>e) Supervisory skills</p> <p>f) Negotiation skills</p> <p>g) Ability to work under pressure</p>
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
Ten (10) years of relevant work experience in a university environment.
<b>7. Problem Solving:</b>
Problems are variable and require technical or analytical skills and several years of experience in the field or discipline
<b>8. Communication:</b>



<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Detailed technical and/or functional instructions or queries</li> <li>f) Basic email, fax or email correspondence</li> <li>g) Current legislation affecting the job holder's area of responsibility</li> <li>h) Factual reports on aspects of the institution such as policy guidelines</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Detailed technical explanation of services or concepts to employees of the institution or clients</li> <li>e) Simple verbal instructions to other employees within the institution</li> <li>f) Drawing up program, system, technical or design specifications</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Has a strong influence on the strategic direction of a department
<b>Job holders' influence over subordinates and colleagues:</b>
Allocation of work to the 125 subordinates
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey Information inside the institution</li> <li>b) Convey Information outside the department</li> <li>c) Convey information at Senior Management level</li> <li>d) Negotiation inside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b>Job Hazards</b>
Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.

## **Clerks of Works**

1. Background Information			
<b>Job Title:</b> Clerk of Works	<b>Job Level:</b> MSU/EST/CO002	<b>Current Grade:</b> Scale 9/10	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration and Central Services		<b>Department/Unit:</b> Estates	
<b>Reports to:</b> Estate Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position is responsible for supervising of building projects and civil works both new construction, repairs or maintenance and report on their progress as well as ensuring quality and good workmanship by the constructors.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Supervise on regular basis on going and new projects to ensure to project duration is achieved, materials used are of the standard required and work done is of desired quality.</li> <li>b) Draft monthly progress reports and returns on expenditure on various projects supervised in order to inform the management on the progress of the project and its costs.</li> <li>c) Supervise repairs, maintenance and do audit of quantities of materials required for such jobs in order to reduce unnecessary costs of construction.</li> <li>d) Participate in projects tender evaluation process and also assist in drawing sketches when necessary.</li> <li>e) Provide details to Foremen and Contractors for purpose of execution as described by the Architect, Structural or Electrical Engineers.</li> <li>f) Assist in interpretation of work designs and make decision on behalf of consultant engineers so as to inform the skilled labourers and foremen on the technical aspect of the project.</li> <li>g) Give variations to additional works by working on estimates within allowable threshold to allow for implementation</li> <li>h) Keep record of materials and equipment on site assisted by foremen and stores attendant in order to minimize wastage and misappropriation.</li> </ul>			
4. Job Dimensions:			

<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
a) Computer b) Office furniture
<b>Nature of decision making</b>
a) Operational Decisions b) Analytical Decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Diploma in Building or Civil Engineering or related field from a recognized institution (KNEC).
<b>a) Minimum level of professional qualification required to perform effectively in the role</b>
b) N/A
<b>c) Minimum level of knowledge that would be regularly applied to the job</b>
Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience
a) Computer skills b) Knowledge of professional standards c) Knowledge of relevant legislations
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Leadership skills, b) Communication skills, c) Interpersonal skills, d) Organisational skills, e) Problem solving, f) Supervisory g) Must meet the requirements of Chapter six (6) of the Constitution of Kenya
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least three (3) years' experience from a reputable institution
<b>7. Problem Solving:</b>
Problem solutions are not obvious and need to be determined through the use of technical or analytical skills.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence

h) Written Government policy documents affecting the job holder's area of responsibility

**Communication/information the job holder needs to carry out in order to perform the job:**

- a) Routine communication in connection with instructions, requests or normal work tasks
- b) Routine communication with employees of the institution or clients
- c) Communication around escalated or difficult queries with internal or external customers or clients
- d) Basic explanation of services to employees of the institution or clients
- e) Detailed technical explanation of services or concepts to employees of the institution or clients
- f) Simple verbal instructions to other employees within the institution
- g) Detailed verbal or written instructions or requests to employees of the institution or contractors
- h) Basic e-mail, fax or mail correspondence
- i) Detailed e-mail, fax or mail correspondence
- j) Drafting of factual reports, presentations, procedure or policy documents or training material

**9. Influence:**

**Job holders' influence over subordinates and colleagues:**

Allocation of work to two contractors.

**Job holder influence practices, policies or strategy. This is influence derived from structural authority**

Is expected to come up with suggestions on improved practices

**Job holders' influence over people outside the directorate but within the institution and people outside the institution**

- a) Convey Information inside the department
- b) Convey Information outside the department
- c) Persuasion outside the department

**10. Other responsibilities assigned outside of the core responsibilities of the job:**

N/A

**11. Working Conditions:**

**Working Environment**

Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.

**Job Hazards**

Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## **Water Officer**

<b>1. Background Information</b>			
<b>Job Title:</b> Water Officer	<b>Job Level:</b> MSU/EST/WO002	<b>Current Grade:</b> Scale 7	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration planning and development		<b>Department/Unit:</b> Estates Department	
<b>Reports to:</b> Estates Manager			
<b>Direct Reports:</b> Water Operator		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible for overseeing the general treatment of water and facilitation of water supply and network for use by the various stakeholders within the entire university.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Ensure regular adherence to water quality regulations set out by the ministry of water and the water resource management authority in facilitation of water treatment so as to meet the required standards of safe water.</li> <li>b) Perform daily monitoring of water levels within the water reservoirs to ensure maintenance of sufficient levels as per demand within the water network</li> <li>c) Regularly receive reports concerning the distribution and supply of water in the institution from water operator and act accordingly.</li> <li>d) Perform jar tests on water samples on a daily basis to determine the chemicals that will be needed to treat it and the proper dose rates hence meet the standards of water purification</li> <li>e) Ensure regular maintenance of water supply station so as to maintain its functionality for consistent supply of water within the water network.</li> <li>f) Participate in regular scheduling of flushing the treatment system so as to remove any accumulated residuals of water treatment chemicals such as chlorine within the treatment tanks</li> <li>g) Offer regular recommendations on corrective measures in case of water contamination within the water network so as to avert any health hazards</li> <li>h) Participate in regular troubleshooting along the water supply network to identify any failures such as blockages in steel pipes due to accumulated rust and hence offer recommendations on the</li> </ul>			

course of action.
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Laboratory glassware b) Comparator
<b><i>Nature of decision making</i></b>
a) Analytical decisions b) Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Diploma in water engineering/technology from a recognized institution
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
a) Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience b) Computer skills c) Knowledge of professional standards d) Knowledge of relevant legislations
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Communication skills b) Analytical skills c) Leadership skills d) Organization skills e) Ability to work under pressure f) Must meet the requirements of Chapter six (6) of the Constitution of Kenya
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
Five (5) years' work experience in a related role
<b>7. Problem Solving:</b>
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>

<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed technical and/or functional instructions or queries</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Basic explanation of services to employees of the institution or clients</li> <li>d) Simple verbal instructions to other employees within the institution</li> <li>e) Detailed verbal or written instructions or requests to employees of the institution or contractors</li> <li>f) Basic e-mail, fax or mail correspondence</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Is expected to come up with suggestions on improved practices
<b>Job holders' influence over subordinates and colleagues:</b>
Allocation of work to 14 water operator
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit</li> <li>b) Persuasion inside the unit</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to disagreeable conditions. The jobholder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions
<b>Job Hazards</b>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time

## Water Operator

1. Background Information			
<b>Job Title:</b> Water Operator	<b>Job Level:</b> MSU/EST/WOP004	<b>Current Grade:</b> Scale 2	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration and Central Services		<b>Department/Unit:</b> Estates Department	
<b>Reports to:</b> Water Officer			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position is responsible for operating and maintaining water purification and supply machine in the water supply station to ensure there is a reliable clean water supply network at all times within the university.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>a) Engage in daily pumping of water to the various points of use from the reservoirs by switching on and off various gate valves to ensure consistent and controlled flow of water based on demand</li> <li>b) Carry out water treatment by adding the prescribed treatment chemicals so as to make it conducive for human consumption</li> <li>c) Engage in regular cleaning of sedimentation tanks so as to eliminate any accumulated dirt or chemicals .so as to ensure a robust water treatment process</li> <li>d) Assist in regular maintenance activities of water pumps such as greasing and checking of motors to ensure proper functioning and long term service of the pumps.</li> <li>e) Perform regular checks of the water supply network to identify any existing faults for corrective measures to be taken hence consistent water supply.</li> <li>f) Perform regular maintenance activities of the water pumps such as replacement of bearings and greasing of motors to ensure they are in good condition for performance and long term service to the institution.</li> </ol>			
4. Job Dimensions:			
Financial Responsibilities			
N/A			



<b>Responsibility for physical assets</b>
N/A
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Kenya certificate of primary education
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Knowledge of skills required to perform a variety of primarily manual tasks
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills b) Interpersonal skills
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
Three (3) years of relevant work experience in a reputable organization.
<b>7. Problem Solving:</b>
Is not required to solve problems. All problems outside of routine instructions are referred upwards
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Simple verbal instructions to other employees within the institution d) Detailed verbal or written instructions or requests to employees of the institution or contractors
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Not expected to influence practices
<b>Job holders' influence over subordinates and colleagues:</b>
N/A

**Job holders' influence over people outside the directorate but within the institution and people outside the institution**

Convey information inside the unit

**10. Other responsibilities assigned outside of the core responsibilities of the job:**

N/A

**11. Working Conditions:**

**Working Environment**

Is exposed to noticeable disagreeable conditions. The jobholder has some exposure to severe disagreeable conditions such as noise, moisture, dust, excessive temperatures or considerable dirt

**Job Hazards**

Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time

## ***Painter/Sign writer***

<b>1. Background Information</b>			
<b>Job Title:</b> Artisan Painter /Sign Writer	<b>Job Level:</b> MSU/EST/PSW002	<b>Current Grade:</b> Scale 6	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration and Central Services		<b>Department/Unit:</b> Estates Department	
<b>Reports to:</b> Estate Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible for the maintenance of buildings and physical structures as well as enhance their aesthetic state through painting, decorations, sign writing and glazing within the university.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> <ul style="list-style-type: none"> <li>a) Engage in painting of university buildings and other outdoor structures based on need to ensure the aesthetic and buildings' quality standards of the university are adhered to</li> <li>b) Engage in regular checks within the university to identify any needed painting or window panes repairs so as to inform on future planning for the same.</li> <li>c) Prepare material estimates for painting or window panes repair works when need be so as to facilitate the purchasing of the requirements for execution repair works.</li> <li>d) Perform window panes repairs based on need within the university so as to ensure safety of buildings as well as image of the university.</li> </ul>			
<b>4. Job Dimensions:</b>			
<b>Financial Responsibilities</b>			
N/A			
<b>Responsibility for physical assets</b>			
<ul style="list-style-type: none"> <li>a) Painting brush</li> <li>b) Glass cutter</li> <li>c) Painting roller</li> </ul>			

d) Spray gun e) Scrappers
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Government trade test 1 in painting, Sign writing, Glazier and Decorator
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Knowledge of skills required to perform a variety of primarily manual tasks
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills b) Interpersonal skills c) Must meet the requirements of Chapter six (6) of the Constitution of Kenya
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
Three (3) years of work experience in a reputable organization after training
<b>7. Problem Solving:</b>
Problems are resolved by reference to established procedures. Problems outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Simple written instructions or requests
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Simple verbal instructions to other employees within the institution.
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Is expected to come up with suggestions on improved practices
<b>Job holders' influence over subordinates and colleagues:</b>
N/A

**Job holders' influence over people outside the directorate but within the institution and people outside the institution**

Convey information inside the section

**10. Other responsibilities assigned outside of the core responsibilities of the job:**

N/A

**11. Working Conditions:**

***Working Environment***

Is exposed to noticeable disagreeable conditions. The jobholder has some exposure to severe disagreeable conditions such as noise, moisture, dust, excessive temperatures or considerable dirt

***Job Hazards***

Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

## *Artisan Mason*

1. Background Information			
<b>Job Title:</b> Artisan Mason	<b>Job Level:</b> MSU/EST/AM003	<b>Current Grade:</b> Scale 4/5	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration and Central Services		<b>Department/Unit:</b> Estates Department	
<b>Reports to:</b> Estates Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position is responsible for carrying out routine maintenance and construction of new buildings so as to ensure the state of buildings is good and hence habitable for carrying out various operations by different stakeholders in the University.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>a) Perform regular inspection of buildings so as to identify maintenance needs and hence inform on the required course of action</li> <li>b) Engage in actual routine maintenance or construction activities alongside so as to improve existing ones through repairs or bring up new structures.</li> <li>c) Facilitate presentation of construction materials requisition in the department's to ensure availability of needed items for construction or repairs on the ground</li> <li>d) Present daily reports on construction works to the Estates Manager to ensure tracking of progress and presentation of any recommendations</li> </ol>			
4. Job Dimensions:			
<b>Financial Responsibilities</b>			
N/A			
<b>Responsibility for physical assets</b>			
<ol style="list-style-type: none"> <li>a) Wheelbarrows</li> <li>b) Spades</li> </ol>			

c) Vibrators d) Trowels
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Certificate of government trade test 1 in masonry from a recognized institution
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Knowledge of skills required to perform a variety of primarily manual tasks
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills b) Interpersonal skills c) Ability to work under pressure d) Must meet the requirements of Chapter six (6) of the Constitution of Kenya
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
Three (3) years in masonry in a reputable institution.
<b>7. Problem Solving:</b>
Problems are resolved by reference to established procedures. Problems outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Simple written instructions or requests
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Routine communication in connection with instructions, requests or normal work tasks. b) Routine communication with employees of the institution or clients c) Simple verbal instructions to other employees within the institution
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Is expected to come up with suggestions on improved practices
<b>Job holders' influence over subordinates and colleagues:</b>
Allocation of work to casuals and contractors
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>

- a) Convey information inside the section
- b) Persuasion inside the section

**10. Other responsibilities assigned outside of the core responsibilities of the job:**

N/A

**11. Working Conditions:**

***Working Environment***

Is exposed to noticeable disagreeable conditions The job holder has some exposure to severe disagreeable conditions such as noise, moisture, dust, excessive temperatures or considerable dirt

***Job Hazards***

Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.



## *Artisan Plumber*

1. Background Information			
<b>Job Title:</b> Artisan Plumber	<b>Job Level:</b> MUS/EST/AP003	<b>Current Grade:</b> Scale 4	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration and Central Services		<b>Department/Unit:</b> Estates Department	
<b>Reports to:</b> Estates Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position is responsible for providing plumbing maintenance and installation services to water and sewerage systems so as to ensure proper distribution of water and disposal of sewerage in the university.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> <ul style="list-style-type: none"> <li>a) Escalate any challenges reported within the regarding water supply to the Estates Manager so as to inform on the best measures to be undertaken to resolve them</li> <li>b) Provide regular maintenance of water and sewerage pipes within the university through repairs or replacement of broken or old pipes to curb any leakages.</li> <li>c) Install and fix sanitary appliances in university buildings to ensure the usability of the same and proper water connection needed for their operation based on need</li> <li>d) Prepare water pipes installation sketches for new buildings so as to guide in the installation process as well as ensure proper coverage of the building</li> </ul>			
4. Job Dimensions:			
<i>Financial Responsibilities</i>			
N/A			
<i>Responsibility for physical assets</i>			
<ul style="list-style-type: none"> <li>a) Die stock</li> <li>b) Spanners</li> <li>c) Pipe wrenches</li> </ul>			

d) Cutting tools
<b><i>Nature of decision making</i></b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Government trade test 3 from a recognized institution
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Knowledge of skills required to perform a variety of primarily manual tasks
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Communication skills b) Interpersonal skills c) Must meet the requirements of Chapter six (6) of the Constitution of Kenya
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
Three (3) years in a similar field in a reputable institution.
<b>7. Problem Solving:</b>
Problems are resolved by reference to established procedures. Problems outside of established procedures are referred upwards
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients
<b>9. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Is expected to come up with suggestions on improved practices
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
Allocation of work to casuals and contractors

**Job holders' influence over people outside the directorate but within the institution and people outside the institution**

Convey information within the section

**10. Other responsibilities assigned outside of the core responsibilities of the job:**

N/A

**11. Working Conditions:**

***Working Environment***

Is exposed to disagreeable conditions. The jobholder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions

***Job Hazards***

Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time

## **Artisan Welder**

1. Background Information			
<b>Job Title:</b> Artisan Welder	<b>Job Level:</b> MSU/EST/AW003	<b>Current Grade:</b> 4	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration, Planning And Development		<b>Department/Unit:</b> Estates Department	
<b>Reports to:</b> Estates Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position is responsible for maintenance of the university's buildings and physical metallic structures through welding services to ensure they are in a good usable condition.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b>  N/A			
<b>Operational Responsibilities:</b> a) Prepare regular material estimates for welding materials required for welding works to guide in the purchase of the same for execution of duties. b) Interpret regular drawings and specifications for new items such as window frames so as to create the desired quality of items required. c) Perform regularly assigned metallic repair works within the university that require welding to promote the state of involved assets and their long term service to the university d) Fabricate new welding items such as grills, doors, gates, wall partitions and others to ensure availability of the same for construction of buildings and other structures			
4. Job Dimensions:			
<i>Financial Responsibilities</i>			
N/A			
<i>Responsibility for physical assets</i>			
Welding Machine			
<i>Nature of decision making</i>			

Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Government trade test 3 in welding works
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Knowledge of skills required to perform a variety of primarily manual tasks
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Communication skills b) Ability to work under pressure c) Interpersonal skills
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
Three (3) years' experience in a similar field
<b>7. Problem Solving:</b>
Is not required to solve problems. All problems outside of routine instructions are referred upwards.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients
<b>9. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Is expected to come up with suggestions on improved practices
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
N/A
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
Convey information inside the unit/section
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>

N/A

**11. Working Conditions:**

***Working Environment***

Is exposed to noticeable disagreeable conditions. The jobholder has some exposure to severe disagreeable conditions such as noise, moisture, dust, excessive temperatures or considerable dirt

***Job Hazards***

Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment

## *Electrician*

1. Background Information			
<b>Job Title:</b> Electrician	<b>Job Level:</b> MSU/EST/Elo03	<b>Current Grade:</b> Scale 3/4/5	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration and Central Services		<b>Department/Unit:</b> Estates Department	
<b>Reports to:</b> Estates Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position is responsible for electrical wiring and appliances for proper electrical connectivity in premises through electrical installation and maintenance activities of the same within the university.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>a) Respond to complaints on power outages, short circuits or any other malfunctions in order to initiate corrective measures needed through the various subordinates</li> <li>b) Carry out monthly performance checks of standby generators to ascertain if they are in good condition and can hence be relied on in case of major power outages</li> <li>c) Conduct daily inspection of electrical control panels to ensure they are working properly in order to give reliable power output</li> <li>d) Respond to regular electrical concerns raised by various stakeholders within the university such as short circuits, dysfunctional sockets and others so as to offer remedy to enable continuity of operations.</li> <li>e) Conduct the installation of electric power to new extensions within the university when need be so as to ensure proper connectivity for the required extension purpose</li> <li>f) Conduct regular inspection of different areas within the university to identify any lighting needs so as to inform on the necessary course of action e.g. new points that require street/path lights</li> <li>g) Prepare materials estimates needed for various electrical works so as to guide in the purchase of the same for execution of works</li> </ol>			
4. Job Dimensions:			
<b>Financial Responsibilities</b>			
N/A			

<b>Responsibility for physical assets</b>
a) Multi meter b) Crimping tool c) Generators
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Government trade test 3 in electrical works from a recognized institution
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills b) Problem solving c) Interpersonal skills
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
Three (3) years of work experience in a reputable institution.
<b>7. Problem Solving:</b>
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Is expected to come up with suggestions on improved practices



<b>Job holders' influence over subordinates and colleagues:</b>
Allocation of work to casuals or contractors.
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
a) Convey information inside the unit/section b) Persuasion within the unit
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to noticeable disagreeable conditions. The jobholder has some exposure to severe disagreeable conditions such as noise, moisture, dust, excessive temperatures or considerable dirt.
<b>Job Hazards</b>
Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment

## 6.10 Carpenter

1. Background Information			
<b>Job Title:</b> Carpenter	<b>Job Level:</b> MSU/EST/Car003	<b>Current Grade:</b> Scale 3	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration and Central Services		<b>Department/Unit:</b> Estates Department	
<b>Reports to:</b> Estates Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job reports is responsible for fabricating wooden facilities as well as providing maintenance and repairs of the same so that they remain in good condition at all times within the university.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>Engage in construction of office partitions, counters shelves or other wooden facilities to ensure proper state of the same for use in daily operation within the university on a regular basis</li> <li>Perform repairs of door locks and drawer/cabinet locks when need be so as to improve on safety of the university's equipment and documents.</li> <li>Repair wooden assets within the university on a regular basis such as tables to ensure they are in good condition for use in running of daily university operations.</li> </ol>			
4. Job Dimensions:			
<b>Financial Responsibilities</b>			
N/A			
<b>Responsibility for physical assets</b>			
N/A			
<b>Nature of decision making</b>			
Operational decisions			

<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Government trade test 3 in carpentry from a recognized institution
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Knowledge of skills required to perform a variety of primarily manual tasks
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Communication skills b) Interpersonal skills c) Ability to work under pressure
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
Three (3) years of work experience in a reputable institution
<b>7. Problem Solving:</b>
Is not required to solve problems. All problems outside of routine instructions are referred upwards
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients
<b>9. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Is expected to come up with suggestions to improve practices
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
N/A
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
Convey information inside the unit
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>

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<b><i>Working Environment</i></b>
Is exposed to noticeable disagreeable conditions. The jobholder has some exposure to severe disagreeable conditions such as noise, moisture, dust, excessive temperatures or considerable dirt.
<b><i>Job Hazards</i></b>
Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment

## *Caretaker*

1. Background Information			
<b>Job Title:</b> Caretaker	<b>Job Level:</b> MUS/EST/CTK003	<b>Current Grade:</b> Scale 3/4/5	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration and Central Services		<b>Department/Unit:</b> Estates Department	
<b>Reports to:</b> Estates Manager			
<b>Direct Reports:</b> a) Grounds Man b) Cleaner		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position is responsible for oversee the daily performance of grounds men and cleaners to ensure grounds maintenance operations and cleanliness are within the set standards of the university.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> a) Present daily reports to the Estates Manager on the state of grounds maintenance works done by grounds men and cleaners so as to monitor progress of planned schedules b) Participate in the weekly drafting of work plans for grounds men to ensure proper organization and placement of grounds men for future assignments. c) Perform daily inspection and evaluation of works done by grounds men to ensure adherence to the work standards as well as offer recommendations for improvement where need be Participate in the daily coordination of grounds maintenance activities and cleanliness of lavatories to ensure a proper flow of works and coverage of various sections under maintenance. d) Receive and escalate regular work related challenges reported by grounds men and cleaners to the Estates Manager so as to inform on the necessary action plan e) Engage in regular inspection of grounds and lavatories to identify any maintenance works that need to be performed so as to inform on the necessary course of action. f) Participate in ensuring the proper handling, utilization and safety of work tools assigned to the grounds men and cleaners so as to enforce accountability for the same. g) Channel information on any raised material needs by grounds men and cleaners to the Estates Manager to ensure availability of the same for performance of duties e.g. herbicides for specific weeds, detergents for cleaning toilets.			
4. Job Dimensions:			

<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
a) Cleaning materials and equipment b) Brush cutter c) Slashers and pangas
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Certificate in House Keeping and Property Management from a recognized institution.
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Knowledge of basic clerical, operational or customer service skills acquired through education, experience or on the job training
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Leadership skills b) Communication skills c) Supervisory skills d) Organizational skills
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
Three (3) years of work experience in a reputable institution.
<b>7. Problem Solving:</b>
Problems are generally resolved by reference to established procedures. However some limited flexibility is allowed. Problems clearly outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Simple written instructions or requests
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients d) Simple verbal instructions to other employees within the institution

<b>9. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Is expected to come up with suggestions on improved practices
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
a) Allocation of work to 40 grounds men and cleaners b) Supervise 40 grounds men and cleaners
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
a) Convey information inside the section b) Convey information outside the section c) Persuasion inside the section
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to noticeable disagreeable conditions. The jobholder has some exposure to severe disagreeable conditions such as noise, moisture, dust, excessive temperatures or considerable dirt
<b><i>Job Hazards</i></b>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time

## **Grounds Man**

<b>1. Background Information</b>			
<b>Job Title:</b> Grounds Man	<b>Job Level:</b> MSU/EST/GM004	<b>Current Grade:</b> Scale 2	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration and Central Services		<b>Department/Unit:</b> Estates Department	
<b>Reports to:</b> Caretaker			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible for maintaining a pleasant state of the university's grounds through regular activities such as slashing grass and branches of tree, garbage collection, unblocking drainages, trees pruning and others so as to enhance the image of the institution.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Engage in regular trimming of trees to make them achieve the desired shape and hence improved beauty of the institution.</li> <li>b) Engage in regular slashing of lawns and uprooting of weeds within the university's compound to ensure the neatness of the same</li> <li>c) Participate in the regular repair of user roads within the university to enhance pass ability of the same.</li> <li>d) Participate in unblocking of faulty drainages if need be to ensure a continuous flow of water or sewerage to the various desired points</li> <li>e) Sweep the university street, pathways, gutters and report large debris on the streets and path ways to the cleaning supervisor to be dealt with daily</li> </ul>			
<b>4. Job Dimensions:</b>			
<b>Financial Responsibilities</b>			
N/A			
<b>Responsibility for physical assets</b>			
<ul style="list-style-type: none"> <li>a) Slasher</li> <li>b) File</li> </ul>			



c) Lawn Mowers d) Wheelbarrows
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Kenya Certificate of primary education
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Knowledge of skills required to perform a variety of primarily manual tasks
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills b) Interpersonal skills c) Must meet the requirements of Chapter six (6) of the Constitution of Kenya
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
Entry level
<b>7. Problem Solving:</b>
Is not required to solve problems. All problems outside of routine instructions are referred upwards
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
Basic verbal instructions or requests
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
Routine communication in connection with instructions, requests or normal work tasks
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Not expected to influence practices
<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
Convey information inside the unit

<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to noticeable disagreeable conditions. The jobholder has some exposure to severe disagreeable conditions such as noise, moisture, dust, excessive temperatures or considerable dirt
<b><i>Job Hazards</i></b>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

## *Cleaner*

1. Background Information			
<b>Job Title:</b> Cleaner	<b>Job Level:</b> MSU/EST/Cl004	<b>Current Grade:</b> 3	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Administration and Central Services		<b>Department/Unit:</b> Estates	
<b>Reports to:</b> Caretaker			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position is responsible for maintaining cleanliness in public and private lavatories are properly clean and usable and maintain to both the public and students at all times to maintain university standards and avoid spread of contagious diseases.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Clean daily all the toilets at all time for easy relief and use by staff, the public and students for maintenance of high cleanliness standards</li> <li>b) Participate in other forms of cleaning and other related duties as requested on a regular basis for inclusion and better experience to understand the cultural practices adopted</li> <li>c) Liaise with the cleaners in daily maintenance of the university buildings to maintain a safe working environment and ensure high cleanliness standards are met</li> <li>d) Conduct regular maintenance checkups on the cleaning material to ensure they function properly for provision of quality services</li> </ul>			
4. Job Dimensions:			
<b>Financial Responsibilities</b>			
N/A			
<b>Responsibility for physical assets</b>			
Cleaning tools, equipment and material			

<b>Nature of decision making</b>
N/A
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Kenya Certificate of Primary Education grade D+
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Knowledge of basic skills required to perform one type of manual work
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
communication skills
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
N/A
<b>7. Problem Solving:</b>
Is not required to solve problems. All problems outside of routine instructions are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
Basic verbal instructions or requests
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
Routine communication in connection with instructions, requests or normal work tasks
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Not expected to influence practices
<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
Convey Information inside the department
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>

Is exposed to disagreeable conditions. The jobholder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.

***Job Hazards***

Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time

# 7. Kisumu Hotel

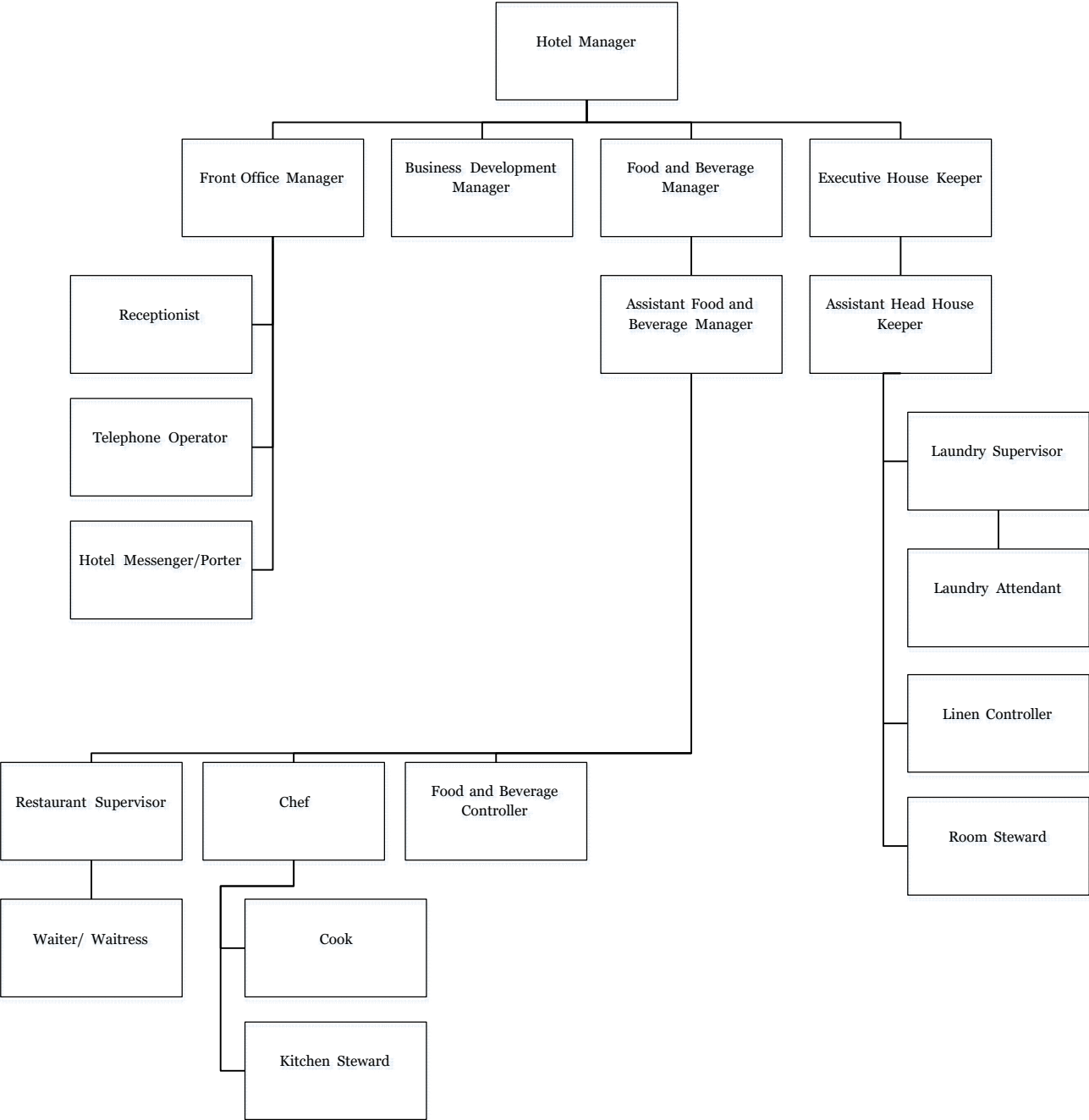


Figure 7: Kisumu Hotel Organogram

## ***Hotel Manager***

<b>1. Background Information</b>			
<b>Job Title:</b> Hotel Manager	<b>Job Level:</b> MSU/KH/HM004	<b>Current Grade:</b> 13	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Deputy Vice Chancellor-Administration, Finance and Development			
<b>Direct Reports:</b> a) Front Office Manager b) Food and Beverage Manager c) Business Development Manager d) Executive House Keeper		<b>Indirect Reports:</b> a) Receptionist b) Telephone operator c) Hotel Messenger/Porter d) Food and Beverage Controller e) Restaurant Supervisor f) Waiter/Waitress g) Chef h) Kitchen Steward	
<b>2. Purpose of the Job:</b>			
The purpose of the job is to provide leadership and management for excellent catering and accommodation services to customers through prudent use of available resources for sustained profitability.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> a) Prepare annual work plans for the hotel to outline activities and strategies of executing them in order to achieve the objectives of the hotel. b) Prepare weekly, monthly and quarterly reports and present them to the Deputy Vice Chancellor Administration Finance and Development for decision making. c) Prepare annual budget for the hotel to guide and control the expenditure of the hotel. d) Supervise of the heads of various sections within the hotel to ensure smooth running of activities in the hotel.			
<b>Operational Responsibilities:</b> a) Monitor and evaluate of operations to ensure that revenue targets are met at lowest possible cost. b) Carry out Human resource management activities of the hotel ensure staffing levels are optimum for operations.			

<ul style="list-style-type: none"> <li>c) Manage budget in order for the hotel to operate within the planned and allocated resources</li> <li>d) Set annual and monthly sales and profit targets to guide operations in the hotel</li> <li>e) Analyze and translate financial reports for other staff to understand and implement them effectively</li> <li>f) Review work schedules for the sections of the hotel to ensure efficient operation and consistency in order to provide services and product of quality standards across all sections of the hotel.</li> <li>g) Carry out inspection of property and supervise renovations, refurbishments and furnishings of hotel building and property to they are in good condition and up to standards.</li> <li>h) Monitor the utilization of all hotel resources to ensure costs are minimized and profitability enhanced.</li> <li>i) Receive customers' complaints and address them promptly to enhance customer satisfaction.</li> <li>j) Oversee the activities of the security department to ensure security of the hotel property, staff and guests.</li> <li>k) Develop and regularly review standard operating procedures for various sections of the hotel to enhance uniformity in service delivery.</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
<ul style="list-style-type: none"> <li>a) Provide input into the process of budgeting.</li> <li>b) Control or manage expenditure.</li> </ul>
<b><i>Responsibility for physical assets</i></b>
<ul style="list-style-type: none"> <li>a) Office furniture</li> <li>b) Computer and accessories</li> </ul>
<b><i>Nature of decision making</i></b>
<ul style="list-style-type: none"> <li>a) Strategic decisions</li> <li>b) Financial decisions</li> <li>c) Operational decisions</li> <li>d) Analytical decisions</li> </ul>
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Masters' Degree in Hospitality Management/ Hotel Management or business related field.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
<ul style="list-style-type: none"> <li>a) In-depth professional/discipline specific knowledge and experience in a specialised field or broad knowledge of a number of fields.</li> <li>b) Computer literacy</li> <li>c) Budgeting</li> <li>d) Knowledge of professional standards</li> <li>e) Knowledge of relevant legislation</li> </ul>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
<ul style="list-style-type: none"> <li>a) Leadership skills</li> <li>b) Communication skills</li> <li>c) Interpersonal skills</li> <li>d) Organisational skills</li> <li>e) Ability to work under pressure.</li> <li>f) Negotiation skills.</li> </ul>



- g) Team building.
- h) Problem solving.
- i) Conflict management.
- j) Supervisory.

***Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role***

- a) Compliance with chapter six of the constitution of Kenya 2010.
- b) Certificate in food handling
- c) HELB clearance
- d) KRA tax compliance

**6. Relevant Experience Required:**

***Minimum number of months or years of experience the jobholder is required to have to be appointed to the position***

A minimum of five (5) experience in management position in a hotel.

**7. Problem Solving:**

Problems are complex and open ended and affect more than one area of the institution. Solutions need to be determined through consultation with other areas of the institution.

**8. Communication:**

***Communication/information the job holder needs to understand in order to perform the job:***

- a) Basic verbal instructions or requests
- b) Detailed verbal instructions or requests
- c) Simple written instructions or requests
- d) Detailed written procedures
- e) Detailed technical and/or functional instructions or queries
- f) Basic e-mail, fax or mail correspondence
- g) Detailed e-mail, fax or mail correspondence
- h) Written Government policy documents affecting the job holder's area of responsibility
- i) Current legislation affecting the job holder's area of responsibility
- j) Factual reports on aspects of the institution such as policy guidelines

***Communication/information the job holder needs to carry out in order to perform the job:***

- a) Routine communication in connection with instructions, requests or normal work tasks
- b) Routine communication with employees of the institution or clients
- c) Communication around escalated or difficult queries with internal or external customers or clients
- d) Basic explanation of services to employees of the institution or clients
- e) Detailed technical explanation of services or concepts to employees of the institution or clients
- f) Explanation of complex services or concepts to employees of the institution or clients
- g) Simple verbal instructions to other employees within the institution
- h) Detailed verbal or written instructions or requests to employees of the institution or contractors
- i) Basic e-mail, fax or mail correspondence
- j) Detailed e-mail, fax or mail correspondence
- k) Drafting of factual reports, presentations, procedure or policy documents or training material
- l) Negotiation with customers/clients or suppliers over price, contracts or services

**9. Sapiential Authority**

***Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).***

N/A

<b>10. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Has a strong influence on the strategic direction of a department
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
Allocate work to and supervise 6 subordinates Lead one hundred and twenty five (125) hotel staff through the six subordinates
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
a) Convey information inside the unit/section/department/ division/institution. b) Convey information inside the unit/section/department/ division/institution. c) Convey information at the senior management level. d) Persuade outside the unit/section/department/ division/institution. e) Persuade at senior management level. f) Negotiate outside the unit/section/department/ division/institution.
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## Front Office Manager

1. Background Information			
<b>Job Title:</b> Front Office Manager	<b>Job Level:</b> MSU/KH/FOM005	<b>Current Grade:</b> 12	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Hotel Manager			
<b>Direct Reports:</b> a) Receptionist b) Telephone operator c) Hotel Messenger/Porter		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to coordinate the front office operations of the hotel ensuring high level standards of customer services and the best possible guest experience is maintained .Responsible for establishing and maintaining professional relationship with the guests and patrons.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> a) Manage operations of the front desk in line with the set policies and procedures to ensure provision standard services and enhance guests' satisfaction. b) Prepare duty roaster for the Front Office section to assign duty to and supervise every front office staff and enhance accountability on work done.			
<b>Operational Responsibilities:</b> a) Train all front desk staff to ensure front office staff are competent to handle clients and that the guests receive the best experience. b) Review daily room availability status to monitor trend in hotel reservation and for resident guest decision making. c) Review front desk files to monitor the daily activities of the front office and staff for accountability. d) Participate in briefings and shift handover sessions to disseminate information to reception teams. e) Liaise daily with housekeeping and maintenance operations regards to guests' rooms' status to facilitate repairs, if any. f) Prepare weekly revenue reports from accommodation services of the hotel and submit to the general manager for decision making. g) Ensure front office bills are settled by liaising with the finance department of the hotel for			

<p>accountability purposes.</p> <p>h) Control and mitigate front desks costs by monitoring wastage tendencies and misappropriation.</p>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
<p>a) Front Office furniture</p> <p>b) Front Office equipment</p> <p>c) Computer</p> <p>d) Guest room keys and office keys</p>
<b><i>Nature of decision making</i></b>
<p>a) Operational decisions</p> <p>b) Analytical decisions</p>
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Bachelor's degree in Hotel Management or other related field.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
<p>a) Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training</p> <p>b) Computer literacy</p> <p>c) Knowledge of professional standards</p>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
<p>a) Communication skills</p> <p>b) Interpersonal skills</p> <p>c) Organisational skills</p> <p>d) Negotiation skills.</p> <p>e) Team building.</p> <p>f) Supervisory.</p>
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
A minimum of three (3) of relevant work experience.
<b>7. Problem Solving:</b>

Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Detailed technical and/or functional instructions or queries</li> <li>f) Basic e-mail, fax or mail correspondence</li> <li>g) Detailed e-mail, fax or mail correspondence</li> </ul>
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Basic explanation of services to employees of the institution or clients</li> <li>e) Simple verbal instructions to other employees within the institution</li> <li>f) Basic e-mail, fax or mail correspondence</li> <li>g) Drafting of factual reports, presentations, procedure or policy documents or training material</li> </ul>
<b>9. Sapiential Authority</b>
<b><i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i></b>
N/A
<b>10. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Is expected to come up with suggestions on improved practices
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
Allocate work to and supervise 10 subordinates
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/section/department/ division/institution.</li> <li>b) Convey information inside the unit/section/department/ division/institution.</li> <li>c) Persuade outside the unit/section/department/ division/institution.</li> <li>d) Negotiate outside the unit/section/department/ division/institution.</li> </ul>
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***Business Development Manager***

<b>1. Background Information</b>			
<b>Job Title:</b> Business Development Manager	<b>Job Level:</b> MSU/KH/BDM00 5	<b>Current Grade:</b> 11	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Hotel Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
The job exists to maintain conferencing and accommodation business activities in the hotel with the target of reaching maximum revenue as set for the financial year by the hotel board of the university.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Prepare annual work plans for the business development office to facilitate in the execution of planned activities of the business development office.</li> <li>b) Preparing weekly and monthly revenue and stationery reports and present to the hotel management to facilitate decision making.</li> <li>c) Sit as member in the monthly management meetings in the hotel to review business progress of the hotel and make decisions.</li> <li>d) Develop and implement strategies for new products and services in the hotel in order to attract more customers and generate more profits.</li> </ul>			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Monitor issuance of stationery and other materials to groups to facilitate the conferences held in the hotel.</li> <li>b) Prepare debtors check lists to monitor services offered on credit for later follow ups by the credit controller for payments.</li> <li>c) Make reservations for guests on conferencing and accommodation facilities so that they can access services whenever required and raise revenue for the hotel.</li> <li>d) Answer guest queries on available services and modes of payment, credit facilities, and policies surrounding credit facilities to inform their decisions on mode of payment for services offered to them by the hotel.</li> <li>e) Raise invoices for conferencing functions to aid cashiers in billing to guests after using the</li> </ul>			

<p>conference facilities of the hotel.</p> <p>f) Maintain office files on daily events, quotations, commitment letters among others for record purpose and future reference.</p> <p>g) Pro-actively hunt for target organization and establish communications with those business that benefit from our services.</p> <p>h) Build referral and lead network with current and potential clients for networking and future business opportunities in the hotel.</p> <p>i) Increase the hotel's involvement with the existing clients for business partnership and increased revenue and market share.</p> <p>j) Identify and determine new opportunities by analysing business needs of the local communities that would need and use the hotel services.</p>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
<p>a) Office furniture</p> <p>b) Computer</p> <p>c) Telephone</p> <p>d) Conference hall stationary</p>
<b><i>Nature of decision making</i></b>
<p>a) Operational decisions</p> <p>b) Analytical decisions</p>
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Bachelor's degree in Business Management and Administration/ Hotel Management.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
<p>a) Professional/discipline specific knowledge of theory and techniques in a specialised field, or knowledge of a number of fields acquired through tertiary education and /or considerable experience</p> <p>b) Computer literacy</p> <p>c) Report writing</p>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
<p>a) Leadership skills</p> <p>b) Communication skills</p> <p>c) Interpersonal skills</p> <p>d) Organisational skills</p> <p>e) Ability to work under pressure.</p> <p>f) Negotiation skills.</p> <p>g) Team building.</p> <p>h) Problem solving.</p> <p>i) Supervisory.</p>

<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
<ul style="list-style-type: none"> <li>a) Compliance with chapter six of the constitution of Kenya 2010.</li> <li>b) HELB clearance</li> <li>c) KRA tax compliance</li> <li>d) Certificate of good conduct from NPS</li> </ul>
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
A minimum of three (3) years of work experience in business management in hotel industry.
<b>7. Problem Solving:</b>
Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Detailed technical and/or functional instructions or queries</li> <li>f) Basic e-mail, fax or mail correspondence</li> <li>g) Detailed e-mail, fax or mail correspondence</li> <li>h) Factual reports on aspects of the institution such as policy guidelines</li> </ul>
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Basic explanation of services to employees of the institution or clients</li> <li>e) Detailed technical explanation of services or concepts to employees of the institution or clients</li> <li>f) Simple verbal instructions to other employees within the institution</li> <li>g) Basic e-mail, fax or mail correspondence</li> <li>h) Detailed e-mail, fax or mail correspondence</li> <li>i) Drafting of factual reports, presentations, procedure or policy documents or training material</li> </ul>
<b>9. Sapiential Authority</b>
<b><i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i></b>
N/A
<b>10. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Influences or changes specific administrative or operational practices in a team, section or unit
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
N/A



***Job holders' influence over people outside the directorate but within the institution and people outside the institution***

- a) Convey information inside the unit/section/department/ division/institution.
- b) Convey information inside the unit/section/department/ division/institution.
- c) Convey information at the senior management level.
- d) Persuade outside the unit/section/department/ division/institution.
- e) Persuade at senior management level.
- f) Negotiate outside the unit/section/department/ division/institution.

**11. Other responsibilities assigned outside of the core responsibilities of the job:**

N/A

**12. Working Conditions:**

***Working Environment***

Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.

***Job Hazards***

There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## Food and Beverage Manager

1. Background Information			
<b>Job Title:</b> Food and Beverage Manager	<b>Job Level:</b> MSU/KH/FBMoo 5	<b>Current Grade:</b> 12	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> N/A		<b>Department/ Section/Unit:</b> N/A	
<b>Reports to:</b> Hotel Manager			
<b>Direct Reports:</b> Assistant Food and Beverage Manager		<b>Indirect Reports:</b> a) Food and Beverage Controller b) Restaurant Supervisor c) Waiter/ Waitress d) Chef e) Kitchen steward	
2. Purpose of the Job:			
This job exists to effectively manage the day to day operations of all catering outlets to ensure guest satisfaction and enhance profitability in the catering section.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> a) Prepare accurate sectional budget and procurement plan and maintain accurate equipment inventory for uninterrupted catering services in the hotel. b) Evaluate the performance of catering staff through holding regular appraisals in order to identify training needs and for reward purposes. c) Allocate work to and supervise the catering staff to ensure that they perform tasks to the professional standards.			
<b>Operational Responsibilities:</b> a) Coordinate the production of food and beverages that meet customer needs and are available as listed in the menu. b) Prepare master hotel menu and wine list with the kitchen in-charge and the hotel general manager for great customer experience and satisfaction. c) Coordinate food and beverage activities to ensure that standard operating procedures and legislation regarding food and beverage are adhered to. d) Train staff and guests on how to handle emergencies in the food and beverage areas to promote their safety and security for all in the hotel.			

<ul style="list-style-type: none"> <li>e) Monitor cost and revenue for the food and beverage section in order to advise the hotel management accordingly.</li> <li>f) Coordinate and approve daily and weekly sectional duty roster to ensure optimal staff levels and utilisation on all occasions.</li> <li>g) Maintain strong presence in the restaurants, bars and function room by creating rapport with guests and staff and attending to complaints promptly.</li> <li>h) Engage in continual improvements in the food and beverage operations in line with emerging trends and market trends.</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
<ul style="list-style-type: none"> <li>a) Provide input into the process of budgeting.</li> <li>b) Control or manage expenditure.</li> </ul>
<b><i>Responsibility for physical assets</i></b>
Food and Beverage machine and equipment
<b><i>Nature of decision making</i></b>
<ul style="list-style-type: none"> <li>a) Financial decisions</li> <li>b) Operational decisions</li> <li>c) Analytical decisions</li> </ul>
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Bachelor's degree in Hotel Management.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Food handler's certificate
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
<ul style="list-style-type: none"> <li>a) Professional/discipline specific knowledge of theory and techniques in a specialised field, or knowledge of a number of fields acquired through tertiary education and /or considerable experience</li> <li>b) Computer literacy</li> <li>c) Budgeting</li> <li>d) Knowledge of professional standards</li> <li>e) Knowledge of relevant legislation</li> </ul>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
<ul style="list-style-type: none"> <li>a) Leadership skills</li> <li>b) Communication skills</li> <li>c) Interpersonal skills</li> <li>d) Organisational skills</li> <li>e) Ability to work under pressure.</li> <li>f) Negotiation skills.</li> <li>g) Team building.</li> <li>h) Problem solving.</li> <li>i) Supervisory.</li> </ul>

<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
a) Compliance with chapter six of the constitution of Kenya 2010. b) Food handlers certificate
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
A minimum of three (3) years of experience in relevant field.
<b>7. Problem Solving:</b>
Problem solutions are not obvious and need to be determined through the use of technical or analytical skills.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence h) Written Government policy documents affecting the job holder's area of responsibility i) Current legislation affecting the job holder's area of responsibility j) Factual reports on aspects of the institution such as policy guidelines
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Communication around escalated or difficult queries with internal or external customers or clients d) Basic explanation of services to employees of the institution or clients e) Detailed technical explanation of services or concepts to employees of the institution or clients f) Simple verbal instructions to other employees within the institution g) Detailed verbal or written instructions or requests to employees of the institution or contractors h) Basic e-mail, fax or mail correspondence i) Detailed e-mail, fax or mail correspondence j) Drafting of factual reports, presentations, procedure or policy documents or training material
<b>9. Sapiential Authority</b>
<b>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</b>
N/A
<b>10. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Influences or changes specific administrative or operational practices in a team, section or unit.
<b>Job holders' influence over subordinates and colleagues:</b>
Allocate work to and supervise one (1) Assistant Food And Beverage Manager. Lead fifty hotel staff through the Assistant Food And Beverage Manager.

***Job holders' influence over people outside the directorate but within the institution and people outside the institution***

- a) Convey information inside the unit/section/department/ division/institution.
- b) Convey information inside the unit/section/department/ division/institution.
- c) Convey information at the senior management level.
- d) Persuade outside the unit/section/department/ division/institution.
- e) Persuade at senior management level.
- f) Negotiate outside the unit/section/department/ division/institution.

**11. Other responsibilities assigned outside of the core responsibilities of the job:**

N/A

**12. Working Conditions:**

***Working Environment***

Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.

***Job Hazards***

There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## **Assistant Food and Beverage Manager**

<b>1. Background Information</b>			
<b>Job Title:</b> Assistant Food and Beverage Manager	<b>Job Level:</b> MSU/KH/AFBM006	<b>Current Grade:</b> KH9	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Food and Beverage Manager			
<b>Direct Reports:</b> a) Food and Beverage controller b) Restaurant Supervisor c) Chef		<b>Indirect Reports:</b> a) Waiter/Waitress b) Kitchen steward	
<b>2. Purpose of the Job:</b>			
This job exists to manage the day to day operations of catering outlets to ensure guest satisfaction and enhance profitability in the catering section in collaboration with the Food and Beverage Manager			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> Allocate work to and supervise the catering staff to ensure that they perform tasks to the professional standards.			
<b>Operational Responsibilities:</b> a) Coordinate the production of food and beverage products that meet customer needs and are available as listed in the menu. b) Coordinate food and beverage activities to ensure that standard operating procedures and legislation regarding food and beverage are adhered to. c) Train staff and guests on how to handle emergencies in the food and beverage areas to promote their safety and security of all in the hotel. d) Monitor cost and revenue for the food and beverage section in order to advise the hotel management accordingly. e) Implement and coordinate daily and weekly sectional duty roster to ensure optimal staff levels and utilisation on all occasions. f) Maintain strong presence in the restaurants, bars and function room by creating rapport with guests and staff and attending to complaints promptly. g) Engage in continual improvements in the food and beverage operations in line with emerging trends and market behavior and tendencies.			

<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
Food and Beverage machine and equipment
<b><i>Nature of decision making</i></b>
a) Operational decisions b) Analytical decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Bachelor's degree in Hotel Management or related field from a recognized University.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Food handler's certificate
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
a) Professional/discipline specific knowledge of theory and techniques in a specialised field, or knowledge of a number of fields acquired through tertiary education and /or considerable experience b) Computer literacy c) Budgeting d) Knowledge of professional standards e) Knowledge of relevant legislation
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Leadership skills b) Communication skills c) Interpersonal skills d) Organisational skills e) Ability to work under pressure. f) Negotiation skills. g) Team building. h) Problem solving. i) Supervisory.
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
A minimum of three (3) years of experience in relevant field.
<b>7. Problem Solving:</b>

Problem solutions are not obvious and need to be determined through the use of technical or analytical skills.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Detailed technical and/or functional instructions or queries</li> <li>f) Basic e-mail, fax or mail correspondence</li> <li>g) Detailed e-mail, fax or mail correspondence</li> <li>h) Written Government policy documents affecting the job holder's area of responsibility</li> <li>i) Current legislation affecting the job holder's area of responsibility</li> <li>j) Factual reports on aspects of the institution such as policy guidelines</li> </ul>
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Basic explanation of services to employees of the institution or clients</li> <li>e) Simple verbal instructions to other employees within the institution</li> <li>f) Detailed verbal or written instructions or requests to employees of the institution or contractors</li> <li>g) Basic e-mail, fax or mail correspondence</li> <li>h) Detailed e-mail, fax or mail correspondence</li> <li>i) Drafting of factual reports, presentations, procedure or policy documents or training material</li> </ul>
<b>9. Sapiential Authority</b>
<b><i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i></b>
N/A
<b>10. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Influences or changes specific administrative or operational practices in a team, section or unit.
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
Allocate work to and supervise thirty one (31), that is, one Food And Beverage Controller, one restaurant supervisor, one chef, one bar tender and twenty seven wait staff. Lead fifty hotel staff through the Assistant Food And Beverage Manager.
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/section/department/ division/institution.</li> <li>b) Convey information inside the unit/section/department/ division/institution.</li> <li>c) Persuade outside the unit/section/department/ division/institution</li> <li>d) Negotiate outside the department.</li> </ul>
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b><i>Working Environment</i></b>



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Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.

***Job Hazards***

There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## Food and Beverage Controller

1. Background Information			
<b>Job Title:</b> Food and Beverage Controller	<b>Job Level:</b> MSU/KH/FBC007	<b>Current Grade:</b> 9	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Assistant Food and Beverage Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position exists to establish costing that help in controlling, ordering, purchasing and issuing of food and beverage items. This job also controls portioning and pricing of food and beverage items in the hotel.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>a) Control the usage of food and beverage items bought in the hotel to ensure that they are properly accounted for.</li> <li>b) Liaise with the purchasing office so as to obtain best quality of food and beverages at affordable prices in order to minimize costs of operations of the hotel.</li> <li>c) Liaise with the kitchen in charge of food and beverages manager on portion controls in the kitchen of the hotel</li> <li>d) Review menu and bar list in terms of price and content in liaison with the Food and Beverage Manager for purpose of alignment with the market changes, which include changes in prices, tastes and preferences.</li> <li>e) Carry out audits at the point of sale terminals to ensure that items sold tally with the amount of money received in return.</li> <li>f) Perform routine checks for food and beverage expiries for purpose of disposal and replacement with new food and beverage items.</li> <li>g) Coordinate the system of supplies to bars and kitchens is carried out correctly, that is, only optimum stock level of items are held at a time.</li> </ol>			

<ul style="list-style-type: none"> <li>h) Carry out routine checks in all stores to ensure that food and beverage stocks are held within the company policies and standards.</li> <li>i) Provide sales analysis of items by restaurants on a daily basis for purpose of decision making on kitchen and bar supplies in the hotel.</li> <li>j) Prepare and submit to the Food and Beverage Manager daily and monthly bar and restaurant sales reports in order to inform decision-making in the hotel.</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
<ul style="list-style-type: none"> <li>a) Office furniture</li> <li>b) Office machinery such as computer</li> </ul>
<b><i>Nature of decision making</i></b>
<ul style="list-style-type: none"> <li>a) Operational decisions</li> <li>b) Analytical decisions</li> </ul>
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Higher National Diploma, or Bachelor's Degree in Food and Beverage Production or equivalent qualification.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Food handler certificate
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
<ul style="list-style-type: none"> <li>a) Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training</li> <li>b) Knowledge of professional standards</li> <li>c) Knowledge of health regulations regarding food production.</li> </ul>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
<ul style="list-style-type: none"> <li>a) Communication skills</li> <li>b) Interpersonal skills</li> <li>c) Team building.</li> <li>d) Problem solving.</li> <li>e) Supervisory.</li> </ul>
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
A minimum of three (3) years of experience as a food and beverage controller.
<b>7. Problem Solving:</b>

Problems are generally resolved by reference to established procedures. However some limited flexibility is allowed. Problems clearly outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Detailed technical and/or functional instructions or queries</li> <li>f) Basic e-mail, fax or mail correspondence</li> <li>g) Detailed e-mail, fax or mail correspondence</li> <li>h) Factual reports on aspects of the institution such as policy guidelines</li> </ul>
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Basic explanation of services to employees of the institution or clients</li> <li>d) Simple verbal instructions to other employees within the institution</li> <li>e) Basic e-mail, fax or mail correspondence</li> <li>f) Detailed e-mail, fax or mail correspondence</li> <li>g) Drafting of factual reports, presentations, procedures or policy documents or training materials</li> </ul>
<b>9. Sapiential Authority</b>
<b><i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i></b>
N/A
<b>10. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Is expected to come up with suggestions on improved practices.
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
N/A
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/section/department/ division/institution.</li> <li>b) Convey information outside the unit/section/department/ division/institution.</li> </ul>
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## Restaurant Supervisor

1. Background Information			
<b>Job Title:</b> Restaurant Supervisor	<b>Job Level:</b> MSU/KH/RS007	<b>Current Grade:</b> KH3	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Assistant Food and Beverage Manager			
<b>Direct Reports:</b> Waiter/Waitress		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position exists to coordinate and supervise restaurant activities in order to ensure high standards of services are upheld and ensure maximum guest satisfaction in the restaurant of the hotel.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Prepare reports daily on sales per staff and report on daily activities and present to the Food and Beverage Manager to inform decision on management of the hotel.</li> <li>b) Oversee hygienic food handling practices and cleanliness by all the wait staff to ensure that food and beverage presented to guests is hygienic.</li> <li>c) Communicate any stock shortages on time to the food and beverage manager for purpose of purchasing and restocking.</li> <li>d) Handle guests concerns and complaints based on the guidelines to ensure that guests satisfied.</li> <li>e) Hold briefings during hand over sessions to ensure smooth transition among wait staff during changes in shifts</li> <li>f) Offer high service to all customers at all time by meeting, greeting, providing seats and bidding customers farewell to enhance customer satisfaction.</li> <li>g) Make orders, serve food and beverage to customers and clear tables with the aid of waiting staff of the restaurant</li> <li>h) Coordinate the provision of beverages are served at consistent quality standards to customers for their great experience and satisfaction.</li> <li>i) Oversee the daily cleaning of the restaurant and bar to ensure that they are in impeccable state and</li> </ul>			

ready for service.
j) Supervise the waiters and the waitress to ensure all tasks for setting up in the morning, service and closing in the evening are correctly done.
k) Coordinate the implementation of national service of alcohol policies are adhered to and maintained in the restaurant of the hotel.
l) Coordinate customer billing so that bills for events are duly signed by guests and invoiced for due payments in the hotel.
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Chafing dishes b) Bain Marie c) Coffee maker d) Toasters e) Sandwich makers
<b><i>Nature of decision making</i></b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Diploma in Food and Beverage Production from a recognized institution
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Food handler certificate
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
a) Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training b) Knowledge of professional standards c) Knowledge of health regulations regarding food production.
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Communication skills b) Interpersonal skills c) Ability to work under pressure. d) Team building. e) Problem solving. f) Supervisory.
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>

A minimum of five (5) years of experience as a restaurant supervisor.
<b>7. Problem Solving:</b>
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Detailed technical and/or functional instructions or queries</li> <li>f) Basic e-mail, fax or mail correspondence</li> </ul>
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Basic explanation of services to employees of the institution or clients</li> <li>d) Detailed technical explanation of services or concepts to employees of the institution or clients</li> <li>e) Simple verbal instructions to other employees within the institution</li> <li>f) Detailed verbal or written instructions or requests to employees of the institution or contractors</li> <li>g) Basic e-mail, fax or mail correspondence</li> </ul>
<b>9. Sapiential Authority</b>
<b><i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i></b>
N/A
<b>10. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Is expected to come up with suggestions on improved practices.
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
Allocate work to and supervise 23 waiters and waitresses.
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/section/department/ division/institution.</li> <li>b) Convey information outside the unit/section/department/ division/institution.</li> </ul>
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## Waiter/Waitress

1. Background Information			
<b>Job Title:</b> Waiter/ Waitress	<b>Job Level:</b> MSU/KH/WWoo 8	<b>Current Grade:</b> KH3	<b>No. of Posts:</b> 23
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Restaurant Supervisor			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to provide competent waiting service by offering food and beverages to customers in the restaurant for their maximum enjoyment and satisfaction, and then bill them for services rendered in the hotel.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
a) Receive and show seats to customers and make them sit at the tables to make them comfortable as they wait to be served. b) Present menu to guests and answer question about menu items; how menu items are prepared, describing ingredients and cooking methods. c) Inform the customers of the daily special offers such as serving dishes and drinks, happy hours, buffet options and the like in the restaurant. d) Take guests' orders for food and beverage to facilitate preparation and serving of the same in the restaurant. e) Serve food and beverage to guests in line with the respective orders made within the shortest time possible. f) Check on guests to ensure they are enjoying their meals, attend to their other upcoming orders and take action to correct any problems. g) Prepare checks that itemize the foods and beverages served, the total cost and Value Added Tax then bill them accordingly. h) Clear dishes, cutlery and glasses from the table and counter once the guests are done eating for purpose of wash up.			



<ul style="list-style-type: none"> <li>i) Collect payment from customers and submit to the cashier for receipting by the cashier of the restaurant.</li> <li>j) Clean and wipe tables for hygiene purposes and for use by the next customers in the restaurant.</li> <li>k) Stock service areas with supplies such as coffee, food, tableware, linen, salt, pepper, sugar, condiments, and napkin containers.</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
<ul style="list-style-type: none"> <li>a) Restaurant furniture</li> <li>b) Bar equipment</li> </ul>
<b><i>Nature of decision making</i></b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Certificate in Food and Beverage Management or Food and Beverage Service Techniques from a recognized institution.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Food handler certificate
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
<ul style="list-style-type: none"> <li>a) Knowledge of intermediate clerical, operational or customer service skills acquired through education, experience or on the job training</li> <li>b) Knowledge of professional standards</li> <li>c) Customer service skills</li> </ul>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
<ul style="list-style-type: none"> <li>a) Communication skills</li> <li>b) Interpersonal skills</li> <li>c) Team building.</li> <li>d) Problem solving.</li> <li>e) Negotiation skills.</li> </ul>
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
A minimum of two (2) years of experience as a wait staff.
<b>7. Problem Solving:</b>
Problems are resolved by reference to established procedures. Problems outside of established procedures are referred upwards.

<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients d) Detailed technical explanation of services or concepts to employees of the institution or clients
<b>9. Sapiential Authority</b>
<b><i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i></b>
N/A
<b>10. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Not expected to influence practices.
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
N/A
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
a) Convey information inside the unit/section/department/ division/institution. b) Convey information outside the unit/section/department/ division/institution.
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## Chef

1. Background Information			
<b>Job Title:</b> Chef	<b>Job Level:</b> MSU/KH/Cf007	<b>Current Grade:</b> KH8	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Assistant Food and Beverage Manager			
<b>Direct Reports:</b> a) Kitchen Steward b) Cook		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
The purpose is to coordinate smooth running of the kitchen activities for consistent production of quality foods to meet customer's expectations, satisfaction and professional standards in the hotel.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b>  N/A			
<b>Operational Responsibilities:</b> a) Make kitchen staff duty roster in consultation with the food and beverage manager to ensure that hotel staff are adequately engaged in the operation b) Ensure all the kitchen staff have a job description and receive necessary training for competence in meeting the same in their duties in the kitchen c) Advice and direct food and beverage on staffing requirements to enhance food production and catering service in the hotel d) Prepare and maintain monthly kitchen inventory and delivered to the food and beverage manager to facilitate purchase of new stock. e) Maintaining high standards of safety and hygiene in the kitchen in order to ensure perfect appearance and hygienic of all production staff and food prepared. f) Receive and process guest complaints in regards to food and respond to them promptly through the food and beverage or service staff. g) Set strict portion control regime for kitchen staff to ensure that standards are adhered to for profitability in the restaurant of the hotel h) Estimate expected food consumption and make requisitions or purchase from suppliers/procure from food storage to ensure that items are available in the kitchen as listed on the menu card.			

<ul style="list-style-type: none"> <li>i) Co-ordinate menu planning, preparation for banqueting activities and advise on menu changes in terms of content from time to time.</li> <li>j) Hold weekly meetings with the food and beverage production staff to review performance of the food production staff.</li> <li>k) Keep inventory of kitchen equipment and advice food and beverage manager on optimum equipment stock levels.</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
<ul style="list-style-type: none"> <li>a) Oven</li> <li>b) Potato peelers</li> <li>c) Blenders</li> <li>d) Microwave</li> </ul>
<b><i>Nature of decision making</i></b>
<ul style="list-style-type: none"> <li>a) Operational decisions</li> <li>b) Analytical decisions</li> </ul>
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Diploma in Food and Beverage Production
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
<ul style="list-style-type: none"> <li>a) Training in management</li> <li>b) Food handler certificate</li> </ul>
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
<ul style="list-style-type: none"> <li>a) Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training</li> <li>b) Budgeting skills</li> <li>c) Knowledge of professional standards</li> <li>d) Knowledge of health regulations regarding food production.</li> </ul>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
<ul style="list-style-type: none"> <li>a) Leadership skills</li> <li>b) Communication skills</li> <li>c) Interpersonal skills</li> <li>d) Organisational skills</li> <li>e) Ability to work under pressure</li> <li>f) Team building</li> <li>g) Problem solving</li> <li>h) Supervisory</li> </ul>
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>

<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
A minimum of three (3) years of experience as a chef.
<b>7. Problem Solving:</b>
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> <li>e) Detailed technical and/or functional instructions or queries</li> <li>f) Basic e-mail, fax or mail correspondence</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Basic explanation of services to employees of the institution or clients</li> <li>e) Simple verbal instructions to other employees within the institution</li> <li>f) Detailed verbal or written instructions or requests to employees of the institution or contractors</li> <li>g) Basic e-mail, fax or mail correspondence</li> </ul>
<b>9. Sapiential Authority</b>
<b>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</b>
N/A
<b>10. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Influences or changes specific administrative or operational practices in a team, section or unit.
<b>Job holders' influence over subordinates and colleagues:</b>
Allocate work to and supervise two assistant chefs Lead twenty two (22) cooks through the 2 assistant chefs.
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/section/department/ division/institution.</li> <li>b) Convey information outside the unit/section/department/ division/institution.</li> </ul>
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.

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**Job Hazards**

Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

## Cook

1. Background Information			
<b>Job Title:</b> Cook	<b>Job Level:</b> MSU/KH/Ckoo8	<b>Current Grade:</b> KH3	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Chef			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position exists to prepare and produce a variety food and beverage following customers' orders in line with hospitality standards so as to maximize customer satisfaction and revenue maximization in the hotel.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Prepare and serve food ordered customers and guests by observing safe hygiene handling practices in the restaurant.</li> <li>b) Prepare season and cook food according to recipes, personal judgment and experience for customer experience in the restaurant.</li> <li>c) Observe and taste food to determine if they are cooked properly, are tasty and delicious for great customer experience and maximum satisfaction in the restaurant.</li> <li>d) Portion, arrange and garnish and serve food and hand it over to the waiters to serve guests as per their orders in the restaurant.</li> <li>e) Regulate oven, boiler, grills and roaster temperatures to ensure that food cooks at the right temperature for quality food production in the kitchen.</li> <li>f) Consult with the chef to plan for menus and food portions considering factors like costs and special needs events.</li> <li>g) Keep records and accounts of recurring stock items in the kitchen stock sheets so as to track costs and evaluate profitability in the restaurant.</li> <li>h) Inspect food deliveries and sign delivery notes alongside a receiving clerk within the restaurant of the hotel.</li> </ul>			

i) Separate food products and properly rotate stock of all perishables and non-perishables to prevent spoilage in the kitchen store of the hotel.
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Boilers b) Ovens c) Grills d) Toaster
<b><i>Nature of decision making</i></b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Diploma in Food and Beverage Production from a recognized institution.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Food handler certificate.
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
a) Knowledge of skills required to perform a variety of primarily manual tasks. b) Knowledge of professional standards. c) Knowledge of health regulations regarding food production.
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Communication skills. b) Interpersonal skills. c) Team building.
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
A minimum of two (2) years of experience as a cook in a hotel.
<b>7. Problem Solving:</b>
Problems are resolved by reference to established procedures. Problems outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>



<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Detailed verbal instructions or requests</li> <li>c) Simple written instructions or requests</li> <li>d) Detailed written procedures</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Basic explanation of services to employees of the institution or clients</li> <li>d) Simple verbal instructions to other employees within the institution</li> </ul>
<b>9. Sapiential Authority</b>
<b>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</b>
N/A
<b>10. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Not expected to influence practices.
<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/section/department/ division/institution.</li> <li>b) Convey information outside the unit/section/department/ division/institution.</li> </ul>
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b>Job Hazards</b>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

## ***Kitchen Steward***

<b>1. Background Information</b>			
<b>Job Title:</b> Kitchen Steward	<b>Job Level:</b> MSU/KH/KSto09	<b>Current Grade:</b> KH2	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Chef			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to provide constant manual support in the kitchen such as cleaning of the kitchen and kitchen utensils and equipment, and proper arrangement of the same hence uphold hygienic standards in the hotel kitchen.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Clean and maintain all kitchen equipment and utensil after every use as per standards set by the Chef</li> <li>b) Maintain stock of all cleaning supplies on a weekly basis and report to the chef for purposes of restocking where the stock levels fall.</li> <li>c) Monitors and ensures that all temperature and chemical solutions requirements are met in the kitchen store for safety and security of materials stored in it</li> <li>d) Create and maintain temperature logs &amp; pH balance of all cleaning equipment to ensure that food and beverage items in the kitchen do not spoil.</li> <li>e) Wash all dishes, silverwares, pots and pans and ensure their cleanliness is up to standard and stock them in their respective storage areas in the kitchen.</li> <li>f) Collect supplied food items, clean and sort them for purpose of storage in the kitchen store.</li> <li>g) Maintain daily the kitchen cleaning checklist to monitor the cleaning of all sections and equipment within the kitchen.</li> <li>h) Support the cooks in measuring food stuff portions and preparing them for cooking and other food production procedures in the kitchen</li> </ul>			

<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
N/A
<b><i>Nature of decision making</i></b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Kenya Certificate of Secondary Education grade D+
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Food handler certificate
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
a) Knowledge of basic skills required to perform one type of manual work b) Knowledge of health regulations regarding food production.
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Communication skills b) Interpersonal skills c) Team building
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
Entry level
<b>7. Problem Solving:</b>
Is not required to solve problems. All problems outside of routine instructions are referred upwards.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>

a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients
<b>9. Sapiential Authority</b>
<b><i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i></b>
N/A
<b>10. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Not expected to influence practices.
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
N/A
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
Convey information inside the unit/section/department/ division/institution.
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b><i>Job Hazards</i></b>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

## Receptionist

1. Background Information			
<b>Job Title:</b> Receptionist	<b>Job Level:</b> MSU/KH/Rec008	<b>Current Grade:</b> KH3	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Front Office Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to provide customer care and service such as welcoming guests and making them comfortable, manage room reservations and attend to requests from the guests thus managing their entire stay in the hotel.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Receive and welcome guests and greet them cheerfully, offer them seats and welcome drinks as they await for services such as checking in in order to make them feel at home.</li> <li>b) Answer phone calls, note down specific information to address where possible concerns of clients or forward to the respective office where the guests can be attended to.</li> <li>c) Answer all hotel related questions of the guests or referring the guests to the right officer to handle their questions.</li> <li>d) Guide guests about general location of rooms and various blocks and other facilities in the hotel.</li> <li>e) Maintain daily guest's records and include any suggestions from the visitors to improve the services of the hotel</li> <li>f) Handle reservations on phone, email or face to face communication to assist guests acquire accommodation within the hotel.</li> <li>g) Check in and out guests from the hotel, allocate rooms and hand out keys through cash office.</li> <li>h) Facilitate payments for hotel rooms by billing guests as they check in and referring them to the cashier in order to make payments for accommodation.</li> <li>i) Receive and relay messages from and to guests to enhance effective communication within and without the hotel.</li> </ul>			

- j) Handle special requests from guests such as organising for early breakfast and transfers and travels by organising cabs for them.
- k) Deal with complaint and report to the relevant department and follow up with the guests to ensure that their concerns are addressed.

**4. Job Dimensions:**

***Financial Responsibilities***

N/A

***Responsibility for physical assets***

- a) Computer
- b) Photocopier
- c) Furniture at the customer interface area

***Nature of decision making***

Operational decisions

**5. Qualifications Knowledge and Skills:**

***Minimum level of academic qualifications required to perform effectively in the role***

Diploma in Hospitality, Front Office Operations or Front Desk Techniques from a recognized institution.

***Minimum level of professional qualification required to perform effectively in the role***

N/A

***Minimum level of knowledge that would be regularly applied to the job***

- a) Knowledge of intermediate clerical, operational or customer service skills acquired through education, experience or on the job training
- b) Knowledge of professional standards
- c) Computer literacy
- d) Knowledge of guest registration system such as Fidelio

***Typical soft skills that would be regularly applied to the job (Attributes)***

- a) Communication skills
- b) Interpersonal skills
- c) Team building
- d) Organisational skills
- e) Negotiation skills

***Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role***

Compliance with chapter six of the constitution of Kenya 2010.

**6. Relevant Experience Required:**

***Minimum number of months or years of experience the jobholder is required to have to be appointed to the position***

A minimum of two (2) year of work experience in the front office department.

**7. Problem Solving:**

Problems are generally resolved by reference to established procedures. However some limited flexibility is allowed. Problems clearly outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Simple written instructions or requests</li> <li>c) Detailed written procedures</li> <li>d) Detailed verbal instructions or requests</li> <li>e) Basic e-mail, fax or mail correspondence</li> <li>f) Detailed e-mail, fax or mail correspondence</li> </ul>
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Basic explanation of services to employees of the institution or clients</li> <li>d) Simple verbal instructions to other employees within the institution</li> <li>e) Basic e-mail, fax or mail correspondence</li> <li>f) Detailed e-mail, fax or mail correspondence</li> </ul>
<b>9. Sapiential Authority</b>
<b><i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i></b>
N/A
<b>10. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Is expected to come up with suggestions on improved practices.
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
N/A
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/section/department/ division/institution.</li> <li>b) Convey information outside the unit/section/department/ division/institution.</li> </ul>
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## Telephone Operator

1. Background Information			
<b>Job Title:</b> Telephone Operator	<b>Job Level:</b> MSU/KH/TOpoo 8	<b>Current Grade:</b> KH3	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Front Office Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
The purpose of this job is to answer and connect calls from outside to the hotel as well as take down messages from guests and offices. The job also exists to relay incoming, outgoing and interoffice calls in the hotel to facilitate communication within and outside the hotel.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>Receive external phone calls and supply the required information to callers and record messages from callers.</li> <li>Receive external phone calls; answer all incoming calls through the mainline of the hotel, listen to the caller's request and solve the query (if possible) or direct the call to the concerned department.</li> <li>Receive phone calls and redirect them to the correct routing; ensure that all calls are routed to the appropriate recipients in different departments in the hotel.</li> <li>Register calls by taking down relevant information while on call for purpose of adequate reporting to the respective offices in the hotel.</li> <li>Report any faulty extensions and following up with the operators that the telephones are in good working conditions.</li> <li>Update telephone directories in the hotel in order to enhance making and receipt of calls by different users in the hotel.</li> <li>Solve queries about who is in charge of what department, current happenings in the hotel and major events to be able to relay basic information about the hotel</li> </ol>			
4. Job Dimensions:			



<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
a) Switchboards b) Telephone business system equipment
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Diploma in Call Center and Customer Service Techniques from a recognized institution.
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
a) Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training b) Knowledge of professional standards. c) Computer literacy. d) Knowledge of telephony systems.
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills. b) Interpersonal skills. c) Team building. d) Problem solving.
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
A minimum of three (3) years of experience as a telephone or switchboard operator.
<b>7. Problem Solving:</b>
Problems are resolved by reference to established procedures. Problems outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures

e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients d) Simple verbal instructions to other employees within the institution e) Detailed verbal or written instructions or requests to employees of the institution or contractors f) Basic e-mail, fax or mail correspondence
<b>9. Sapiential Authority</b>
<b>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</b>
N/A
<b>10. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Is expected to come up with suggestions on improved practices.
<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
a) Convey information inside the unit/section/department/ division/institution. b) Convey information outside the unit/section/department/ division/institution. c) Convey information at senior management level.
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b>Job Hazards</b>
There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***Hotel Messenger/Porter***

<b>1. Background Information</b>			
<b>Job Title:</b> Hotel Messenger/Porter	<b>Job Level:</b> MSU/KH/HM/Poo 8	<b>Current Grade:</b> KH1	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Front Office Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
The purpose of this job is to receive and welcome guests into the hotel, assist them with carrying their luggage and answer their queries to ensure comfort during their stay in the hotel.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>Carry luggage for guests from the reception area to their respective rooms during entry and back to the reception when exiting the hotel.</li> <li>Answer queries about hotel to enable guests navigate easily within and about different areas of the hotel.</li> <li>Arrange for taxis, deliver newspapers and any other messages for the guest's in their room or other areas they may be found.</li> <li>Provide a primary point of contact for the customer seeking information about the hotel facilities, local area and attractions in the town and region.</li> <li>Escort guests to the rooms and demonstrate to them how the facilities in the room such as ventilation, television, lights among others are used and to confirm their condition.</li> <li>Respond to safety and security issues hence promoting wellbeing of guests and other hotel staff in the hotel premises.</li> </ol>			
<b>4. Job Dimensions:</b>			
<b><i>Financial Responsibilities</i></b>			

N/A
<b>Responsibility for physical assets</b>
N/A
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Kenya Certificate of Secondary Education (KCSE)
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
<ul style="list-style-type: none"> <li>a) Knowledge of intermediate clerical, operational or customer service skills acquired through education, experience or on the job training</li> <li>b) Computer literacy</li> <li>c) Knowledge of security and safety procedures</li> <li>d) Knowledge of hotel industry professional conduct</li> </ul>
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
<ul style="list-style-type: none"> <li>a) Communication skills</li> <li>b) Interpersonal skills</li> <li>c) Organisational skills</li> <li>d) Team building.</li> </ul>
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
A minimum of two (2) years of relevant work experience.
<b>7. Problem Solving:</b>
Problems are resolved by reference to established procedures. Problems outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Simple written instructions or requests</li> <li>c) Basic e-mail, fax or mail correspondence</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>

<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Basic explanation of services to employees of the institution or clients</li> <li>d) Simple verbal instructions to other employees within the institution</li> <li>e) Basic e-mail, fax or mail correspondence</li> </ul>
<b>9. Sapiential Authority</b>
<b><i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i></b>
N/A
<b>10. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Not expected to influence practices.
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
N/A
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/section/department/ division/institution.</li> <li>b) Convey information inside the unit/section/department/ division/institution.</li> </ul>
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***Executive House Keeper***

<b>1. Background Information</b>			
<b>Job Title:</b> Executive House Keeper	<b>Job Level:</b> MSU/KH/ExHko 05	<b>Current Grade:</b> KH8	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Hotel Manager			
<b>Direct Reports:</b> Assistant Head House keeper		<b>Indirect Reports:</b> a) Room Steward b) Linen Controller c) Laundry supervisor d) House keeper e) Laundry Attendant	
<b>2. Purpose of the Job:</b>			
This job exists to coordinate and maintain cleanliness and orderliness in the hotel premises in order to make it attractive, habitable and a hospitable environment.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> a) Oversee the work of housekeeping staff, laundry staff and room staff to ensure they are performed to the set standards and timely. b) Prepare work schedules for housekeeping staff to aid in proper utilisation of housekeeping staff at any particular point in time. c) Manage and control housekeeping budget for the hotel in order to minimise and control costs in the hotel d) Establish standards and procedures for work of housekeeping to enhance uniformity and quality of work. e) Prepares reports concerning room occupancy and department expenses and present to the management to aid in decision making.			
<b>Operational Responsibilities:</b> a) Make requisition for new linen, staff uniforms and cleaning materials for housekeeping to ensure constant availability of housekeeping supplies. b) Inspects guest room prior to checking in to ensure that all facilities are functional and in good condition.			

<ul style="list-style-type: none"> <li>c) Oversee room cleaning duties of housekeepers to ensure that they are competently done for customer experience and satisfaction.</li> <li>d) Train new housekeeping hires and trainees to update their skills and enable them perform optimally.</li> <li>e) Take inventories of housekeeping equipment and supplies to ensure adequate supplies at all times for uninterrupted service delivery to guests of the hotel</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
<ul style="list-style-type: none"> <li>a) Laundry equipment</li> <li>b) Office furniture</li> </ul>
<b><i>Nature of decision making</i></b>
<ul style="list-style-type: none"> <li>a) Operational decisions</li> <li>b) Analytical decisions</li> </ul>
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Higher National Diploma in Housekeeping and Laundry or related field.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
<ul style="list-style-type: none"> <li>a) Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience</li> <li>b) Knowledge of professional standards</li> <li>c) Computer literacy</li> </ul>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
<ul style="list-style-type: none"> <li>a) Leadership skills</li> <li>b) Communication skills</li> <li>c) Interpersonal skills</li> <li>d) Team building</li> <li>e) Supervisory skills</li> <li>f) Organisational skills</li> <li>g) Problem solving skills.</li> </ul>
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
A minimum of three (3) year of relevant work experience.
<b>7. Problem Solving:</b>

Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Simple written instructions or requests</li> <li>c) Detailed verbal instructions or requests</li> <li>d) Basic e-mail, fax or mail correspondence</li> <li>e) Detailed written procedures</li> </ul>
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Basic explanation of services to employees of the institution or clients</li> <li>e) Explanation of complex services or concepts to employees of the institution or clients</li> <li>f) Simple verbal instructions to other employees within the institution</li> <li>g) Drafting of factual reports, presentations, procedure or policy documents or training material</li> </ul>
<b>9. Sapiential Authority</b>
<b><i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i></b>
N/A
<b>10. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Is expected to come up with suggestions on improved practices
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
Allocate work to and supervise four subordinate (Assistant Head House keeper, one Room Steward, one Laundry supervisor, one Public Area Steward). Lead thirty two (32) subordinates through the Assistant Head House keeper, Room Steward, Laundry supervisor, and Public Area Steward).
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/section/department/ division/institution.</li> <li>b) Convey information outside the unit/section/department/ division/institution.</li> <li>c) Persuade inside the unit/section/department/ division/institution.</li> <li>d) Persuade outside the unit/section/department/ division/institution.</li> </ul>
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.



## Assistant Head House Keeper

1. Background Information			
<b>Job Title:</b> Assistant Head House Keeper	<b>Job Level:</b> MSU/KH/AHHKO 06	<b>Current Grade:</b> KH5	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Executive House Keeper			
<b>Direct Reports:</b> a) Room Steward b) Linen Controller c) Laundry supervisor		<b>Indirect Reports:</b> Laundry Attendant	
2. Purpose of the Job:			
This job exists to maintain and keep tidy hotel premises to make the hotel attractive and a hospitable environment			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial/Supervisory Responsibilities:</b> a) Oversee and supervise the work of housekeeping staff to ensure they are performed to the set standards and timely. b) Prepare work schedules for housekeeping staff to aid in proper utilisation of housekeeping staff at any particular point in time. c) Prepares reports concerning room occupancy and department expenses and present to the management to aid in decision making.			
<b>Operational Responsibilities:</b> a) Inspects guest room prior to checking in to ensure that all facilities are functional and in good condition for their comfortable stay. b) Coordinate room cleaning and preparation duties of housekeepers to ensure they are competently performed. c) Assign individual housekeeping staff duties to enhance accountability and ensure tasks are performed as per the standards. d) Ensure supplies to housekeeping staff at the beginning of each shift and their effective hand in at the end of each shift for accountability purposes. e) Take inventories of housekeeping equipment and supplies to ensure adequate supplies at all times and accountability with the same.			

<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
N/A
<b><i>Nature of decision making</i></b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Certificate in Housekeeping and Laundry or related field.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
a) Knowledge of intermediate clerical, operational or customer service skills acquired through education, experience or on the job training b) Knowledge of professional standards
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Communication skills b) Interpersonal skills c) Team building.
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
A minimum of one (1) year of relevant work experience.
<b>7. Problem Solving:</b>
Problems are resolved by reference to established procedures. Problems outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
a) Basic verbal instructions or requests b) Simple written instructions or requests c) Detailed verbal instructions or requests d) Basic e-mail, fax or mail correspondence e) Detailed written procedures
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>

<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Basic explanation of services to employees of the institution or clients</li> <li>d) Simple verbal instructions to other employees within the institution</li> </ul>
<b>9. Sapiential Authority</b>
<b><i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i></b>
N/A
<b>10. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Not expected to influence practices.
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
Allocate work to and supervise 15 housekeepers.
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/section/department/ division/institution.</li> <li>b) Convey information outside the unit/section/department/ division/institution.</li> </ul>
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## Laundry Supervisor

1. Background Information			
<b>Job Title:</b> Laundry Supervisor	<b>Job Level:</b> MSU/KH/LS007	<b>Current Grade:</b> KH5	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Assistant Head House Keeper			
<b>Direct Reports:</b> Laundry Attendant		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to oversee cleaning of linen to ensure linens from the user departments are cleaned and made ready for use every time they are required.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>a) Monitor cleaning of linen and use of laundry equipment to ensure efficiency and control laundry associated costs.</li> <li>b) Oversee and coordinate the work in the laundry by planning and distribution of work to laundry attendants hence ensure they are competently performed.</li> <li>c) Verify that the laundry requests are completed for each section as needed.</li> <li>d) Train all laundry employees on all laundry processes and equipment operations for their effectiveness in their duties.</li> <li>e) Provide safe keeping of laundry supplies and inventory in liaison with the executive housekeeper</li> <li>f) Identify, recommend, develop and implement new ways to increase laundry section efficiency, productivity, quality, safety and cost saving.</li> <li>g) Inspect linen for any damage to enhance repair or replacement altogether.</li> <li>h) Train all laundry employees on laundry procedures and equipment operations to enhance competency and effectiveness.</li> </ol>			
4. Job Dimensions:			
<b>Financial Responsibilities</b>			

N/A
<b>Responsibility for physical assets</b>
a) Washing machine b) Dry cleaning machine c) Drying machine
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Diploma in Housekeeping and Laundry from a recognised institution.
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
a) Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience b) Knowledge of professional standards
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills b) Interpersonal skills c) Team building d) Supervisory skills
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
A minimum of three (3) years of relevant work experience.
<b>7. Problem Solving:</b>
Problems are variable, and resolution may require some flexibility within established procedures. Always makes first line attempt to solve problems.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Simple written instructions or requests c) Detailed written procedure d) Detailed technical/ or functional instructions or queries e) Detailed verbal instructions or requests
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>

a) Routine communication in connection with instructions, requests or normal work tasks
b) Routine communication with employees of the institution or clients
c) Basic explanation of services to employees of the institution or clients
d) Simple verbal instructions to other employees within the institution
<b>9. Sapiential Authority</b>
<b><i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i></b>
N/A
<b>10. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Is expected to come up with suggestions on improved practices.
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
Allocate work to and supervise four (4) laundry attendant.
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
Convey information inside the unit/section/department/ division/institution.
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b><i>Job Hazards</i></b>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

## Laundry Attendant

1. Background Information			
<b>Job Title:</b> Laundry Attendant	<b>Job Level:</b> MSU/KH/LAttoo 8	<b>Current Grade:</b> KH2	<b>No. of Posts:</b> 3
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Laundry Supervisor			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to clean and press linen and guests' clothes to ensure they are clean and ready for use every time they are required by users in the hotel.			
3. Main Responsibilities of the Job:			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> a) Receive linen and guest clothing from the room attendants and schedule them for cleaning and pressing in the laundry area of the hotel. b) Handle guests' laundry, room linen and staff uniforms daily to ensure that they are clean and straightened. c) Maintain washing machines to ensure they are in good working condition and report any noted malfunction or faults for their repair and maintenance. d) Sort and verify count on laundry for purpose of accounting for the laundry work done everyday for accountability purposes.			
4. Job Dimensions:			
<i>Financial Responsibilities</i>			
N/A			
<i>Responsibility for physical assets</i>			
a) Washing machine b) Dry cleaning machine			

c) Drying machine
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Certificate in Housekeeping and Laundry from a recognised institution.
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
a) Knowledge of basic clerical, operational or customer service skills acquired through education, experience or on the job training b) Knowledge of professional standards
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills b) Interpersonal skills c) Team building
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
A minimum of one (1) year of relevant work experience.
<b>7. Problem Solving:</b>
Problems are resolved by reference to established procedures. Problems outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Simple written instructions or requests
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients d) Simple verbal instructions to other employees within the institution
<b>9. Sapiential Authority</b>
<b>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</b>
N/A



<b>10. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Not expected to influence practices.
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
N/A
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
Convey information inside the unit/section/department/ division/institution.
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b><i>Working Environment</i></b>
Problems are resolved by reference to established procedures. Problems outside of established procedures are referred upwards.
<b><i>Job Hazards</i></b>
There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***Linen Controller***

<b>1. Background Information</b>			
<b>Job Title:</b> Linen Controller	<b>Job Level:</b> MSU/KH/LC007	<b>Current Grade:</b> KH5	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Assistant Head House Keeper			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to ensure linen is well cleaned and pressed, safely kept, stored and classified according to user department for ease in retrieval when required for use.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
a) Provide and supply the correct linen items to the right department in sufficient quantities at the required time. b) Keep an accurate record of clean linen inventory to control or monitor the usage of linen inventory in the hotel for sufficiency and accountability in the hotel. c) Guard against improper use of the linens and to establish security measures to reduce linen theft or misappropriation in the hotel. d) Provide safe and proper storage of linen to prevent against its damage or loss. e) Classify correctly, linen for easy storage and retrieval when required by room attendants in the hotel for room preparations.			
<b>4. Job Dimensions:</b>			
<b><i>Financial Responsibilities</i></b>			
N/A			
<b><i>Responsibility for physical assets</i></b>			
Hotel Linen			

<b><i>Nature of decision making</i></b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Certificate in Housekeeping and Laundry from a recognised institution.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Knowledge of skills required to perform a variety of primary manual tasks.
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Communication skills b) Interpersonal skills c) Team player
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
A minimum of one (1) year of relevant work experience.
<b>7. Problem Solving:</b>
Problems are resolved by reference to established procedures. Problems outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients d) Simple verbal instructions to other employees within the institution
<b>9. Sapiential Authority</b>
<b><i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i></b>
N/A
<b>10. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>

Not expected to influence practices.
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
N/A
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
Convey information inside the unit/section/department/ division/institution.
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The job holder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

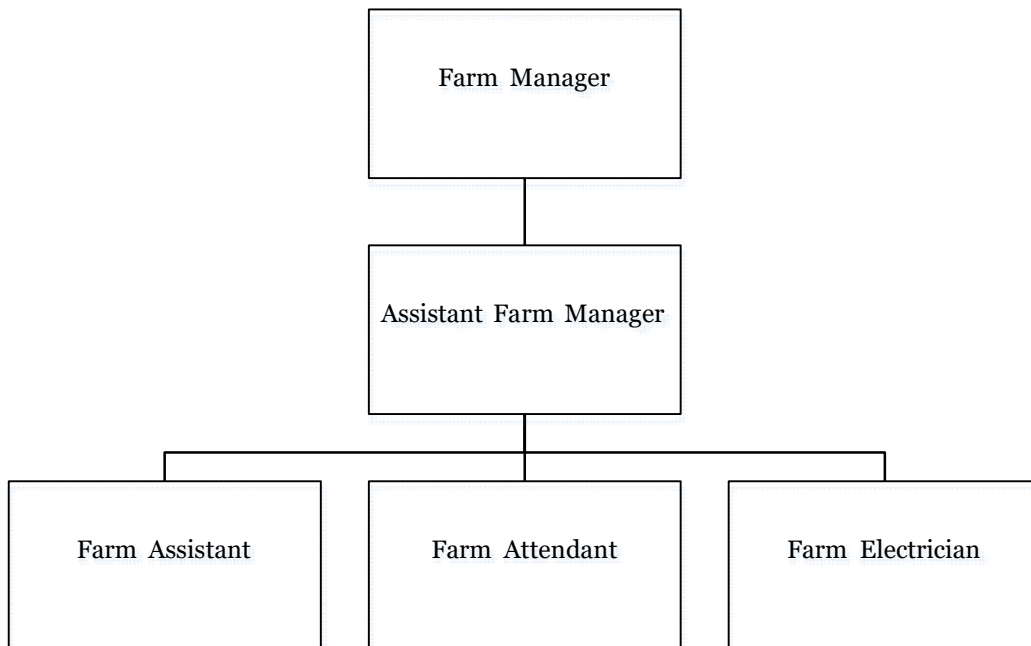
## ***Room Steward***

<b>1. Background Information</b>			
<b>Job Title:</b> Room Steward	<b>Job Level:</b> MSU/KH/RSt007	<b>Current Grade:</b> KH2	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>College/ School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/ Section/Unit:</b> Kisumu Hotel	
<b>Reports to:</b> Assistant Head House Keeper			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to keep hotel rooms in clean and good condition by cleaning, making beds and supplying other room accessories making them ready for check-in and occupation by guests.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Clean rooms daily by vacuum cleaning the rooms the floor, dusting and polishing wooden surfaces and furniture hence ensure all furniture and floor are hygienic.</li> <li>b) Report faulty and malfunctioning accessories to maintenance officers for repairs and maintenance in order to restore them to their habitable conditions.</li> <li>c) Replenish the guest rooms with supplies such as toiletries to enhance convenience and comfort of guests.</li> <li>d) Daily spread beds in guests' room to ensure they clean, look tidy and ready for use.</li> <li>e) Attend to guest's calls and complaints in the area assigned to him and address such complains accordingly.</li> </ul>			
<b>4. Job Dimensions:</b>			
<b>Financial Responsibilities</b>			
N/A			
<b>Responsibility for physical assets</b>			

a) Vacuum cleaner b) Cleaning equipment
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Certificate in Housekeeping course from a recognised institution.
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Knowledge of basic skills required to perform one type of manual work
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills b) Interpersonal skills c) Team building
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
Compliance with chapter six of the constitution of Kenya 2010.
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
No work experience required.
<b>7. Problem Solving:</b>
Is not required to solve problems. All problems outside of routine instructions are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Simple written instructions or requests c) Detailed verbal instructions or requests
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients d) Simple verbal instructions to other employees within the institution
<b>9. Sapiential Authority</b>
<b>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</b>
N/A
<b>10. Influence:</b>

<b>Job holder's influence over practices, policies or strategy:</b>
Not expected to influence practices.
<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
Convey information inside the unit/section/department/ division/institution.
<b>11. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>12. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b>Job Hazards</b>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

## 8. *University Farm*



*Figure 8: Farm Department Organogram*



## ***Farm Manager***

<b>1. Background Information</b>			
<b>Job Title:</b> Farm Manager	<b>Job Level:</b> MSU/UF/FM004	<b>Current Grade:</b> 14	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> University Farm	
<b>Reports to:</b> DVC-Administration, Finance and Development			
<b>Direct Reports:</b> Assistant Farm Manager		<b>Indirect Reports:</b> a) Farm Assistant b) Farm Attendant c) Electrician	
<b>2. Purpose of the job:</b>			
This position is responsible for overseeing and coordinating all projects and activities in the university farm for smooth running and operational and thus maximum productivity and profitability for the university.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> a) Prepare annual work plans for the farm in order to guide all the activities and programs in the farm b) Prepare quarterly and monthly work plan, allocate work and supervise the farm staff in order for them to perform optimally and produce the desired output in the university farm c) Develop work policies and procedures to be followed by all staff in the farm within the framework of the human resource policy of the university d) Project farming produce targets for the different farming activities and projects so as to guide work progress in the farm e) Prepare budget for the different farm inputs required to run all the farming activities and projects so as to produce the set target. f) Prepare periodic financial and technical reports for the different farming projects in the university farm so as to establish their revenue and profitability.			
<b>Operational Responsibilities:</b> a) Coordinate and control all the activities and projects of the farm so that they can produce the targeted output for profit generation for the university b) Develop farming units for the university farm under the direction of the farming committee of the university c) Provide care and custody for all farm equipment, tools and resources and guard them against misappropriation, damage and loss in order to minimize operation costs on the farm for increased revenue.			
<b>4. Job Dimensions:</b>			

<b>Financial Responsibilities</b>
Control the use of farm float, amount of Kshs. 30,000
<b>Responsibility for physical assets</b>
Farm structure and Machinery
<b>Nature of decision making</b>
a) Analytical decisions b) Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Master's Degree Agribusiness or Agriculture related field from a recognised university.
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Professional/discipline specific knowledge of theory and techniques in a specialised field, or knowledge of a number of fields acquired through tertiary education and /or considerable experience
<b>Typical technical competencies that would be regularly applied to the job</b>
a) Computer literacy b) Excellent livestock skills c) Crop husbandry skills
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Interpersonal skills b) Supervisory skills c) Communication skills d) Negotiation skills e) Leadership skills f) Organizational skills
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
Chapter six of the constitution
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least 10 years farm working experience three (3) of which was a in senior management position
<b>7. Problem Solving:</b>
Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>

<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Simple written instructions or requests</li> <li>c) Detailed written procedures</li> <li>d) Detailed technical and/or functional instructions or queries</li> <li>e) Basic e-mail, fax or mail correspondence</li> <li>f) Detailed e-mail, fax or mail correspondence</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Communication requiring a high level of diplomacy and sensitivity</li> <li>e) Basic explanation of services to employees of the institution or clients</li> <li>f) Simple verbal instructions to other employees within the institution</li> <li>g) Basic e-mail, fax or mail correspondence</li> <li>h) Detailed e-mail, fax or mail correspondence</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Has a strong influence on the strategic direction of a department
<b>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>a) Allocate work to subordinates</li> <li>b) Supervise the subordinates</li> <li>c) Lead through others</li> </ul>
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey information inside the department</li> <li>b) Convey information outside the department</li> <li>c) Convey information at senior management level</li> <li>d) Persuade at senior management</li> <li>e) Negotiate outside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b>Job Hazards</b>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

## ***Assistant Farm Manager***

<b>1. Background Information</b>			
<b>Job Title:</b> Assistant Farm Manager	<b>Job Level:</b> MSU/UF/AFM005	<b>Current Grade:</b> 13	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> University Farm	
<b>Reports to:</b> Farm Manager			
<b>Direct Reports:</b> a) Farm Assistant b) Farm Attendant c) Electrician		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the job:</b>			
This position is responsible for coordination of activities of the farm in the institution			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> a) Participate in the preparation of annual work plans for the farm in order to guide all the activities and programs in the farm b) Participate in the preparation for farm staff work plan, allocate work to and supervise in order for them to perform optimally and produce the desired output in the university farm c) Support the Farm Manager in develop work policies and procedures to be followed by all staff in the farm within the framework of the human resource policy of the university d) Participate in projecting farm produce targets for the different farming activities and projects so as to guide work progress in the farm e) Participate in preparing budget for the different farm inputs required to run all the farming activities and projects so as to produce the set target. f) Participate in preparing periodic financial reports for the different farming projects in the university farm so as to establish their revenue and profitability.			
<b>Operational Responsibilities:</b> a) Coordinate administrative functions and staff in the farm such as customer service, sales and financial services in the farm b) Guide and supervise specific farming activities and projects charged with in the university farm for their productivity and profitability c) Coordinate and control all the activities and projects of the farm so that they can produce the targeted output for profit generation for the university d) Develop farming units for the university farm under the direction of the farming committee of the			

<ul style="list-style-type: none"> <li>e) Periodically appraise staff in the farm in order to establish their performance and productivity in accordance with the university performance contracting and advise the Farm Manager accordingly</li> <li>f) Provide care and custody for all farm equipment, tools and resources and guard them against misappropriation, damage and loss in order to minimize operation costs on the farm for increased revenue.</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
<ul style="list-style-type: none"> <li>a) Office furniture</li> <li>b) Electronic Appliances</li> </ul>
<b><i>Nature of decision making</i></b>
<ul style="list-style-type: none"> <li>a) Analytical decisions</li> <li>b) Operational decisions</li> </ul>
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Bachelor's Degree in Agribusiness, Agronomics or other Agriculture-related fields from a recognised university
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
N/A
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Professional/discipline specific knowledge of theory and techniques in a specialised field, or knowledge of a number of fields acquired through tertiary education and /or considerable experience
<b><i>Typical technical competencies that would be regularly applied to the job</i></b>
<ul style="list-style-type: none"> <li>a) Computer literacy</li> <li>b) Excellent livestock skills</li> <li>c) Crop husbandry skills</li> </ul>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
<ul style="list-style-type: none"> <li>a) Interpersonal skills</li> <li>b) Supervisory skills</li> <li>c) Team building skills</li> <li>d) Communication skills</li> <li>e) Negotiation skills</li> <li>f) Leadership skills</li> <li>g) Organizational skills</li> </ul>
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
<ul style="list-style-type: none"> <li>a) Chapter six of the constitution</li> <li>b) HLEB clearance</li> <li>c) KRA tax compliance</li> <li>d) CRB clearance</li> <li>e) Certificate of good conduct from the NPS</li> </ul>
<b>6. Relevant Experience Required:</b>

<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
Six (6) years farming work experience one of which was at senior management in a farm
<b>7. Problem Solving:</b>
Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Simple written instructions or requests</li> <li>c) Detailed written procedures</li> <li>d) Detailed technical and/or functional instructions or queries</li> <li>e) Basic e-mail, fax or mail correspondence</li> <li>f) Detailed e-mail, fax or mail correspondence</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Basic explanation of services to employees of the institution or clients</li> <li>e) Detailed technical explanation of services or concepts to employees of the institution or clients</li> <li>f) Simple verbal instructions to other employees within the institution</li> <li>g) Basic e-mail, fax or mail correspondence</li> <li>h) Detailed e-mail, fax or mail correspondence</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Is expected to come up with suggestions on improved practices
<b>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>a) Allocate work to subordinates</li> <li>b) Supervise the subordinates</li> <li>c) Lead through others</li> </ul>
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey information inside the department</li> <li>b) Convey information outside the department</li> <li>c) Convey information at senior management</li> <li>d) Persuade inside the department</li> <li>e) Negotiate outside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b>Job Hazards</b>

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Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.

## ***Farm Assistant***

<b>1. Background Information</b>			
<b>Job Title:</b> Farm Assistant	<b>Job Level:</b> MSU/UF/FAss007	<b>Current Grade:</b> III/IV	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> University Farm	
<b>Reports to:</b> Assistant Farm Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the job:</b>			
This position is responsible for providing administrative support works such as documentation of farming activities, record-keeping, customer service, office management and other services in the <u>farm administration offices</u> .			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Manage the office of the farm assistant together with other clerical functions such as information custody and office supplies for its smooth running</li> <li>b) Receive guest into the farm, give them the appropriate information or direct them to the appropriate offices or destinations in the farm</li> <li>c) Record production and distribution of farm produce activities and prepare periodic reports on the same and disseminate such reports to the appropriate offices in the farm.</li> <li>d) Perform sales of farm produce, cash transactions and records and hand both to the Assistant Farm Manager for the appropriate action</li> <li>e) Provide day to day care and custody of farm equipment, tools and resources and advise the Assistant Farm Manager on the same in case of breakage, depletion of loss for replacement, replenishment of repair.</li> </ul>			
<b>4. Job Dimensions:</b>			
<b><i>Financial Responsibilities</i></b>			
N/A			



<b>Responsibility for physical assets</b>
a) Office furniture b) Farm tools and equipment
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Diploma in Agriculture or Agriculture-related field from a recognised institution
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
a) Knowledge of skills required to perform a variety of primarily manual tasks b) Computer skills c) Knowledge of professional standards
<b>Typical technical competencies that would be regularly applied to the job</b>
a) Excellent livestock skills b) Crop husbandry skills
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Interpersonal skills b) Supervisory skills c) Communication skills d) Conflict Management
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
a) Chapter six of the constitution b) Certificate of good conduct from the NPS
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least three (3) years related work experience in a farm
<b>7. Problem Solving:</b>
Problems are generally resolved by reference to established procedures. However some limited flexibility is allowed. Problems clearly outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Basic verbal instructions or requests b) Simple written instructions or requests c) Detailed written procedures d) Basic e-mail, fax or mail correspondence

e) Detailed e-mail, fax or mail correspondence
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Simple verbal instructions to other employees within the institution d) Basic e-mail, fax or mail correspondence e) Detailed e-mail, fax or mail correspondence
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Not expected to influence practices
<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
a) Convey information inside the department b) Convey information outside the department c) Persuade inside the department d) Negotiate outside the department
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to disagreeable conditions. The job holder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<b>Job Hazards</b>
Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.

## ***Farm Attendant***

<b>1. Background Information</b>			
<b>Job Title:</b> Farm Attendant	<b>Job Level:</b> MSU/UF/FAtto9	<b>Current Grade:</b> I/II	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> University Farm	
<b>Reports to:</b> Assistant Farm Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the job:</b>			
This position is responsible for providing manual support activities ranging from cleanliness, digging, weeding, harvesting, feeding animals and moving things around and about in the farm for continued operations in the university farm.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>a) Move things around and about in the farm as required by the Farm Manager, Assistant Farm Manager or the Farm Assistant in order to perform their farming activities</li> <li>b) Maintain the general cleanliness and orderliness in both the farm and farm store by cleaning tools and equipment and storing them in the appropriate places in the farm</li> <li>c) Report any anomalies among farm equipment, tools, animals and other issues to the farm Assistant Farm Manager/Farm Assistant for the appropriate action</li> <li>d) Support the Farm Assistant and the Assistant Farm Manager in attending to customers in the farm by supplying them with the farm produce they buy from the farm</li> <li>e) Provide care and tend to farm crops and animals by feeding, spraying, milking and slaughtering and packaging them for customers or other market places.</li> <li>f) Document all farm activities and dealings on daily basis in order to minimize misappropriation, loss and thus accountability in farm produce for enhanced profitability.</li> </ol>			
<b>4. Job Dimensions:</b>			
<b><i>Financial Responsibilities</i></b>			
N/A			

<b>Responsibility for physical assets</b>
N/A
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
KCSE Certificate grade D+
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Knowledge of skills required to perform a variety of primarily manual tasks
<b>Typical technical competencies that would be regularly applied to the job</b>
N/A
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
<ul style="list-style-type: none"> <li>a) Interpersonal skills</li> <li>b) Communication skills</li> <li>c) Ability to work in odd days</li> <li>d) Team player</li> <li>e) Self-driven</li> <li>f) Disciplined</li> </ul>
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
N/A
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
N/A
<b>7. Problem Solving:</b>
Is not required to solve problems. All problems outside of routine instructions are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Simple written instructions or requests</li> </ul>
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks</li> <li>b) Routine communication with employees of the institution or clients</li> </ul>
<b>9. Influence:</b>

<b>Job holder's influence over practices, policies or strategy:</b>
Not expected to influence practices
<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey information inside the department</li> <li>b) Convey information outside the department</li> <li>c) Persuade inside the department</li> <li>d) Negotiate inside the department</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to noticeable disagreeable conditions. The job holder has some exposure to severe disagreeable conditions such as noise, moisture, dust, excessive temperatures or considerable dirt.
<b>Job Hazards</b>
Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.

## ***Farm Electrician***

<b>1. Background Information</b>			
<b>Job Title:</b> Farm Electrician	<b>Job Level:</b> MSU/UF/FE1008	<b>Current Grade:</b> III/IV	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> University Farm	
<b>Reports to:</b> Assistant Farm Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the job:</b>			
This position is responsible for providing electrical installations, wiring, repair and maintenance of electrical machines and appliances in the farm for its smooth operation for optimal productivity and profitability.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b> N/A			
<b>Teaching and Learning Responsibilities:</b> N/A			
<b>Community Service and Outreach Responsibilities:</b> N/A			
<b>Managerial Responsibilities:</b> N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Identify faults with electrical wiring and system in the farm and decide the appropriate redress for safe and uninterrupted operations and service delivery in the farm</li> <li>b) Receive and identify faulty electrical equipment and appliances, diagnose the faults in order to understand them better and decide the appropriate plan of action in their repairs and maintenance.</li> <li>c) Perform of occasional electrical installations inspection and maintenance in order to avoid further and worse breakdown and malfunction of electrical equipment and appliance for uninterrupted service delivery</li> <li>d) Ensure proper handling and use of electrical appliances and equipment in order to avoid breakdown and thus long life and thus longer service and less cost and higher revenue in the farm.</li> <li>e) Report any extreme breakage, breakdown and malfunction with electrical equipment and appliances to the Assistant Farm Manager for timely replacement in order to avoid interruption in service delivery in the fam.</li> </ul>			
<b>4. Job Dimensions:</b>			

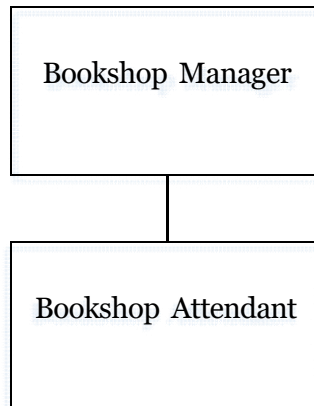
<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
Electrical tools
<b>Nature of decision making</b>
Operational decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Certificate in Electricity and Electronics Technology or the equivalent from a recognised institution
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience
<b>Typical technical competencies that would be regularly applied to the job</b>
<ul style="list-style-type: none"> <li>a) Computer skills</li> <li>b) Knowledge of relevant legislations</li> <li>c) Accreditation with the KPLC</li> </ul>
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
<ul style="list-style-type: none"> <li>a) Interpersonal skills</li> <li>b) Communication skills</li> <li>c) Self-Driven</li> <li>d) Disciplined</li> </ul>
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
N/A
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
At least three (3) years working experience as an electrician
<b>7. Problem Solving:</b>
Problem solutions are not obvious and need to be determined through the use of technical or analytical skills.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests</li> <li>b) Simple written instructions or requests</li> </ul>

<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Not expected to influence practices
<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
a) Convey information inside the department b) Convey information outside of the department c) Persuade inside the department d) Negotiate inside the department
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to noticeable disagreeable conditions. The job holder has some exposure to severe disagreeable conditions such as noise, moisture, dust, excessive temperatures or considerable dirt.
<b>Job Hazards</b>
Possibility of permanent disability. There is the likelihood of frequent exposure to hazards or conditions that may cause total disability or death. There is the job requirement for constant use of safety equipment.



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## 9. *University Bookshop*



*Figure 9: University Bookshop Organogram*

## ***Bookshop Manager***

<b>1. Personal Information</b>			
<b>Job Title:</b> Bookshop Manager	<b>Job Level:</b> MSU/BKS/BM003	<b>Current Grade:</b> 14	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/ Division:</b> Partnerships, Research and Innovations		<b>Department/Unit:</b> Bookshop	
<b>Reports to:</b> Deputy Vice Chancellor-Partnerships, Research and Innovations			
<b>Direct Reports:</b> a) Bookshop Attendant b) ICT Technician c) Accounts Clerk d) Store Keeper e) Office Assistant		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to co-ordinate the overall operations of the university bookshop by identifying books and services to sell in the bookshop for profitability; preparing bookshop fiscal budgets and planning for operations for essential return of profits to the university as well as overall supervision of all the bookshop staff.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>  N/A			
<b>Teaching and Learning Responsibilities:</b>  N/A			
<b>Community Service and Outreach Responsibilities:</b>  N/A			
<b>Managerial Responsibilities:</b> a) Prepare annual work plan for the bookshop to outline the activities of the bookshop and the intended means of execution of the activities for purpose of achieving the overall objective of the bookshop b) Prepare annual budget proposal for the bookshop to aid control the expenditure on various activities c) Prepare procurement plans for all goods needed for running the department d) Prepare weekly, monthly and quarterly reports and submit to the Deputy Vice Chancellor-Partnerships, Research and Innovations to inform decision making process. e) Supervise member of bookshop staff to ensure that tasks assigned are competently performed.			
<b>Operational Responsibilities:</b> a) Authorize of financial transactions of the bookshop in consultation with Deputy Vice-Chancellor Partnerships, Research and Innovations and Finance Officer to enhance purchase of bookshop items and other related expenditure. b) Authorize requests for purchases bookshop of bookshop items after consulting with Bookshop Management Committee to ensure that correct, desired and adequate numbers of stocks as identified are purchased. c) Oversee the overall activities within the bookshop to ensure policies, rules and regulations of the university adhered to. d) Arrange for and recommend appropriate training programme for all the staff and putting in place mechanisms for staff motivational development			

<ul style="list-style-type: none"> <li>e) Involve the selection and recruitment of staff in the bookshop in line with the university employment policy or guidelines</li> <li>f) Ensure proper accounting of bookshops business transactions are done</li> <li>g) Regularly liaise with Bookshop suppliers in order to maintain good business relations.</li> <li>h) Participate in the selection and recruitment of bookshop staff in line with the University employment policy guidelines to ensure that right skills are acquired to perform the job.</li> <li>i) Oversee the operations in all the service points to ensure proper accounting of business transactions.</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
<ul style="list-style-type: none"> <li>a) Provide input into the process of budgeting</li> <li>b) Control or manage expenditure of the bookshop</li> </ul>
<b><i>Responsibility for physical assets</i></b>
<ul style="list-style-type: none"> <li>a) Office furniture</li> <li>b) Vehicle</li> <li>c) Computer</li> <li>d) Printer/photocopier</li> </ul>
<b><i>Nature of decision making</i></b>
<ul style="list-style-type: none"> <li>a) Operational Decisions</li> <li>b) Analytical Decisions</li> <li>c) Financial Decisions</li> <li>d) Strategic Decisions</li> </ul>
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Masters' degree in Business-related field, Education, History, Management, Information Science and Finance
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Certificates of training in Sales and Marketing, Customer care and Public Relations. Training experiences in book Publishing firms in the field of Sales, Marketing and distribution.
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Professional/discipline specific knowledge of theory and techniques in a specialised field, or knowledge of a number of fields acquired through tertiary education and /or considerable experience
<ul style="list-style-type: none"> <li>a) Knowledge of Sales/Marketing practices.</li> <li>b) Computer literacy.</li> <li>c) Budgeting skills</li> <li>d) Point of sale software operations.</li> </ul>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
<ul style="list-style-type: none"> <li>a) Leadership skills.</li> <li>b) Communication skills.</li> <li>c) Interpersonal skills.</li> <li>d) Organizational skills.</li> <li>e) Negotiation skills.</li> <li>f) Team building skills</li> <li>g) Problem solving.</li> <li>h) Conflict management.</li> <li>i) Supervisory.</li> </ul>
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>

<ul style="list-style-type: none"> <li>a) Must meet the requirements of Chapter six (6) of the Constitution of Kenya</li> <li>b) Certificate of good conduct.</li> <li>c) Credit Reference Bureau clearance certificate.</li> <li>d) Higher Educations Loans Board clearance certificate.</li> <li>e) Tax compliance certificate.</li> </ul>
<b>6. Relevant Experience Required:</b>
<b><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
A Minimum of 5 years of work experience as Assistant Bookshop Manager in University bookshop and or busy business enterprises
<b>7. Problem Solving:</b>
Problems are complex and open ended and affect more than one area of the institution. Solutions need to be determined through consultation with other areas of the institution.
<b>8. Communication:</b>
<b><i>Communication/information the job holder needs to understand in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests.</li> <li>b) Detailed verbal instructions or requests.</li> <li>c) Simple written instructions or requests.</li> <li>d) Detailed written procedures.</li> <li>e) Detailed technical and/or functional instructions or queries</li> <li>f) Basic e-mail, fax or mail correspondence.</li> <li>g) Detailed e-mail, fax or mail correspondence.</li> <li>h) Written Government policy documents affecting the job holder's area of responsibility.</li> <li>i) Factual reports on aspects of the institution such as policy guidelines.</li> </ul>
<b><i>Communication/information the job holder needs to carry out in order to perform the job:</i></b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks.</li> <li>b) Routine communication with employees of the institution or clients.</li> <li>c) Communication around escalated or difficult queries with internal or external customers or clients.</li> <li>d) Communication requiring a high level of diplomacy and sensitivity.</li> <li>e) Basic explanation of services to employees of the institution or clients.</li> <li>f) Detailed technical explanation of services or concepts to employees of the institution or clients.</li> <li>g) Explanation of complex services or concepts to employees of the institution or clients.</li> <li>h) Simple verbal instructions to other employees within the institution.</li> <li>i) Basic e-mail, fax or mail correspondence.</li> <li>j) Detailed e-mail, fax or mail correspondence.</li> <li>k) Drafting of factual reports, presentations, procedure or policy documents or training material.</li> <li>l) Negotiation with customers/clients or suppliers over price, contracts or services.</li> </ul>
<b>9. Influence:</b>
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
Allocation of work to and supervises 14 subordinates( 4 bookshop attendants, 1 ICT attendant, 2 Cashiers, 1 Accounts Clerk, 2 Sales Attendants, 2 Sales Associates, 1 Store keepers, and one office assistant).
<b><i>Job holder influence practices, policies or strategy. This is influence derived from structural authority</i></b>
Influences or changes broad practices or policies affecting a whole department.
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>

<ul style="list-style-type: none"> <li>a) Convey information inside the unit/section/department/ division/institution.</li> <li>b) Convey information outside the unit/section/department/ division/institution.</li> <li>c) Convey information at Senior Management level.</li> <li>d) Persuasion outside the unit/section/department/ division/institution.</li> <li>e) Persuasion at Senior Management level.</li> <li>f) Negotiation outside the unit/section/department/ division/institution.</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b><i>Working Environment</i></b>
Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b><i>Job Hazards</i></b>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***Bookshop Attendant***

<b>1. Personal Information</b>			
<b>Job Title:</b> Bookshop Attendant	<b>Job Level:</b> MSU/BKS/BA007	<b>Current Grade:</b> 3/4	<b>No. of Posts:</b> 4
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/Division:</b> Partnerships, Research and Innovations		<b>Department/Unit:</b> Bookshop	
<b>Reports to:</b> Bookshop Manager			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to maintain stock levels of stationery sold in the bookshop and carry out sale of bookshop and other items in order to enhance profitability of the bookshop and generate income for the university.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Research and Scholarship Responsibilities:</b>			
N/A			
<b>Teaching and Learning Responsibilities:</b>			
N/A			
<b>Community Service and Outreach Responsibilities:</b>			
N/A			
<b>Managerial Responsibilities:</b>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Update the list of stocks or inventory in the bookshop floor to monitor the stock levels in order to restock inventory incase the levels fall.</li> <li>b) Daily management of Point of Sales to ensure that customers are attended to satisfactorily in the bookshop.</li> <li>c) Maintain adequate stock levels at all times of books in the bookshop for steady supply of the same to customers and generate for the university</li> <li>d) Ensure book stores requisition books are well maintained and requisitions from the stores are promptly signed.</li> <li>e) Mount book displays attractively in the shop floor and window displays to attract customers into the bookshop shop to enhance sales.</li> <li>f) Clean the bookshop floors and book shelves in order to attract and retain customers in in the bookshop.</li> <li>g) Advise the Bookshop Manager on all matters concerning the shop floor to aid in decision making.</li> <li>h) Identify customers' requirements by asking questions pertaining the books they require so as to attend to them effectively.</li> <li>i) Raise requisitions notes and process of the Local Purchase Orders after approval by the bookshop manager to facilitate acquisition of new bookshop items.</li> </ul>			
<b>4. Job Dimensions:</b>			
<b><i>Financial Responsibilities</i></b>			

N/A
<b>Responsibility for physical assets</b>
<ul style="list-style-type: none"> <li>a) Computer.</li> <li>b) Office furniture.</li> <li>c) Text books</li> <li>d) Stationery</li> </ul>
<b>Nature of decision making</b>
Operational Decisions.
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Certificate in Sales and Marketing from a recognized institution.
<b>Minimum level of professional qualification required to perform effectively in the role</b>
N/A
<b>Minimum level of knowledge that would be regularly applied to the job</b>
<ul style="list-style-type: none"> <li>a) Knowledge of intermediate clerical, operational or customer service skills acquired through education, experience or on the job training</li> <li>b) Computer literacy</li> <li>c) Customer service skills</li> <li>d) Knowledge of professional standards</li> <li>e) Knowledge of relevant legislations</li> </ul>
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
<ul style="list-style-type: none"> <li>a) Communication skills.</li> <li>b) Interpersonal skills.</li> <li>c) Team player.</li> </ul>
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
<ul style="list-style-type: none"> <li>a) Must meet the requirements of Chapter six (6) of the Constitution of Kenya</li> <li>b) Certificate of good conduct from the NPS</li> </ul>
<b>6. Relevant Experience Required:</b>
<b>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</b>
A minimum of two (2) years of experience in field of sales/marketing.
<b>7. Problem Solving:</b>
Problems are resolved by reference to established procedure. Problems outside of established procedures are referred upwards.
<b>8. Communication:</b>
<b>Communication/information the job holder needs to understand in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Basic verbal instructions or requests.</li> <li>b) Detailed verbal instructions or requests.</li> <li>c) Simple written instructions or requests.</li> <li>d) Basic e-mail, fax or mail correspondence.</li> <li>e) Detailed e-mail, fax or mail correspondence.</li> </ul>

<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
<ul style="list-style-type: none"> <li>a) Routine communication in connection with instructions, requests or normal work tasks.</li> <li>b) Routine communication with employees of the institution or clients.</li> <li>c) Basic explanation of services to employees of the institution or clients.</li> <li>d) Simple verbal instructions to other employees within the institution.</li> <li>e) Basic e-mail, fax or mail correspondence.</li> <li>f) Negotiation with customers/clients or suppliers over price, contracts or services.</li> </ul>
<b>9. Influence:</b>
<b>Job holders' influence over subordinates and colleagues:</b>
N/A
<b>Job holder influence practices, policies or strategy. This is influence derived from structural authority</b>
Is expected to come up with suggestions on improved practices.
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
<ul style="list-style-type: none"> <li>a) Convey information inside the unit/section/department/ division/institution.</li> <li>b) Convey information outside the unit/section/department/ division/institution.</li> <li>c) Persuasion inside the unit/section/department/ division/institution.</li> <li>d) Persuasion outside the unit/section/department/ division/institution.</li> <li>e) Negotiation inside the unit/section/department/ division/institution.</li> <li>f) Negotiation outside the unit/section/department/ division/institution.</li> </ul>
<b>10. Other responsibilities assigned outside of the core responsibilities of the job:</b>
N/A
<b>11. Working Conditions:</b>
<b>Working Environment</b>
Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<b>Job Hazards</b>
No Hazards usual office situation.



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# *Final Signoff*

	<b>Name</b>	<b>Designation</b>	<b>Sign</b>	<b>Date</b>
<b>Head of Department</b>				
<b>Human Resource</b>				

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# ***Fair play for pay***