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# ***Maseno University*** Vice Chancellor's Office Job Description Manual

April 2017

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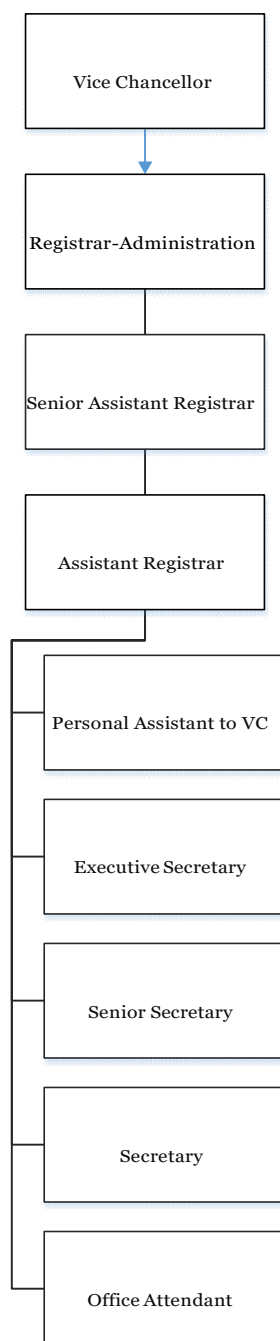
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# ***1. Introduction***

## ***Divisional Structure***

## 2. Office of the Vice Chancellor



*Figure: Office of the Vice Chancellor Organogram*

## 2.1 Vice chancellor

1. Background Information			
<b>Job Title:</b> Vice Chancellor	<b>Job Level:</b> MSU/MB/VCO01	<b>Current Grade:</b> 18	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University			<b>School/Faculty:</b> N/A
<b>Directorate/Division:</b> N/A			<b>Department/Unit:</b> N/A
<b>Reports to:</b> University Council			
<b>Direct Reports:</b> <ul style="list-style-type: none"> <li>a) Deputy Vice Chancellor-Partnership, Research and Innovation</li> <li>b) Deputy Vice Chancellor-Administration, Finance and Development</li> <li>c) Deputy Vice Chancellor-Academic and Students Affairs</li> <li>d) Director Public Relations</li> <li>e) Chief Security Officer</li> <li>f) Chief Internal Audit</li> <li>g) Legal Officer</li> <li>h) Director-Quality Assurance and Performance Management</li> <li>i) Director-Satellite Campus</li> </ul>		<b>Indirect Reports:</b> <ul style="list-style-type: none"> <li>a) Registrar</li> <li>b) Dean of Schools</li> <li>c) Dean of Students</li> <li>d) Finance Officer</li> <li>e) Directors of Institutes</li> <li>f) Directors of Centers</li> </ul>	
2. Purpose of the Job:			
This position is mandated to oversee the overall stewardship of the university's leadership, administration and optimal management of financial, human and asset capital towards achievement of the University's vision and mission.			
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) Ultimately in charge of teaching and learning so as to achieve the overall mandate of the university.</li> <li>b) Authorise the initiation of legal proceedings, defend or compromise legal proceedings in the name of and on behalf of the University.</li> <li>c) Ultimately in-charge of research activities so as to achieve the overall mandate of the University.</li> <li>d) Chair development of and approve academic programmes, teaching timetables, examinations, grading and graduation ceremonies in the university.</li> <li>e) Oversee community service outreach through the DVC partnerships and innovation so as to achieve the overall mandate of the university.</li> </ul>			

- f) Supervise staff on regular basis in order to monitor progress of operations and implementation of management decisions for continued well-being of the university.
- g) Ensure that obligations under the Public Procurement and Disposal Act-2005 are complied with in accordance with Section 27(2) of the Act.
- h) Maintain and ensure progression towards the desired goal as stipulated in various management tools in the strategic management plan and performance contract in the university.
- i) Develop and regularly review the university's strategic plan in order to provide direction in implementation of operations towards achievement of the university's mission and vision.
- j) Formulate the University Statutes following the Universities Act 2012 to provide a guiding framework for development of internal work policies.
- k) Prepare annual budgets and control expenditure for the whole university for its fiscal sustainability.
- l) Ensure the preparation of monthly, quarterly and annual financial statements reflecting the current financial position of the University in order to aid Senior Management Decision making.
- m) Provide leadership in performance based management through performance contracting for university teaching and non-teaching staff.
- n) Provide leadership in the development of the university's annual budget and procurement plan for presentation to the ministry of education to seek allocation of funds to the university by the national government.
- o) Perform annual performance appraisal of subordinates to identify useful information on the level of performance of duties for recommendations on ways to improve the same

#### **Operational Responsibilities:**

- a) Delegate and ensure assignments are timely and efficiently done by the delegated personalities in the university.
- b) Oversee the daily running of all university operations which cut across academic, administrative and legal matters for proper stability of the institution so as to offer the intended services.
- c) Make follow ups on the university's finances in order to ensure timely finance disburse for use in its various departments.
- d) Participate in the assessment of the state of the university's physical infrastructure and environment to identify any needed improvements and provide recommendations for the same to enhance the work plan.
- e) Engage with external collaborators regularly so as to facilitate the development of a relationship formula for beneficial engagement with the university
- f) Advise in the committees and meetings held in the institution
- g) Engage with the ministry of education and the national treasury regularly to ensure continuous conformance of the university to existing and new education and financial policies respectively
- h) Maintain communication with all departments of the university in order to ensure smooth operations so as to realise the university mandate, vision and mission therein.
- i) Act as the Secretary to the University Council in order to facilitate proper documentation of council deliberations and decisions arrived at concerning the running of the university.
- j) Oversee Corporate Social Responsibility towards the surrounding communities by provision of some basic needs such as healthcare services, water and education to the most needy and vulnerable.
- k) Engage and collaborate with the local community and local administrators for the wellbeing and development of the University and the community surrounding it.
- l) Mobilise resource from regional and national government and other potential local and foreign funding bodies.
- m) Represent the university in various forums regionally, nationally and internationally.

#### **4. Job Dimensions:**

##### ***Financial Responsibilities***

- a) Spearhead and ensure the formulation of the overall budget of the university.
- b) Control the overall expenditure of the university.
- c) Overall accounting of the university budget to the university council and government.
- d) Ensure the preparation of financial statements of the university.
- e) Ensure collection of revenue needed for use by the University

##### ***Responsibility for physical assets***

Responsible for all the fixed and movable assets of the university.



<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) Analytical decisions</li> <li>d) 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>
Earned Doctor of Philosophy Degree and full Professor.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Registration with respective regulatory and/or professional body where applicable.
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Detailed knowledge of the entire institution, enabling the job holder to manage teams of professionals/managers and staff across all functional areas within the institution.
<b><i>Typical technical competencies 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) Strategic planning skills.</li> <li>d) Performance management skills.</li> <li>e) Knowledge of Current Academic trends.</li> <li>f) Planning, Development and Implementation of Academic programmes.</li> <li>g) Networking and resource mobilisation skills.</li> <li>h) Knowledge of professional standards.</li> <li>i) Knowledge of relevant legislations (University Act, Public Procurement &amp; Disposal Act, 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) Communication skills</li> <li>b) Interpersonal skills.</li> <li>c) Supervisory skills.</li> <li>d) Negotiation skills.</li> <li>e) Leadership skills.</li> <li>f) Listening skills.</li> <li>g) Assertiveness.</li> <li>h) Co-ordination skills.</li> <li>i) Organisational skills.</li> <li>j) Conflict resolution skills.</li> <li>k) Ability to work under pressure.</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) Clearance from Ethics and Anti-Corruption Commission</li> <li>c) Kenya Revenue Authority Tax Compliance Certificate</li> <li>d) HELB Clearance Certificate</li> <li>e) Certificate of good conduct</li> <li>f) Published research findings.</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 15 years working experience in university senior management positions.
<b>7. Problem Solving:</b>
Problems often enter new territory, involve significant risk (financial, structural or sapiential) and may affect the viability of the whole institution. The job holder will have final accountability for the solution taken.
<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) Detailed written procedures.</li> <li>b) Detailed technical and/or functional instructions or queries.</li> <li>c) Written Government policy documents affecting the job holder's area of responsibility.</li> <li>d) Current legislation affecting the job holder's area of responsibility.</li> <li>e) Case law and legal findings affecting the job holder's area of responsibility.</li> <li>f) Articles and research products affecting the job holder's area of responsibility.</li> <li>g) Factual reports on aspects of the institution such as policy guidelines.</li> <li>h) Complex financial reports.</li> <li>i) In depth technical reports, proposals or project briefs affecting one or more departments.</li> <li>j) Complex commissioned reports, proposals or project briefs affecting more than one departments.</li> <li>k) High level proposals on the institution's strategic direction.</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) Communication around escalated or difficult queries with internal or external customers or clients.</li> <li>c) Communication requiring a high level of diplomacy and sensitivity.</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> <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> <li>i) Drawing up project briefs.</li> <li>j) Negotiation with customers/clients or suppliers over price, contracts or services.</li> <li>k) Negotiations with senior management of large external institutions, which will have a significant financial impact on the institution.</li> <li>l) Written proposals or presentations aimed at changing practices within or across the Departments or grant seeking to generate funds.</li> <li>m) Complex written proposals or presentations aimed at setting or changing strategy for a Department or large external institution.</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> <li>o) Acting as communication spokesperson for the institution with the press, top government officials (local or international).</li> </ul>
<b>9. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
Sets the strategic direction of the whole institution.
<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 work of subordinates</li> <li>c) Supervise subordinates</li> <li>d) Lead the entire University staff 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 institution.</li> <li>b) Convey information outside the Institution</li> <li>c) Convey information at senior management level</li> <li>d) Persuade outside the institution</li> <li>e) Negotiate 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 not exposed to disagreeable conditions in the work environment.
<b><i>Job Hazards</i></b>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***Personal Assistant-VC***

<b>1. Background Information</b>			
<b>Job Title:</b> Personal Assistant-VC	<b>Job Level:</b> MSU/VCO/PA005	<b>Current Grade:</b> Scale 13	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/Division:</b> Office of the Vice Chancellor		<b>Department/Unit:</b> N/A	
<b>Reports to:</b> Assistant Registrar-Administration and Human Resource Management			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
The position is responsible for managing the Vice Chancellor's real time communicational, customer service, managing the electronic and manual dairy prioritizing what is urgent and of greater good giving timely intervention, managing itinerary, while still advising the VC of their safety and security within and without 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) Supervise all the other staff members in the Vice Chancellor's Office and to assign duties to ensure that all tasks are properly completed within the stipulated time.</li> <li>b) Conduct performance appraisal to the subordinate staff according to performance contracts in order to maintain the level of service delivery at all times.</li> <li>c) Draft the budget for the Vice Chancellor's Office and present to the Vice Chancellor for approval before submitting to the budgeting committee to ensure that funds are allocated to the office</li> <li>d) Approve and authorize the expenditure or expenses within the Vice Chancellor's office on a regular basis in order to facilitate operations of the office in delivering its objectives.</li> </ul>			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Identify and prepare information and travel requirements of the Vice Chancellor, for meetings, appointments and for their consumption; and follow up inward and outward requests for information, reports and correspondence as and when necessary.</li> <li>b) Regularly verify the validity and correctness of all financial documents coming in for the Vice Chancellor's authorization to ensure that they are accurate and necessary.</li> <li>c) Responsible for receipt of enquiries directed to the Vice Chancellor and to direct some to the relevant officers and some to the VC as appropriate to ensure that all issues are handled as required within the stipulated time.</li> <li>d) Respond to minor queries in a timely and professional manner, either orally or in writing as required to ensure that only complex issues are escalated to the Vice Chancellor.</li> <li>e) Draft responses to letters and briefings on behalf of the Vice Chancellor and for his or her signature as may</li> </ul>			

<p>be necessary.</p> <p>f) Provide comprehensive administrative service to the Vice Chancellor across the range of their duties to ensure that get the support necessary to deliver quality services at all times.</p> <p>g) Maintain and organize the VC's diary, filing systems and all other areas on a daily basis to improve service delivery and time management.</p> <p>h) Organize and facilitate periodic and scheduled meetings in the VC's Office and take minutes as may be required for future reference and decision making.</p> <p>i) Facilitate the Vice Chancellor's travel arrangements including air tickets, and accommodation, and ensure all logistics are in place in timely manner.</p>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
<p>a) Computers and accessories</p> <p>b) Office furniture</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 Social Sciences 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>
<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 literate</p> <p>c) Budgeting skills</p> <p>d) Knowledge of professional standards</p> <p>e) Knowledge of relevant legislations.</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) Organizational skills,</p> <p>e) Ability to work under pressure,</p> <p>f) Team building skills,</p> <p>g) Problem solving,</p> <p>h) Supervisory skills</p> <p>i) Must meet the requirements of Chapter six (6) of the Constitution of Kenya</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>
Six (6) years of relevant work experience in 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><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) Detailed verbal instructions or requests</li> <li>b) Detailed written procedures</li> <li>c) Detailed technical and/or functional instructions or queries</li> <li>d) Detailed e-mail, fax or mail correspondence</li> <li>e) 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) 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> </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 Executive Secretary, Secretary and Office Assistant.(3)</li> <li>b) Directly Supervises the Executive Secretary. (1)</li> <li>c) Leads two (2) 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 a 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 institution</li> <li>b) Convey Information outside the institution</li> <li>c) Convey information at senior management</li> <li>d) Persuade at senior management</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 not exposed to disagreeable conditions in the work environment
<b><i>Job Hazards</i></b>
No Hazards usual office situation.

## ***Executive Secretary***

<b>1. Background Information</b>			
<b>Job Title:</b> Executive Secretary	<b>Job Level:</b> MSU/VOC/ES007	<b>Grade:12</b>	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/Division:</b> N/A		<b>Department/Section/Unit:</b> N/A	
<b>Reports to:</b> Assistant Registrar-Administration and Human Resource Management			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> a) Secretary b) Clerk c) Office Assistant.	
<b>1. Purpose of the Job:</b>			
This position is responsible for providing support to the executive and management of their dairy and thus coordination of office management activities in order to enhance service delivery in the Executive's Office.			
<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> Allocate work to and supervise the subordinate deployed in the Executive's Office in order to perform efficiently and provide high quality services.			
<b>Operational Responsibilities:</b> <ul style="list-style-type: none"> <li>a) Perform a variety of administrative supportive functions that are highly confidential and sensitive and keep such in safe custody</li> <li>b) Coordinate office management activities for the administrator on a day to day basis in order to support service delivery in the office</li> <li>c) Receive, read, review and screen incoming and outgoing correspondences and reports within that executive's office</li> <li>d) Make preliminary assessment of the importance of materials and organize documents in a systematic manner</li> <li>e) Update the executive with the status of matters before scheduled meetings in proper preparation for delivery in such meetings</li> <li>f) Record, document, organize and prepare reports for executive meeting's proceedings and disseminate them accordingly</li> <li>g) Receive, proof read and edit documents prepared by the executive before they are dispatched or disseminated to the respective recipients within and without the university</li> <li>h) Act as a link between the executive other staff by transmitting directives, assignment and do follow up to ensure assignments are performed</li> </ul>			

<b>3. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Computers b) Office furniture
<b><i>Nature of decision making</i></b>
Operational decisions
<b>4. 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 a relevant field 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 advanced clerical, operational or customer service skills acquired through education, experience or on the job training
<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) Problem solving skills e) Organizational skills
<b>5. 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 relevant working experience from a reputable institution.
<b>6. 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>7. 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) Basic e-mail, fax or mail correspondence e) Detailed e-mail, fax or mail correspondence
<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 requiring a high level of diplomacy and sensitivity</li> </ul>
<b>8. 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 subordinate</li> <li>b) Supervise the staff below him</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>
Convey Information Inside and outside the department
<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>
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 Secretary**

<b>1. Background Information</b>			
<b>Job Title:</b> Senior Secretary	<b>Job Level:</b> MSU/VCO/SSec007	<b>Grade:</b> 8/9/10	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/Division:</b> Vice Chancellor's Office		<b>Department/Unit:</b> N/A	
<b>Reports to:</b> Assistant Registrar-Administration and Human Resource Management			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible to providing administrative, communicational and customer service support, documenting and office management activities in order to enhance service delivery in various offices 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> <ol style="list-style-type: none"> <li>a) Receive telephone calls from clients within and without the university and perform public relation duties in the offices</li> <li>b) Maintain the office cleanliness and orderliness in order to provide conducive working environment in the various in the university</li> <li>c) Operate office machines such as computers, typewriters, printers, and telephones so as to perform their daily duties</li> <li>d) Handle documents and files and provide storage and custody for them in a systematic manner in the various offices deployed in the university</li> <li>e) Receive guests and other university officers into the offices and provide the appropriate information or services sought in the offices deployed in the university</li> <li>f) Coordinate and run daily operations of the office in the various offices deployed in the university for quality and timely service delivery in the university</li> <li>g) Draft official correspondence for the officers in the various offices deployed and and handle confidential documents and information.</li> </ol>			
<b>4. Job Dimensions:</b>			
<b>Financial Responsibilities</b>			

N/A
<b>Responsibility for physical assets</b>
a) Computers 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 Secretarial, Office Management of 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 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) Problem solving skills e) 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>
Six (6) years' of relevant work of 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>
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
<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 requiring a high level of diplomacy and sensitivity
<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 and 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><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.

## ***Secretary***

1. Background Information			
<b>Job Title:</b> Secretary	<b>Job Level:</b> MSU/VCO/Sec008	<b>Current Grade:</b> Scale 5/6/7	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/Division:</b> Vice Chancellor's Office		<b>Department/Unit:</b> N/A	
<b>Reports to:</b> Assistant Registrar-Administration and Human Resource Management			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position is responsible to providing administrative, communicational and customer service support, documenting and office management activities in order to enhance service delivery in various offices 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) Avail documents for meetings (if any) for presentation and reference during the weekly meetings thereby promoting informed decision making.</li> <li>b) Receive telephone calls from clients within and without the university and perform public relation duties in the offices</li> <li>c) Maintain the office cleanliness and orderliness in order to provide conducive working environment in the various in the university</li> <li>d) Operate office machines such as computers, typewriters, printers, and telephones so as to perform their daily duties</li> <li>e) Handle documents and files and provide storage and custody for them in a systematic manner in the various offices deployed in the university</li> <li>f) Receive guests and other university officers into the offices and provide the appropriate information or services sought in the offices deployed in the university</li> <li>g) Coordinate and run daily operations of the office in the various offices deployed in the university for quality and timely service delivery in the university</li> <li>h) Draft official correspondence for the officers in the various offices deployed and handle confidential documents and information.</li> <li>i) Order and control usage and maintain inventory of office equipment on a daily basis to avoid loss, wastage and destructions.</li> </ol>			

<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Computer b) Stationery
<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 Secretarial Studies or Office Management from a reputable 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) Knowledge of intermediate clerical, operational or customer service skills acquired through education, experience or on the job training b) Computer skills c) Knowledge of relevant legislations d) Knowledge of professional standards.
<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) Conflict management, g) 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 of relevant 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><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) Basic e-mail, fax or mail correspondence f) Detailed e-mail, fax or mail correspondence

<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) 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>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 department</li> <li>b) Convey information outside the department</li> <li>c) Convey information at senior management</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 not exposed to disagreeable conditions in the work environment
<b>Job Hazards</b>
No Hazards usual office situation.

## *Office Assistant*

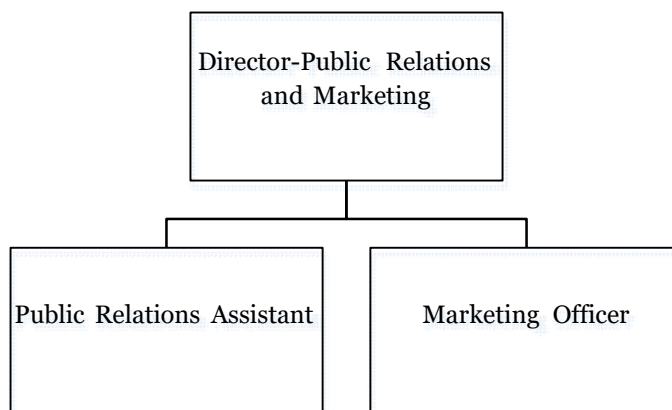
1. Background Information			
<b>Job Title:</b> Office Assistant	<b>Job Level:</b> MSU/VCO/OA009	<b>Grade:</b> 4	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/Division:</b> Administration Finance and Development		<b>Department/Unit:</b> Human Resource	
<b>Reports to:</b> Assistant Registrar-Administration and Human Resource Management			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position is responsible for providing manual support such as cleanliness and orderliness of the offices of departmental and sections heads for effective and quality service delivery 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 record mail and files from different departments for reference and easy retrieval to be dispatched to action officers</li> <li>b) Trace, shelf and organize files received and dispatched for neatness, easy retrieval and management of the documents on a daily basis</li> <li>c) Receive and record mail and files from different departments on a daily basis for reference and easy retrieval to be dispatched to action officers.</li> <li>d) Ensure daily cleanliness and maintenance of the office on a daily basis to absorb good hygiene practices of a conducive work environment.</li> <li>e) Welcome and attend to visitors in the department of Human Resource to enable improved service delivery protocols.</li> <li>f) Receive office telephone calls to respond to basic queries that need department attention to determine the appropriate action on a daily basis.</li> <li>g) Regular preparation of documents for meetings in the Human Resource Department to ensure that all the logistics are in place.</li> <li>h) Maintenance of good relationships based on trust clients, staff and students to ensure the efficient daily running of the Human Resource Department.</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>
Kenya Certificate of Secondary School 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 soft skills that would be regularly applied to the job (Attributes)</b>
a) communication skills b) interpersonal skills c) team player d) problem solving
<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>
One (1) year relevant work of experience from 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) Detailed verbal instructions or requests b) Detailed written procedures
<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
<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><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 not exposed to disagreeable conditions in the work environment
<b><i>Job Hazards</i></b>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

### ***3. Directorate of Public Relations and Marketing***



*Figure: Directorate of Public Relations and Marketing Organogram*

## ***Director-Public Relations and Marketing***

1. Background Information			
<b>Job Title:</b> Director-Public Relations and Marketing	<b>Job Level:</b> MSU/PR/DR003	<b>Current Grade:</b> Scale 15	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> Public Relations and Marketing		<b>Department/Unit:</b> N/A	
<b>Reports to:</b> Vice Chancellor			
<b>Direct Reports:</b> a) Senior Public Relations Officer b) Public Relations Officer c) Marketing Officer		<b>Indirect Reports:</b> Public Relations Assistant	
2. Purpose of the Job:			
This position reports is responsible for projecting the image of the University, inform the internal and external public about it and perform daily monitoring and weekly analysis of its public opinion and convey the same to the management, and recommend the appropriate action in case of negative image 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> a) Participate in the development of corporate policy that provide guidance on how the University operates in relation to meeting its public relations objectives as required. b) Develop communication strategy for the University and ensure that it is implemented by all employees to promote effective communication at all levels as required to avoid spreading of rumors and leakages of information to outsiders. c) Develop the departmental annual budget for approval and inclusion into the University budget to ensure that funds are allocated for supporting the operations of the Public Relations and Marketing Office. d) Coordinate the preparation of the University's public relations materials such as brochures, bulletins and bulletins on a regular basis to ensure projection of the right information that maintains a good image of the University and university. e) Allocate duties and evaluate the performance of subordinate staff in order to ensure the service level is maintained at all times.			
<b>Operational Responsibilities:</b> a) Draft speeches for the University functions to ensure that they contain words that sell the image of the University to the public as and when necessary. b) Liaise with media houses to handle issues resulting from reports sent to them from various sources regarding the University thereby correcting any negative projection of the University image as necessary.			

<ul style="list-style-type: none"> <li>c) Prepare weekly analyses of public opinions and convey to the management when necessary to act appropriately in improving weak areas.</li> <li>d) Liaise with the other heads of departments and divisions in organizing shows and exhibitions to provide platforms for improving the image of the University.</li> <li>e) Organize for press coverage when need be so as to ensure capturing of major University events such as merit awards or graduations</li> <li>f) Engage with potential external sponsors of specific University events such as merit awards occasionally so as to win their support in actualization of the events</li> <li>g) Manage guest relations, itinerary and hospitality to ensure that University guests are treated with utmost care to cascade the experience to other potential University Guests and enhance relationships with external parties.</li> <li>h) Maintain visitor's database at all times so as to capture crucial information such as comments on the quality of service rendered so as to inform on how to advice on how to enhance operations for a better image.</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
<ul style="list-style-type: none"> <li>a) Provide input to the budget to the directorate</li> <li>b) Authorize expenditure for the directorate</li> </ul>
<b><i>Responsibility for physical assets</i></b>
<ul style="list-style-type: none"> <li>a) Furniture</li> <li>b) Computers</li> <li>c) Photocopiers</li> <li>d) Printers</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>
Master's degree in social sciences e.g. Mass Communication and Journalism, Linguistics, Literature from a recognized institution.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Must have been a lecturer in the University or Head of department
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
<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 professional standards</li> <li>d) Knowledge of relevant legislations</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) 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> </ul>

<ul style="list-style-type: none"> <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><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></b>
10 years of relevant work experience five (5) of which was in a leadership position in the 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><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> <li>k) In depth technical reports, proposals or project briefs affecting one or more departments</li> <li>l) Complex commissioned reports, proposals or project briefs affecting more than one departments</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) Detailed verbal or written instructions or requests to employees of the institution or contractors</li> <li>j) Basic e-mail, fax or mail correspondence</li> <li>k) Detailed e-mail, fax or mail correspondence</li> <li>l) Drafting of factual reports, presentations, procedure or policy documents or training material</li> <li>m) Drafting of internal or external newsletters, general articles or content for newspapers, journals, magazines or internet sites</li> <li>n) Negotiation with customers/clients or suppliers over price, contracts or services</li> <li>o) Negotiations with senior management of large external institutions, which will have a significant financial impact on the institution</li> <li>p) Written proposals or presentations aimed at changing practices within or across the Departments or grant seeking to generate funds.</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 Secretary and Messenger / Cleaner.(2)</li> <li>b) Directly Supervises the Secretary. (1)</li> <li>c) Leads one (1) through others.</li> </ul>

<b><i>Job holder influence practices, policies or strategy. This is influence derived from structural authority</i></b>
Sets the strategic direction of an entire 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 institution</li> <li>c) Convey Information at Senior Management level</li> <li>d) Persuasion inside the directorate</li> <li>e) Persuasion outside the directorate</li> <li>f) Persuasion at Senior Management level</li> <li>g) Negotiation inside the department</li> <li>h) 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 Public Relations Officer***

<b>1. Personal Information</b>			
<b>Job Title:</b> Senior Public Relations Officer	<b>Job Level:</b> MSU/PR/	<b>Current Grade:</b> Scale 13	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> Public Relations		<b>Department/Unit:</b> N/A	
<b>Reports to:</b> Director, Public Relations			
<b>Direct Reports:</b> Public Relations Assistant		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position reports to Director, Public Relations and is responsible for coordinating all activities of the department in order to build and sustain a good image for the institution and ensure smooth operations of the department.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Managerial Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Supervise the Public Relations team to design and execute advertisement pieces in various media; newspaper, video clips of TV, websites etc. to improve image of the University.</li> <li>b) Manage and supervise production of articles, speeches, magazines, and supplement for news media to respond to any issues regarding the institution as necessary.</li> </ul>			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Monitor all information sources that may touch on the university from newspapers, social media, TV, magazines, notice boards etc. and respond appropriately within the interest of the institution.</li> <li>b) Coordinate the preparation of newsletters and magazines on a regular basis for the students and the public to promote the university and for documentation purposes.</li> <li>c) Organizing and coordinate university events and activities and ensure that the events are well attended by carrying out thorough publicity and attain their objectives of enhancing the image of the institution.</li> <li>d) Coordinate the showcasing of university innovations and academic programs at periodic shows, exhibitions, career fairs etc. to promote the university and encourage student recruitment.</li> <li>e) Coordinate the management of guest relations, itinerary and hospitality to ensure that University guests are treated with utmost care to cascade the experience to other potential University Guests and enhance relationships with external parties.</li> <li>f) Prepare periodic analyses of public opinions and convey to the management when necessary to act appropriately in improving weak areas.</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) Cameras</li> <li>b) Computers</li> <li>c) Promotional materials</li> </ul>			



d) TV Sets
<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>
Master's Degree in Social Sciences (e.g. Mass Communication, Journalism, Linguistics, Public Relations etc. ) 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>
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 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) Conflict management, j) Supervisory
<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>
Six (6) years of relevant work experience in a reputable institution
<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
<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) Communication requiring a high level of diplomacy and sensitivity e) Basic explanation of services to employees of the institution or clients f) Detailed technical explanation of services or concepts to employees of the institution or clients g) Explanation of complex services or concepts to employees of the institution or clients h) Simple verbal instructions to other employees within the institution 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) Drafting of internal or external newsletters, general articles or content for newspapers, journals, magazines or internet sites n) Negotiations with senior management of large external institutions, which will have a significant financial impact on the institution o) Acting as communication spokesperson for the institution with the press, top government officials (local or international)
<b>9. Influence:</b>
<b>Job holders' influence over subordinates and colleagues:</b>
a) Allocation of work to 8 subordinates b) Directly supervises the Public Relations Officer.(1) c) Leads 7 through others.
<b>Job holder influence practices, policies or strategy. This is influence derived from structural authority</b>
Influences or changes broad practices or policies affecting other areas of the institution
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
a) Convey information inside the institution b) Convey information outside the institution c) Persuasion inside the directorate d) Persuasion outside the directorate e) Negotiation inside the department f) Negotiation outside the institution
<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>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***Public Relations Officer***

<b>1. Personal Information</b>			
<b>Job Title:</b> Public Relations Officer	<b>Job Level:</b> MU/PR	Current Grade: Scale 12	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> Public Relations		<b>Department/Unit:</b> N/A	
<b>Reports to:</b> Senior Public Relations Officer			
<b>Direct Reports:</b> Public Relations Assistant		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position reports to the Senior Public Relations Officer and is responsible for assisting in coordinating activities of the department in a bid to build and sustain the image of the University and promote it to the national and international community thereby enhancing recruitment of relevant students to the different programs.			
<b>3. Main Responsibilities of the Job:</b>			
<b>Managerial Responsibilities:</b>  N/A			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>a) Participate in the showcasing of university innovations and academic programs at periodic shows, exhibitions, career fairs etc. to promote the university and encourage student recruitment.</li> <li>b) Assist in the management of guest relations, itinerary and hospitality to ensure that University guests are treated with utmost care to cascade the experience to other potential University Guests and enhance relationships with external parties.</li> <li>c) Prepare periodic analyses of public opinions and convey to the Senior Public Relations Officers when necessary to act appropriately in improving weak areas.</li> <li>d) Monitor all information sources that may touch on the university from newspapers, social media, TV, magazines, notice boards etc. and respond appropriately within the interest of the institution.</li> <li>e) Assist in coordinating the preparation of newsletters and magazines on a regular basis for the students and the public to promote the university and for documentation purposes.</li> <li>f) Assist in organizing and coordinating university events and activities and ensure that the events are well attended by carrying out thorough publicity and attain their objectives of enhancing the image of the institution.</li> </ol>			
<b>4. Job Dimensions:</b>			
<b>Financial Responsibilities</b>			
N/A			
<b>Responsibility for physical assets</b>			
<ol style="list-style-type: none"> <li>a) Cameras</li> <li>b) Computers</li> <li>c) Promotional Materials</li> <li>d) TV Sets</li> </ol>			

<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>
Master's Degree in Social Sciences 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>
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 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) Problem solving, g) Conflict management, h) 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 reputable institution.
<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>
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
<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) 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

<ul style="list-style-type: none"> <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) Drafting of internal or external newsletters, general articles or content for newspapers, journals, magazines or internet sites</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 7 subordinate staff.(7)</li> <li>b) Directly supervise the Public Relations Officer. (1)</li> <li>c) Leads 6 through others.</li> </ul>
<b><i>Job holder influence practices, policies or strategy. This is influence derived from structural authority</i></b>
Is expected to come up with suggestions on improved practices
<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 institution</li> <li>c) Persuasion inside the directorate</li> <li>d) Persuasion outside the directorate</li> <li>e) Negotiation inside the department</li> <li>f) 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 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.

## ***Public Relations Assistant***

<b>1. Background Information</b>			
<b>Job Title:</b> Public Relations Assistant	<b>Job Level:</b> MSU/PR/PRA006	<b>Current Grade:</b> Scale 7	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> Public Relations and Marketing		<b>Department/Unit:</b> N/A	
<b>Reports to:</b> Director- Public Relations and Marketing			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position reports is responsible for the projection and enhancement of a positive image of the University among various stakeholders through the creation of proper internal and external linkages. The position is also involved in the documentation of the University's activities, media relations and protocol for visitors.			
<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) Communicate with the public through posters, banners, and other information education communication materials with the corporate/university information on a regular basis to inform, educate and entertain them with university activities.</li> <li>b) Participate in organizing and coordinating university events and activities and ensure that the events are well attended by carrying out thorough publicity and attain their objectives of enhancing the image of the institution.</li> <li>c) Write articles for the University website and the local dailies to educate the public and students about the milestone and noticeable activities or events at the University as and when necessary.</li> <li>d) Take photographs at different events within the University and publish on the website or on newsletters and for documentation for future reference.</li> <li>e) Prepare newsletters and magazines on a regular basis for the students and the public to promote the university and for documentation purposes.</li> <li>f) Coordinate the publications of advertisements in the local dailies both electronic and print to inform the public on the university culture and programs hence improving recruitment of new students.</li> </ol>			
<b>4. Job Dimensions:</b>			
<b>Financial Responsibilities</b>			
N/A			

<b>Responsibility for physical assets</b>
N/A
<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's Degree in Communication and Public Relations or any relevant Social Science 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 intermediate 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) Organizational skills, d) Ability to work under pressure, e) Team player, f) 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>
Two (2) years of relevant work experience 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 c) Basic e-mail, fax or mail correspondence d) 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) 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) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence h) Drafting of internal or external newsletters, general articles or content for newspapers, journals, magazines

or internet sites
<b>9. Influence:</b>
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
N/A
<b><i>Job holder influence practices, policies or strategy. This is influence derived from structural authority</i></b>
Is expected to come up with suggestions on improved practices
<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 directorate
<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>
No Hazards usual office situation.



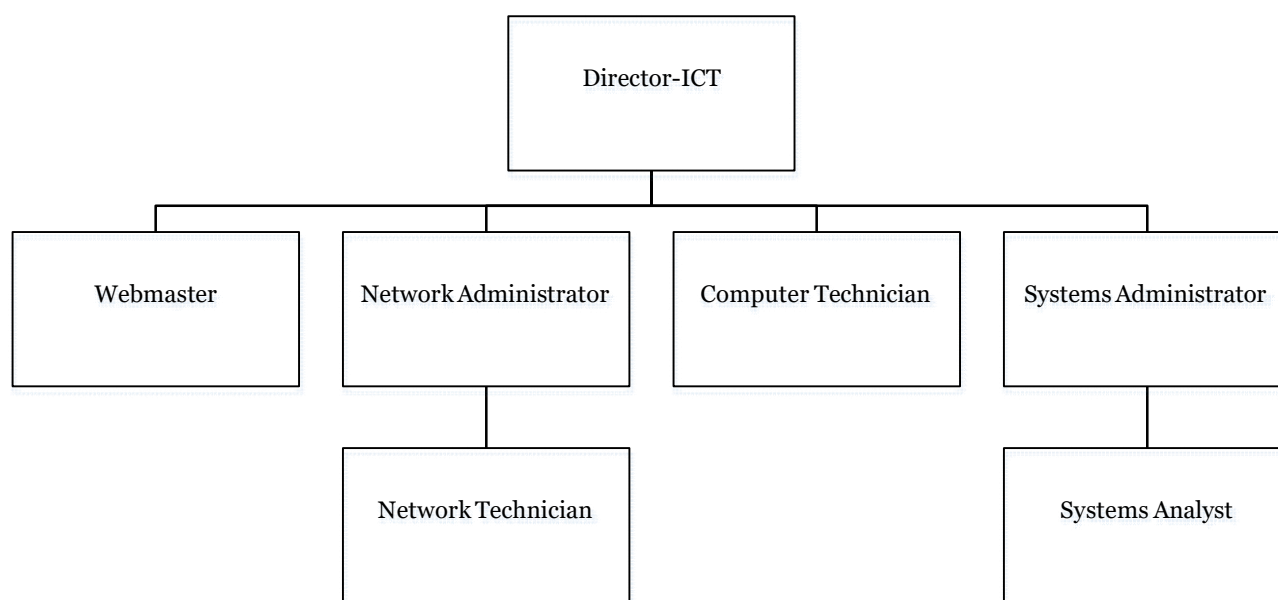
## ***Marketing Officer***

<b>1. Background Information</b>			
<b>Job Title:</b> Marketing Officer	<b>Job Level:</b> MSU/PR/MO005	<b>Current Grade:</b> Scale 9	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> Public Relations and Marketing		<b>Department/Unit:</b> N/A	
<b>Reports to:</b> Director-Public Relations and Marketing			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position works closely with the Academic Division to contribute to the marketing related initiatives across various media in the marketing mix with the aim of creating student preference for and recognition of university's academic and non-academic programmes.			
<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 marketing work plan to guide the planning of the section's activities throughout the year. b) Participate in generating innovating periodic marketing strategies to contribute to the achievements of the University's vision.			
<b>Operational Responsibilities:</b>			
a) Collate materials and edit copy for the Dean's advertisement material and to ensure they are circulated to the internal and external audiences on a regular basis thus informing them of different programs offered by the University. b) Update the university's social media pages e.g. Facebook and twitter, on a regular basis to ensure that all the information therein covers all necessary information as may be required by the public. c) Regularly write and produce marketing material (brochures, posters, banners, etc.) for the schools programs and liaise with the relevant academic staff to update content as necessary. d) Responsible for the school's publicity materials and other relevant support materials, order new stock as required and ensure the supply of stock at events at all times. e) Regularly coordinate the University's presence at exhibitions and various education fairs both nationally and internationally in order to promote the university programs at both events hence enhance the recruitment of new students. f) Periodically source students and alumni testimonials and share with the public through various media e.g. newsletters, social media, etc. to promote the University and the several programs at different schools.			
<b>4. Job Dimensions:</b>			

<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
a) Computers b) Printers c) 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's Degree in Marketing, Business Administration, Communications and Public Relations or in other Social Sciences and a postgraduate diploma in Mass Communication or its equivalent 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) 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>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Leadership skills, b) Communication skills, c) Interpersonal skills, d) Organizational skills, e) Problem solving skills, f) 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>
Five (5) years of relevant work experience as a marketer in 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 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

<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) Detailed e-mail, fax or mail correspondence</li> <li>i) Drafting of internal or external newsletters, general articles or content for newspapers, journals, magazines or internet sites</li> <li>j) 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>
Influences or changes specific administrative or operational practices in a team, section or unit
<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 directorate</li> <li>b) Convey Information outside the directorate</li> <li>c) Persuasion inside the directorate</li> <li>d) Negotiation inside the directorate</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>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***4. Directorate of Information and Communication Technology***



*Figure: ICT Directorate Organogram*

## ***Director, ICT Services***

1. Background Information			
<b>Job Title:</b> Director-ICT	<b>Job Level:</b> MUS/ICT/Dir003	<b>Current Grade:</b> 15	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>School / Faculty:</b> N/A	
<b>Directorate/Division:</b> Vice Chancellor		<b>Department/ Section/Unit:</b> Information Communication Technology Services	
<b>Reports to:</b> Vice Chancellor			
<b>Direct Reports:</b> a) System Administrator, b) Network Administrator c) Webmaster		<b>Indirect Reports:</b> a) System Analyst b) Network Technician c) Computer Technician	
2. Purpose of the Job:			
The purpose of the job is to provide directions, leadership and coordination on all ICT programs and activities so that the different departments, students and staff may achieve their learning, research and innovations goals and thus the realisation of the vision and mandate 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> a) Coordinate the development, implementation and maintenance of all policies related to ICT services, including procurement, distribution and asset management. b) Planning and budgeting for the university's ICT services to ensure that resources are provided for and used to provide best in class ICT services that are in line with organisational growth. c) Direct, develop and supervise departmental staff in their work so as to facilitate the achievement the departmental mission d) Set departmental goals and objectives and develop implementation plans to ensure evaluation of annual accomplishment of the mission of the university in the ICT department. e) Develop revise and maintain a set of comprehensive departmental policies and procedures to ensure compliance with regulatory frameworks f) Coordinate program development , including design of new programs and software for automation so that the program could be of quality g) Manage the website of the university in order to provide and support an effective utilization its shared resources through the website. h) Publicize the university's programmes through the website in order to sell its serves and academic programs to the outside world. i) Develop system to ensure appropriate and compliance reporting's of procedures within the University j) Coordinate and ensure timely staff performance contract signing, performance reviews and reporting appropriately in the university			

<ul style="list-style-type: none"> <li>k) Represent the Directorate at official functions and events in order to communicate the values of directorate within and without the university.</li> <li>l) Prepare annual departmental work plan, allocates works to and supervise other staff to ensure work is done in the right way</li> <li>m) Directs and supervises subordinates to ensure that they fulfil their duties in the ICT function for quality service delivery in the university.</li> </ul>
<b>Operational Responsibilities:</b> <ul style="list-style-type: none"> <li>a) Manage and provide oversight for the implementation of an ICT security strategy and disaster recovery plan that minimizes the risk of data loss and breach of privacy of the university's information and that of its Prime Contractor and other managing agents</li> <li>b) Develop sourcing strategy to ensure appropriate procedures are in place to select equipment and services vendors.</li> <li>c) Oversee the implementation and maintenance of technology infrastructure in line with university growth plans, and changing business requirements or technological advancements.</li> <li>d) Provide methods, tools and procedures for data integrity assurance and guarantee a daily operation in the university.</li> <li>e) Ensure that ICT systems comply with regulatory and legal and institutional requirements within the university.</li> <li>f) Exercise control and monitoring of corporate ICT projects progress for compliance with established policies and guidelines of the university.</li> <li>g) Oversee ICT special projects, including planning, scheduling, managing and progress reporting for new system implementations in the university.</li> <li>h) Ensure continuous improvement of the quality and cost efficiency of the ICT Services in the university.</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
Prepare the directorate budget
<b><i>Responsibility for physical assets</i></b>
Responsibility of ICT related devices such as computers, printers, photocopiers, routers. Switches, servers etc.
<b><i>Nature of decision making</i></b>
<ul style="list-style-type: none"> <li>a) Strategic decisions</li> <li>b) Analytical decisions</li> <li>c) 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>
Master degree in ICT related areas from a recognized institution
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Membership to professional organization
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
<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) Budgeting skills,</li> <li>c) Knowledge of relevant legislation,</li> <li>d) 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) Leadership skills</li> <li>b) communication skills</li> <li>c) Team building skills</li> <li>d) Interpersonal skills</li> <li>e) Problem solving</li> <li>f) Supervisory skills</li> <li>g) Negotiation skills</li> <li>h) Organizational 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) Comply with Chapter six of the Constitution of Kenya, 2010</li> <li>b) HELB clearance</li> <li>c) CRB clearance</li> <li>d) KRA tax compliance</li> <li>e) Certificate of good contact 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>
10 years of cumulative working experience in ICVT services five of which was at managerial level.
<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>l) Basic verbal instructions or requests</li> <li>m) Detailed verbal instructions or requests</li> <li>n) Simple written instructions or requests</li> <li>o) Detailed written procedures</li> <li>p) Detailed technical and/or functional instructions or queries</li> <li>q) Basic e-mail, fax or mail correspondence</li> <li>r) Detailed e-mail, fax or mail correspondence</li> <li>s) Current legislation affecting the job holder's area of responsibility</li> <li>t) Program, system or design specifications</li> <li>u) Factual reports on aspects of the institution such as policy guidelines</li> <li>v) 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) 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> <li>l) Drawing up project briefs</li> <li>m) Drawing up program, system, technical or design specifications</li> <li>n) Negotiation with customers/clients or suppliers over price, contracts or services</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>
Sets the strategic direction of an entire directorate
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
Allocate work and supervise 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 department, outside the department and at senior management b) Persuade inside the department, outside the department and at senior management c) Negotiate inside the department, outside the department and at senior
<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>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.



## **Network Administrator**

1. Background Information			
<b>Job Title:</b> Network Administrator	<b>Job Level:</b> MSU/PC/NAd005	<b>Current Grade:</b> Scale 12	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/Division:</b> Office of the Vice Chancellor		<b>Department/Section/Unit:</b> Information and Communication Technology Services	
<b>Reports to:</b> ICT Director			
<b>Direct Reports:</b> Network Technician		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job is responsible for coordinating and providing reliable ICT network connectivity among all departments and schools on 24 hour/7 days a week in order to enhance online resources access and sharing for research and collaboration by both 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> <ul style="list-style-type: none"> <li>a) Prepare work plan for the section to enhance the planning of operations and activities in line with the strategic plan of the department and the University.</li> <li>b) Prepare reports on the progress of strategic plans for the directorate in the section to inform decision making during subcommittee and directorial meetings.</li> <li>c) Prepare and present the status report on the University network periodically to the Director for planning purposes.</li> <li>d) Allocate tasks to network technicians and supervise them to ensure the duties are performed well and in a timely manner to maintain service level at all time.</li> </ul>			
<b>Operational Responsibilities:</b> <ul style="list-style-type: none"> <li>a) Monitor server logs and reports actively to prevent both accidental and malicious intrusion into the system of the University.</li> <li>b) Debug systems on a daily basis to find and resolve detects that may prevent correct operation of the systems to improve ICT service delivery.</li> <li>c) Manage internet and intranet between institution and satellite campus to ensure interconnectivity and collaboration within different geographic areas.</li> <li>d) Implement security measures within the network to prevent intrusion in to the University systems and ensure security of all confidential information on the intranet on a 24 hour, 7 days a week basis.</li> <li>e) Conduct routine network maintenance to improve the performance of the internet thereby improving service delivery.</li> <li>f) Design and conduct training programs periodically to train users on effective and efficient use of systems to</li> </ul>			

improve utilization and service delivery within the University.
g) Design network structure that allows room for growth for future expansion during planning stages.
h) Confer with vendors and contractors on tasks outsourced to ensure they delivery as per the stated service level agreement as necessary.
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Computers and Accessories
b) ICT appliances
<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 Computer Science or any relevant field from a recognized institution.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Networking Certifications e.g. Cisco Certified Network Associate
<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 literate
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) Leadership skills,
b) Communication skills,
c) Interpersonal skills,
d) Problem Solving skills,
e) Supervisory 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>
Six (6) years of relevant work experience in ICT services in 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><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

<ul style="list-style-type: none"> <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) Program, system or design specifications</li> <li>i) In depth technical reports, proposals or project briefs affecting one or more 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) 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> </ul>
<b>9. Influence:</b>
<b>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>a) Allocation of work to the Network Technician.(1)</li> <li>b) Allocation of work to a team of five (5) project members.</li> <li>c) Directly Supervises the Network Technician</li> </ul>
<b>Job holder influence practices, policies or strategy. This is influence derived from structural authority</b>
Influences or changes specific administrative or operational practices in a team, section or unit
<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 directorate</li> <li>b) Convey Information outside the section</li> <li>c) Persuasion inside the directorate</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.

## ***Network Technician***

<b>1. Background Information</b>			
<b>Job Title:</b> Network Technician	<b>Job Level:</b> MSU/ICT/NT006	<b>Current Grade:</b> 12	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/Division:</b> Office of the Vice Chancellor		<b>Department/Section/Unit:</b> Information and Communication Technology Services	
<b>Reports to:</b> Network Administrator			
<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 ICT network connectivity support services so that all staff and students are connected to the internet; design and installation of computer networks to enhance service delivery 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) Identify network bottlenecks and regularly perform troubleshooting to the system failures to find and resolve problems that can prevent normal operation of the systems thereby improving connectivity.</li> <li>b) Perform routine maintenance and repair of networks devices to improve their operability and enhance their performance.</li> <li>c) Prepare network tests regularly to ensure that there is connectivity within and along the network on a 24 hour basis and reduce down time.</li> <li>d) Design and install computer networks, connection and cabling of all departments to enhance connectivity and promote collaboration through the intranet at necessary.</li> <li>e) Schedule upgrades and maintenance of the network servers and the network to install new features that could improve the performance and security of the network.</li> <li>f) Assist in the design of periodic training programs to train users on effective and efficient use of systems to improve utilization and service delivery within the University.</li> <li>g) Participate in the design of network structure that allows room for growth for future expansion during planning stages.</li> </ul>			
<b>4. Job Dimensions:</b>			

<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
a) Servers, b) Laptops
<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's Degree in Computer Science or Information Technology or in any relevant field from a recognized institution.
<b>Minimum level of professional qualification required to perform effectively in the role</b>
Cisco Certified Network Associate
<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 skills c) Knowledge of professional standards d) Knowledge of relevant legislations
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills, b) Interpersonal skills, c) Problem solving,
<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 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 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) Program, system or design specifications.
<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) 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 holders' influence over subordinates and colleagues:</i></b>
N/A
<b><i>Job holder influence practices, policies or strategy. This is influence derived from structural authority</i></b>
Is expected to come up with suggestions on improved practices
<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 section</li> <li>c) Persuasion inside the section</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.

## ***Systems Administrator***

<b>1. Background Information</b>			
<b>Job Title:</b> Systems Administrator	<b>Job Level:</b> MSU/ICT/SAd005	<b>Current Grade:</b> Scale 12	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/Division:</b> Office of the Vice Chancellor		<b>Department/Section/Unit:</b> Information and Communication Technology Services	
<b>Reports to:</b> Director ICT			
<b>Direct Reports:</b> System Analyst		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible for providing support to a multiuser computing environment and ensure continuous, optimal performance of ICT services and support systems to improve learning and research to students and staff 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>			
<ul style="list-style-type: none"> <li>a) Supervise the teams installing network infrastructures during implementation to ensure they meet required strategic standards.</li> <li>b) Prepare monthly and quarterly section reports and submit to the director to gauge the performance of the section.</li> <li>c) Develop weekly section work plans, allocate work to and supervise staff in the section in order to maintain efficiency in service delivery.</li> </ul>			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Develop and regularly maintain relevant procedures and standards for use by the sections when installing new equipment.</li> <li>b) Is in-charge of the overall design and implementation of ICT/Business systems within the university and ensure proper installation and customization to improve the specific delivery of services as necessary.</li> <li>c) Take control of all IT systems during crises to prevent loss of data and intrusion and ensure timely resolution of the situation.</li> <li>d) Provide continuous improvement to systems documentation and encourage adoption of best practices for the systems within ICT for improved service delivery.</li> <li>e) Manage software licensing for all the systems within the directorate and ensure they are renewed on a timely manner to avoid loss of services to the institution.</li> <li>f) Implement hourly backup schedules and recovery procedures allow data recovery in case of system crash.</li> <li>g) Provide security to the systems from internal or external attack to prevent loss of confidential data and security breaches.</li> </ul>			

h) Provide secure 24 hour access to internal systems from outside of the University in order to provide services to staff and students away without compromise.
i) Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing systems and application logs and verifying completion of scheduled tasks such as backup.
j) Create, change or delete user accounts for new staff, new services or retiring or resigning members of staff and students as per request to enable them access the systems or lock them out of the system.
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Data Servers b) Web servers c) Computers
<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 Computer Science or Information Technology from a recognized institution.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
a) Microsoft Certified Systems Administration b) Cisco Certified Network Administration c) Linux Server/Microsoft Server Certification
<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 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 player, e) Problem solving,
<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>
Six (6) years working experience in ICT services in 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><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) Program, system or design specifications</li> <li>i) 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) Communication requiring a high level of diplomacy and sensitivity</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. Influence:</b>
<b>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>a) Allocation of work to the Systems Analyst.(1)</li> <li>b) Directly Supervises the Systems Analyst.(1)</li> </ul>
<b>Job holder influence practices, policies or strategy. This is influence derived from structural authority</b>
Influences or changes specific administrative or operational practices in a team, section or unit
<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 section</li> <li>c) Persuasion inside the directorate</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.

## ***Systems Analyst***

<b>1. Background Information</b>			
<b>Job Title:</b> Systems Analyst	<b>Job Level:</b> MSU/ICT/SA006	<b>Current Grade:</b> 12	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/Division:</b> Office of the Vice Chancellor		<b>Department/Section/Unit:</b> Information and Communication Technology Services	
<b>Reports to:</b> Systems Administrators			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible for supporting smooth running and operation of the Management Information Systems (MIS) by providing technical support and expertise for the proper functioning of all the modules of the MIS 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>			
<ul style="list-style-type: none"> <li>a) Prepare semester unit registration schedules for the various schools in the University to prevent system overload and enhance easier and faster registration by the students at the beginning of each semester.</li> <li>b) Prepare reports on the MIS usage status and present to the University management board for decision making when required.</li> <li>c) Allocate tasks to all user departments based on their roles in the MIS to ensure effective and efficient use of the systems to enhance service delivery as necessary.</li> <li>d) Define regularly, application problem by conferring with the requirements and processes of the University to inform design and customization of the systems to enhance service delivery.</li> <li>e) Develop solutions by preparing and evaluating work flow solutions in order to automate the processes within the University for Efficient Service Delivery.</li> <li>f) Develop control solutions by establishing specifications and coordinating production with the MIS vendors to improve safety and logging of the systems.</li> <li>g) Perform tests on the systems on a regular basis to validate the output of the processes to ensure accuracy.</li> <li>h) Train and offer support to staff to ensure efficient and effective use of the MIS as necessary.</li> <li>i) Responsible for the overall design and implementation of IT/Business systems within the university and ensure proper installation and customization to improve the specific delivery of services and for reference as necessary.</li> <li>j) Accomplish information systems and organization mission by comparing related results as needed by</li> </ul>			

different departments in the university.
k) Oversee installation and configuration of new modules of the existing MIS so as to customize it for the organization.
l) Prepare an analysis of costs and benefits so that the management can decide if system upgrades are financially worthwhile.
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) MIS Server b) Computers
<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 Computer Science or Information Technology from a recognized institution.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Certification in Linux Administration
<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) Interpersonal skills, c) Team building, d) Problem solving,
<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 relevant work experience in 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><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) Program, system or design specifications
<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 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
<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>
a) Convey Information inside the department b) Convey Information outside the section c) Persuasion inside the directorate
<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.

## Webmaster

1. Background Information			
<b>Job Title:</b> Webmaster	<b>Job Level:</b> MSU/ICT/WM005	<b>Current Grade:</b> Scale 12	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/Division:</b> Office of the Vice Chancellor		<b>Department/Section/Unit:</b> Information and Communication Technology Services	
<b>Reports to:</b> Director-ICT			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position is responsible for maintaining the website by updating, published and uploading all authorized content and materials, academic and non-academic programs, adverts, news and newsletters, and providing platform for intra extra communication between the public and 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) Prepare web maintenance action plan including web structure information, web publication profile structure distributed to all schools of the university for data collection with due dates.</li> <li>b) Monitor and evaluate web servers; university website and its subdomains and its functionality to ensure performance and availability 24 hour, 7 days.</li> <li>c) Create a checklist of all data from schools that are submitted for the uploading to the website before they are updated for public confirmation.</li> <li>d) Tabulate reports of missing data to the Director, ICT and google analytics of website visits to plan Search Engine Optimization and improve presence of the website on the internet.</li> <li>e) Tabulate web ranking reports and present to the University management through the Director biannually to inform decision making.</li> <li>f) Create, design and manage multiple complex web sites supporting the overall organization to promote the university brand at all times.</li> <li>g) Responsible for content and technical development, implementation and maintenance of sites including all technologies used, database interactivity, coordinating site links, and uploading material to servers to ensure that all information is updated and available to users at all 24 hours, 7 days a week.</li> <li>h) Consult regularly with other departments and end users on their web goals and development, ensuring that overall standard for appearance and usability are maintained for all websites within their area of responsibility.</li> </ol>			

<ul style="list-style-type: none"> <li>i) Act as project manager when there is major website revisions and initiatives to ensure smooth running of the project.</li> <li>j) Work with other members of the ICT directorate to provide a seamless process and continuous exploration of innovative ideas for web communication.</li> <li>k) Test regularly the multimedia published on the websites to check their effects on loading time and develop and apply appropriate mitigation plan.</li> <li>l) Analyze day to day site traffic for any irregular variation and investigate the causes in order to rectify.</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) Laptop</li> <li>b) Virtual Website</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>
Bachelor's Degree in Computer Science or Information Technology, Management Information Systems or related field 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 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) Ability to work under pressure,</li> <li>d) Problem solving,</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>
Five (5) years of related work experience in 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><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>

<ul style="list-style-type: none"> <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) 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) 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> <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> <li>i) Drawing up program, system, technical or design specifications</li> <li>j) 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 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 directorate</li> <li>b) Convey Information outside the section</li> <li>c) Persuasion inside the section</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>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***Computer Technician***

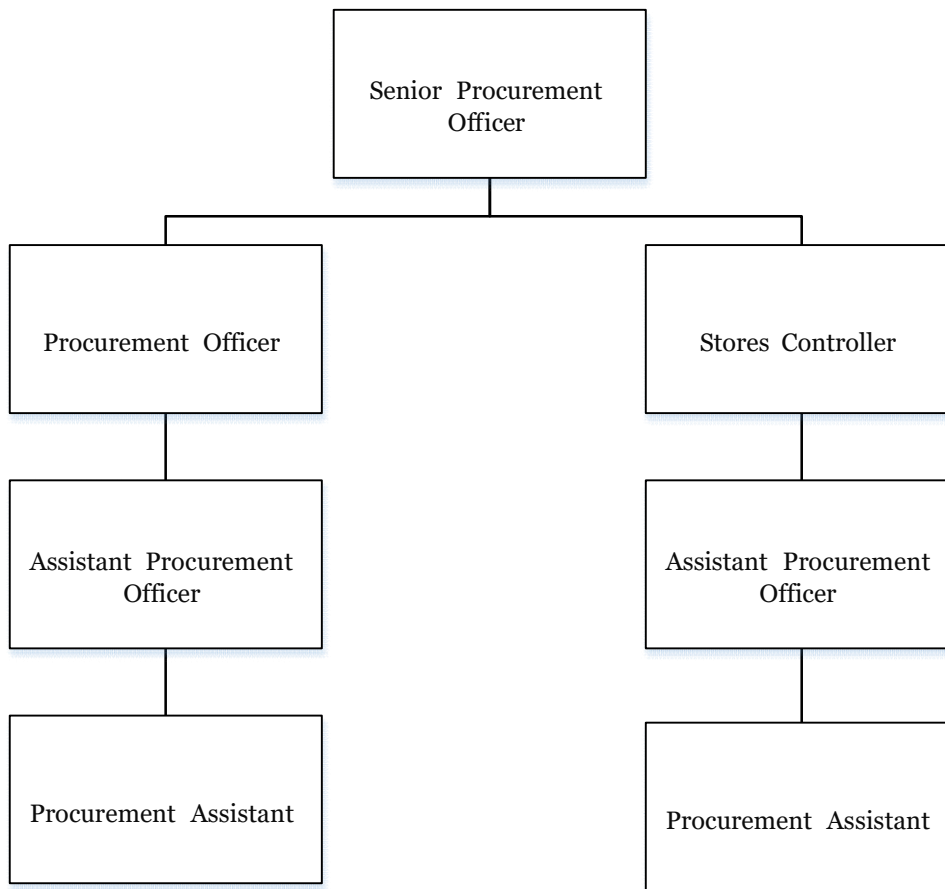
<b>1. Background Information</b>			
<b>Job Title:</b> Computer Technician	<b>Job Level:</b> MSU/ICT/CT006	<b>Current Grade:</b> Scale 5/6/7	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/Division:</b> Office of the Vice Chancellor		<b>Department/Section/Unit:</b> Information and Communication Technology Services	
<b>Reports to:</b> Director-ICT			
<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 guidance and procedures for operation and routine maintenance of computing systems which include hardware, software and networks and data communication systems for improved service delivery to students and staff 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) Work in collaboration with all other ICT specialists and technicians in the development, maintenance and support in ITC services and service delivery in order to support service delivery to students, staff and other clients of the university</li> <li>b) Design, implement and administer university network regularly to improve delivery of ICT services to students and staff.</li> <li>c) Update the university website when there is new information to ensure all the information are up to date as outlined by the ICT strategies.</li> <li>d) Maintain and improve accessibility of systems to ensure no services are interrupted at all times.</li> <li>e) Carry out routine maintenance of university ICT equipment to reduce downtime and thus reduce interrupted service delivery to end users.</li> <li>f) Monitor network to ensure that it is up and functioning at all times in order to support services and service delivery in the university.</li> <li>g) Carry out basic troubleshooting and repair of ICT equipment when faulty to ensure that they are working appropriately.</li> <li>h) Review reported incidences daily to ensure they are attended to within the stipulated time and closed.</li> </ul>			



<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
Computers and accessories
<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 Information Technology or Computer Science 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 soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Communication skills, b) Interpersonal skills, c) Team player. d) Problem solving,
<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>
One (1) year of relevant work experience in 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><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) Program, system or design specifications i) Factual reports on aspects of the institution such as policy guidelines
<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) Simple verbal instructions to other employees within the institution</li> <li>d) Detailed verbal or written instructions or requests to employees of the institution or contractors</li> <li>e) Basic e-mail, fax or mail correspondence</li> <li>f) Detailed e-mail, fax or mail correspondence</li> <li>g) Drawing up program, system, technical or design specifications</li> </ul>
<b>9. Influence:</b>
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
N/A
<b><i>Job holder influence practices, policies or strategy. This is influence derived from structural authority</i></b>
Is expected to come up with suggestions on improved practices
<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 section</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 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.

## 5. *Procurement Department*



*Figure: Procurement Department Organogram*

## **Senior Procurement Officer**

<b>1. Background Information</b>			
<b>Job Title:</b> Senior Procurement Officer	<b>Job Level:</b> MSU/VCO/SPO/004	<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> N/A		<b>Department/Section/Unit:</b> Procurement	
<b>Reports to:</b> Vice Chancellor			
<b>Direct Reports:</b> a) Procurement Officer b) Assistant Procurement Officer c) Stores controller		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the job:</b>			
This position is responsible for the efficient and effective procurement and supply of goods and services to the different departments, section and units of the university within the framework of the public procurement and asset disposal act and regulations.			
<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 and ensure the preparation, by departmental and section annual procurement plan for the university. b) Consolidate all annual procurement plans presented by all department, sections and units in order to present to the procurement committee of the University for approval. c) Prepare quarterly and annual procurement reports for the university and disseminate to the respective stakeholders appropriately. d) Prepare work plans for the procurement department and allocate work to subordinates for timely service delivery in the university. e) Supervise subordinates together with their work in the department so that it can meet the expected standards of quality and sufficiency. f) Prepare professional opinions for tender committee to aid in selection of appropriate suppliers.			
<b>Operational Responsibilities:</b> a) Coordinate and provide all procurement activities within the university for continued supply of all materials needed to support service delivery in the university. b) Liaise with university suppliers to ensure that all goods and services supplied are within the expected standards of quality and quantity.			

<ul style="list-style-type: none"> <li>c) Appraise staff members within the department in order to establish their performance, and training and development needs based on identified skills gaps.</li> <li>d) Organise, implement and coordinate staff training and deployment within the procurement department of the university.</li> <li>e) Advice in regards to the competencies of staff in the procurement department with regard to their sufficiency and competency for the appropriate action by the human resource department of the university.</li> <li>f) Ensure the procurement plan is implemented within the planned times for uninterrupted services delivery in the university.</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
<ul style="list-style-type: none"> <li>a) Prepare budget for the procurement department</li> <li>b) Prepare the procurement plan for the department</li> <li>c) Consolidate procurement plans for the university</li> </ul>
<b><i>Responsibility for physical assets</i></b>
<ul style="list-style-type: none"> <li>a) Computers and accessories</li> <li>b) Office furniture</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) Analytical decisions</li> <li>d) 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 Purchasing and Supply Chain Management or its equivalent from a recognized University
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Registered member of Kenya Institute of Supplies Management
<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) Negotiation skills</li> <li>e) Leadership skills</li> <li>f) Co-ordination skills</li> <li>g) Organizational skills</li> <li>h) Conflict Management 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) Compliance to the Public Procurement and Asset Disposal Act and Regulations</li> <li>b) Chapter six of the constitution</li> <li>c) KRA tax compliance</li> <li>d) CRB clearance</li> <li>e) HELB clearance</li> <li>f) Certificate of good conduct from 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 seven (7) years working experience as a Procurement Officer in a reputable organization
<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) Detailed verbal instructions or requests</li> <li>b) Detailed written procedures</li> <li>c) Detailed technical and/or functional instructions or queries</li> <li>d) Detailed e-mail, fax or mail correspondence</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) Explanation of complex 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) Basic e-mail, fax or mail correspondence</li> <li>g) Drafting of factual reports, presentations, procedure or policy documents or training material</li> <li>h) Negotiation with customers/clients or suppliers over price, contracts or services</li> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Influences or changes broad practices or policies affecting a whole 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 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 at senior management level</li> <li>c) 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 not exposed to disagreeable conditions in the work environment
<b><i>Job Hazards</i></b>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***Procurement Officer***

<b>1. Background Information</b>			
<b>Job Title:</b> Procurement Officer	<b>Job Level:</b> MSU/VCO/PO/oo 5	<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> N/A		<b>Department/Section/Unit:</b> Procurement	
<b>Reports to:</b> Senior Procurement Officer			
<b>Direct Reports:</b> a) Assistant Procurement Officer b) Procurement Assistant c) Purchasing Clerk		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the job:</b>			
This position is responsible to carrying out procurement activities efficiently and effectively in order to obtain better value for money spent, obtain the right goods in right quality and quantity guided by the Public Procurement and Disposal Act and regulations			
<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 subordinates so that they can perform and produce to the expected standards of quality and quantity.			
<b>Operational Responsibilities:</b> a) Source for goods and services required for procurement as required by the different department of the university b) Prepare and process tender documents and quotations in compliance with the procurement procedures of the university and within the national procurement regulations. c) Order for goods and services and make follow ups to ensure about their timely delivery in the university in order to support quality and timely service delivery. d) Conduct market survey of good required by the university in order to get the best market value and deals from manufacturers or suppliers. e) Maintain an updated supplies database so as to make reference to it whenever there is need for procurement for similar goods they deal in for effective procurement services. f) Coordinate the process of receiving and analyzing the tender documents in the university for competitive procurement processes so as to get the best deals and suppliers.			



<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Computers and accessories b) Office furniture
<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>
Bachelors' Degree in Purchasing and Supply Chain Management or its equivalent from a recognized University
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Registered member of Kenya Institute of Supplies Management
<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>
a) Computer Literacy b) Knowledge of relevant legislation c) Knowledge of professional standards
<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) Organisational skills.
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
a) Compliance to the Public Procurement and Asset Disposal Act and Regulations b) Chapter six of the constitution c) KRA tax compliance d) CRB clearance e) HELB clearance f) Certificate of good conduct from the NPS
<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 as a Procurement Officer in reputable organization
<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) Detailed verbal instructions or requests</li> <li>b) Detailed written procedures</li> <li>c) Detailed technical and/or functional instructions or queries</li> <li>d) Detailed e-mail, fax or mail correspondence</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><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) Detailed technical explanation of services or concepts 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) Basic e-mail, fax or mail correspondence</li> <li>g) Negotiation with customers/clients or suppliers over price, contracts or services</li> </ul>
<b>9. Influence:</b>
<b><i>Job holder's influence over practices, policies or strategy:</i></b>
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</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 at senior management level</li> <li>c) 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 not exposed to disagreeable conditions in the work environment
<b><i>Job Hazards</i></b>
No Hazards usual office situation.

## ***Assistant Procurement Officer***

1. Background Information			
<b>Job Title:</b> Assistant Procurement Officer	<b>Job Level:</b> MSU/VCO/APO006	<b>Current Grade:</b> E/F	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>College/School/Faculty:</b> N/A	
<b>Directorate/Division:</b> N/A		<b>Department/Section/Unit:</b> Procurement	
<b>Reports to:</b> Procurement Officer			
<b>Direct Reports:</b> a) Procurement Assistant b) Stores Controller c) Purchasing Clerk		<b>Indirect Reports:</b> N/A	
2. Purpose of the job:			
This position is responsible for providing support in procurement activities in to obtain better value for money spent on goods, obtain the right goods in right quality and quantity guided by the Public Procurement and Disposal Act guidelines and regulations.			
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 requisitions for purchase of supplies from university departments and confirm their specification match the ordered items b) Request and receive quotations for the requisitioned supplies from potential or standing suppliers in order to compare their rates and terms and advise the Senior Procurement Officer on the most appropriate ones. c) Prepare and procure the required supplies from the suppliers with the best deals and terms, in liaison with the Procurement Officer and Management. d) Place orders for supplies and monitor the delivery to ensure high quality is maintained, under the guidance of the Procurement Officer of the university. e) Inspect the delivered good and services form the suppliers in order to ensure that they meet the required specifications of quantity and quality. f) Document and file all transactions with the suppliers for proper record-keeping for procurement activities in the university. g) Keep correspondence with the suppliers in order to conduct them over any queries arising from			

the goods and services they have supplied or concerning future supplies.
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Computers and accessories b) Office furniture
<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>
Bachelors' Degree in Purchasing and Supply Chain Management or its equivalent from a recognized University
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Registered member of Kenya Institute of Supplies Management
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
Knowledge of advanced 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) Knowledge of professional standards
<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) Organizational skills
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
a) Compliance to the Public Procurement and Asset Disposal Act and Regulations b) Chapter six of the constitution c) KRA tax compliance d) CRB clearance e) HELB clearance f) Certificate of good conduct from the NPS
<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 three (3) years working experience in procurement in a reputable organization
<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) Detailed verbal instructions or requests</li> <li>b) Detailed written procedures</li> <li>c) Detailed e-mail, fax or mail correspondence</li> <li>d) Written Government policy documents affecting the job holder's area of responsibility</li> <li>e) 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) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>d) Explanation of complex services or concepts to employees of the institution or clients</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><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 subordinate.</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) Convey information outside the department</li> <li>c) Persuade inside the department</li> <li>d) 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 not exposed to disagreeable conditions in the work environment
<b><i>Job Hazards</i></b>
No Hazards usual office situation.

## ***Purchasing/Stores Assistant***

<b>1. Background Information</b>			
<b>Job Title:</b> Procurement Assistant	<b>Job Level:</b> MSU/VCO/PA007	<b>Current Grade:</b> C/D	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division:</b> N/A		<b>Department/Section/Unit:</b> Procurement	
<b>Reports to:</b> Procurement Officer			
<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 provision of the required goods and services and within the required conditions of quality and quantity 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) Receive order for supplies from different departments and forward them to the Procurement Officer for further advice and on whether to procure them or not.</li> <li>b) Ensure proper record keeping of all supplies within the section for accountability and future references in the university.</li> <li>c) Participate in the procurement of the required supplies in liaison with the Procurement Officer of the university.</li> <li>d) Assist in placing orders with the respective suppliers of goods and services for supplies and monitor the delivery of such commodities within the expected standards of quality and quantity.</li> <li>e) Inspect received supplies to ensure they meet the required specifications by the end users and according to orders placed for them.</li> </ul>			
<b>4. Job Dimensions:</b>			
<b><i>Financial Responsibilities</i></b>			
N/A			
<b><i>Responsibility for physical assets</i></b>			

a) Office supplies 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 Purchasing and Supply Chain Management or its equivalent from a recognized University
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Registered member of Kenya Institute of Supplies Management
<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) Knowledge of professional standards
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Interpersonal skills b) Communication skills c) Co-ordination skills d) Organizational skills
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
a) Compliance to the Public Procurement and Asset Disposal Act and Regulations b) Chapter six of the constitution
<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 three (3) years working experience as a Procurement Assistant.
<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>
a) Detailed verbal instructions or requests b) Detailed written procedures c) Detailed technical and/or functional instructions or queries d) Detailed e-mail, fax or mail correspondence e) Current legislation affecting the job holder's area of responsibility

<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 e-mail, fax or mail correspondence</li> <li>d) Negotiation with customers/clients or suppliers over price, contracts or services</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>Convey information inside the department</li> <li>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 not exposed to disagreeable conditions in the work environment
<b><i>Job Hazards</i></b>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.



## ***Stores Controller***

<b>1. Background Information</b>			
<b>Job Title:</b> Stores Controller	<b>Job Level:</b> MSU/VCO/SCoo8	Current Grade: 12	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division:</b> N/A		<b>Department/Section/Unit:</b> Procurement	
<b>Reports to:</b> Senior Procurement Officer			
<b>Direct Reports:</b> Assistant Procurement Officer Procurement Assistant Stores Clerk		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the job:</b>			
This position is responsible to ensuring proper and accurate delivery, storage, accounting and control of all purchased supplies as per the laid down procurement policies and procedures 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> Allocate work to and supervise subordinates deployed in the supply chain management unit of the university.			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>a) Follow up with and process the delivery schedule of all ordered and procured goods by the procurement department of the university.</li> <li>b) Maintain an updated supplies database in the supply and chain management stores of the university in order to track movement and stock of goods within the university.</li> <li>c) Conduct periodic and annual stock taking for all supplies in the supply chain management stores of the university for both accountability and availability of goods for end users.</li> <li>d) Maintain the procurement/Disposal documents and records in accordance with Public Procurement and Disposal Act and the university policies and regulations</li> <li>e) Ensure safe custody of supplies stored in the supply chain management stores of the university for availability for use and avoidance of wastage and thus costs to the university.</li> </ol>			
<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) Computers and accessories</li> <li>b) Office furniture</li> <li>c) Supplies procured</li> </ul>
<b>Nature of decision making</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>Minimum level of academic qualifications required to perform effectively in the role</b>
Bachelors' Degree in Purchasing and Supply Chain Management or its equivalent from a recognized University
<b>Minimum level of professional qualification required to perform effectively in the role</b>
Registered member of Kenya Institute of Supplies Management
<b>Minimum level of knowledge that would be regularly applied to the job</b>
Knowledge of intermediate 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>
<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>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) Supervisory skills</li> <li>c) Communication skills</li> <li>d) Leadership skills</li> <li>e) Organizational 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) Compliance to the Public Procurement and Asset Disposal Act and Regulations</li> <li>b) Chapter six of the constitution</li> <li>c) 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 five (5) years working experience as Store Controller in a reputable
<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) Detailed verbal instructions or requests</li> <li>b) Detailed written procedures</li> <li>c) Detailed e-mail, fax or mail correspondence</li> <li>d) 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) Negotiation with customers/clients or suppliers over price, contracts or services</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 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 and outside the department</li> <li>b) Convey information outside the department</li> <li>c) 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 not exposed to disagreeable conditions in the work environment
<b><i>Job Hazards</i></b>
No Hazards usual office situation.

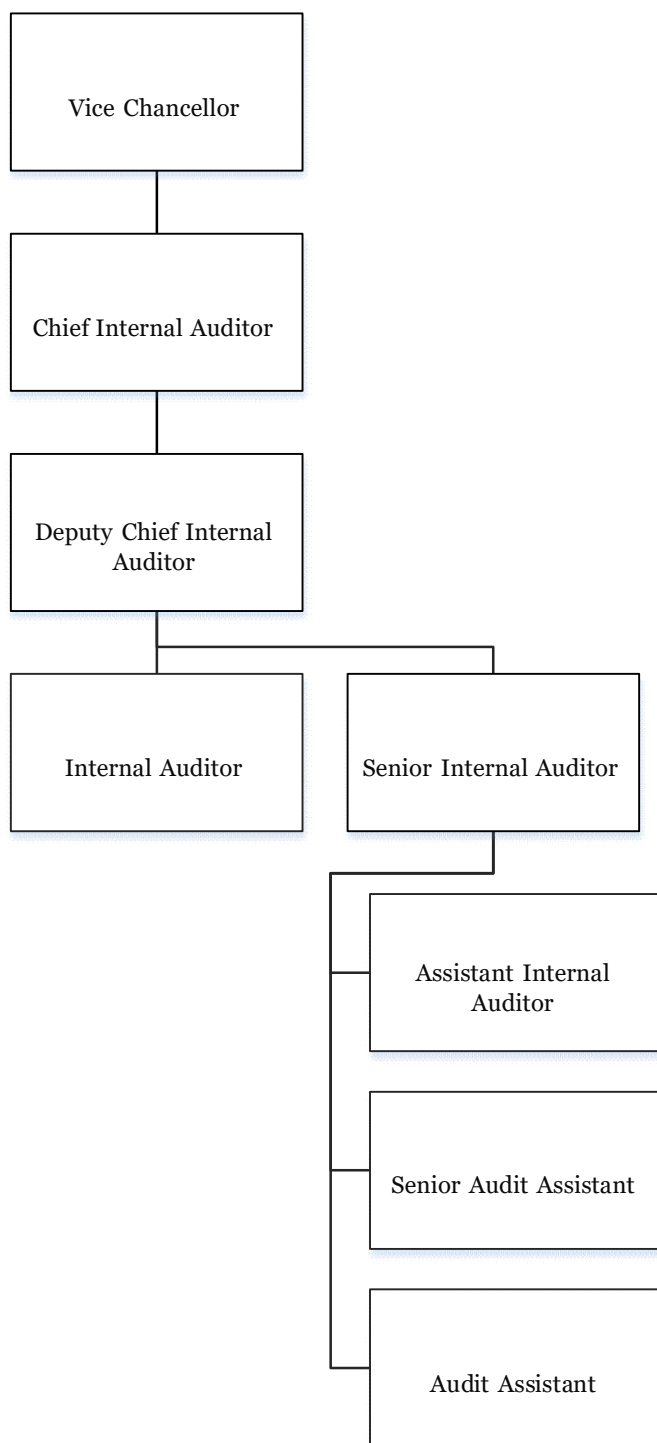
## ***Procurement/Stores Clerk***

<b>1. Background Information</b>			
<b>Job Title:</b> Stores Clerk	<b>Job Level:</b> MSU/VCO/SCl009	<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> N/A		<b>Department/Section/Unit:</b> Procurement	
<b>Reports to:</b> Stores Controller			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the job:</b>			
This position exists to receive, securely store, safeguard and issue supplies form the stores procured goods, while still maintaining an updated supplies inventory 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> <ol style="list-style-type: none"> <li>a) Receive procured and supplied goods into the university stores, record and inventorise them as per the policies and procedures of the university.</li> <li>b) Document and keep accurate and an up-to-date record of all supplies delivered by suppliers within section.</li> <li>c) Ensure that goods delivered within the store are well stored in the respective places in the store depending on their type, sizes and shape and durability.</li> <li>d) Receive and process duly approved requisitions for goods from different end users in the university and coordinate the dispatch and movement of goods together with their records within the university.</li> <li>e) Occasionally check the conditions of stored goods to ensure that they are properly stored and that they are not expired in order to avoid wastage and thus loses in the university</li> </ol>			
<b>4. Job Dimensions:</b>			
<b><i>Financial Responsibilities</i></b>			
N/A			
<b><i>Responsibility for physical assets</i></b>			
<ol style="list-style-type: none"> <li>a) Office supplies</li> <li>b) Computers and Accessories</li> </ol>			

<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 Purchasing and Supply Chain Management or its equivalent 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 advanced 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
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Interpersonal skills b) Communication skills c) Co-ordination skills d) Organizational skills
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
a) Compliance to the Public Procurement and Asset Disposal Act and Regulations b) Chapter six of the constitution c) Certificate of good conduct from NPS.
<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 one year working experience as a store clerk in a reputable organisation
<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>
a) Detailed verbal instructions or requests b) Detailed written procedures c) Current legislation affecting the job holder's area of responsibility
<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>
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. *Internal Audit Department*



*Figure: Internal Department Organogram*





## **Chief Internal Auditor**

<b>1. Personal Information</b>			
<b>Job Title:</b> Chief Internal Auditor	<b>Job Level:</b> MSU/VCO/CIA002	<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> Vice Chancellor		<b>Department/Unit:</b> Internal Audit	
<b>Reports to:</b> Vice Chancellor			
<b>Direct Reports:</b> Deputy Chief Internal Auditor		<b>Indirect Reports:</b> a) Senior Internal Auditor b) Internal Auditor c) Assistant Internal Auditor d) Senior Audit Assistant e) Audit Assistant	
<b>2. Purpose of the Job:</b>			
This position is responsible for the overall leadership and management of internal audit department by putting the appropriate internal controls and risk management 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>			
a) Formulate and implement annual strategic plans for the audit department in order ensure departmental strategy meets the university set objectives. b) Prepare audit work plans of Maseno University hence outline audit activities and their timelines. c) Develop internal audit and audit committee charters to guide the work of audit staff and committee for effective implementation of departmental tasks and objectives. d) Develop and implement annual work plans for systematic execution of audit activities and proper time management. e) Develop internal audit policies and procedure manuals periodically to standardize work output of staff. f) Participate in recruitment, evaluation, performance appraisal and development process of staff to acquire maintain and retain competent manpower. g) Chair departmental staff meetings to review progress in execution of annual work plans and staff welfare matters. h) Advice management on the improvement, development and implementation of the risk management frame work and internal controls of the university in order to mitigate risks. i) Prepare Internal Audit budget to source for fund implementation of planned audit activities. j) Prepare audit reports for discussion at the Council Audit & Risk management committee.			

<b>Operational Responsibilities:</b> <ul style="list-style-type: none"> <li>a) Prepare quarterly fundamental audit matters to indicate risk exposure and present it to the audit committee.</li> <li>b) Assist in the investigation of significant suspended fraudulent activities within the University and notify management and the audit committee of the results.</li> <li>c) Provide secretarial services to audit committee to facilitate their oversight role and enable smooth operations of activities.</li> <li>d) Plan, guide and monitor execution of special audit investigations and testify as an expert witness investigation findings.</li> <li>e) Ensure that sound practices adopted in the department conform to professional standards and legislative regulatory requirements.</li> <li>f) Coordinate preparation of final audit reports to management and follow up on implementation of recommendations.</li> <li>g) Collaboration with external auditors and follow up on implementation of their requested implementation for effectiveness.</li> <li>h) Review credibility of financial statements to ensure proper preparation in accordance to the international public sector accounting standards.</li> <li>i) Consider the scope of work of external auditors and regulators as appropriate for the purpose of providing optimal audit coverage to the University at a reasonable overall cost.</li> <li>j) Coordinate post-audit review to ensure it is undertaken according to the audit plan.</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) Manage or control expenditure for the Internal Audit Department.</li> </ul>
<b><i>Responsibility for physical assets</i></b>
<ul style="list-style-type: none"> <li>a) Computers</li> <li>b) Printer</li> <li>c) Office furniture</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) Analytical decisions</li> <li>d) 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>
Masters' Degree in Accounting or Finance or equivalent from a recognised institution.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
<ul style="list-style-type: none"> <li>a) Certified public accountant of Kenya CPA (K)</li> <li>b) Registration with ICPAK.</li> <li>c) Certified Information Systems Auditor (CISA).</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) 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) Knowledge of relevant legislation such as Public Finance Management Act, Public Procurement and Disposal Act, Public Audit Act.</li> <li>c) Computer skills.</li> <li>d) Budgeting skills.</li> <li>e) Knowledge of professional standards.</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) Certificate of good conduct</li> <li>b) Clearance by the Ethics and Anti-Corruption Commission</li> <li>c) Tax Compliance Certificate</li> <li>d) Higher Education Loans Board Clearance Certificate</li> <li>e) Compliance with the provisions of the chapter six of the Constitution of Kenya 2010</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 skills</li> <li>g) Problem solving skills</li> <li>h) Conflict management skills</li> <li>i) Coordination skills</li> <li>j) Conflict management skills</li> <li>k) Supervisory skills</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 15 years working experience in auditing, three (3) of which must have been a Principal Internal Auditor.
<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) Simple written instructions or requests.</li> <li>b) Detailed written procedures.</li> <li>c) Detailed technical and/or functional instructions or queries.</li> <li>d) Basic e-mail, fax or mail correspondence.</li> <li>e) Detailed e-mail, fax or mail correspondence.</li> <li>f) Written Government policy documents affecting the job holder's area of responsibility.</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> <li>i) Complex financial reports.</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) 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> <li>l) Written proposals or presentations aimed at changing practices within or across the Departments or grant seeking to generate funds.</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) The chief internal auditor allocates work to the deputy chief internal auditor(1) and team members(5)</li> <li>b) Direct manage principal internal auditor.</li> <li>c) Lead 10 audit staff through the principal internal auditor.</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) Persuasion outside the department</li> <li>e) Persuasion at Senior Management level</li> <li>f) 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 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.

## ***Deputy Chief Internal Auditor***

<b>1. Personal Information</b>			
<b>Job Title:</b> Deputy Chief Internal Auditor	<b>Job Level:</b> MSU/VCO/DCIAo3	<b>Current Grade:</b> 14	<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> Internal Audit	
<b>Reports to:</b> Chief Internal Auditor			
<b>Direct Reports:</b> Senior Internal Auditor		<b>Indirect Reports:</b> Internal Auditor	
<b>2. Purpose of the Job:</b>			
This position is responsible for addition of value and improvement of university operations by the adoption of systematic, disciplined approach of consultation and assurance of internal audit activities to evaluate and improve the effectiveness of risk management, control and governance process			
<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> Liaise with the chief internal manager in performance of managerial activities for support and smooth operation of departmental activities			
<b>Operational Responsibilities:</b> <ul style="list-style-type: none"> <li>a) Constitute internal audit teams, allocate, monitor and review work of behalf of the chief internal manager to ensure tasks are carried out precisely</li> <li>b) Safeguard fixed assets, proper documentation of daily records of fixed assets for accountability in the university.</li> <li>c) Ensure credibility of financial statements before presenting them to the chief internal auditor for ease of time management.</li> <li>d) Participate in the coordination and preparation of financial audit reports to management and follow up on implementation of the requirements.</li> <li>e) Liaise with the Chief Internal Auditor in planning, guiding and monitoring the execution of special audit investigations and testify as an expert opinion investigation findings.</li> <li>f) Conduct appraisal staff programmes for evaluation of employees to maintain quality audits</li> <li>g) Coordinate teams on behalf of the Chief Internal Auditor to ensure work is properly administered and executed</li> </ul>			
<b>4. Job Dimensions:</b>			

<b><i>Financial Responsibilities</i></b>
Participate in the formulation of annual recurrent and capital budgets for the department and the procurement plan.
<b><i>Responsibility for physical assets</i></b>
<ul style="list-style-type: none"> <li>a) Computers</li> <li>b) Office furniture</li> <li>c) Office equipment</li> <li>d) Machinery</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> </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 a relevant field from a recognised institution.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
<ul style="list-style-type: none"> <li>a) Certified Public Accountant of Kenya (CPAK)</li> <li>b) Registration with ICPAK</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) 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) Budgeting 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) Leadership skills.</li> <li>b) Communication skills.</li> <li>c) Interpersonal skills.</li> <li>d) Organisational skills.</li> <li>e) Team building skills.</li> <li>f) Problem solving skills.</li> <li>g) Conflict management skills.</li> <li>h) Meets the requirements of Chapter Six of the Constitution.</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 12 years working experience in auditing in a reputable institution.
<b>7. Problem Solving:</b>
Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience.
<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) Case law and legal findings affecting the job holder's area of responsibility</li> <li>j) Factual reports on aspects of the institution such as policy guidelines</li> <li>k) 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) 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>Job holder's influence over practices, policies or strategy:</b>
Influences or changes broad practices or policies affecting other areas of the institution
<b>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>a) Allocate work to eight members of staff in the internal audit department</li> <li>b) Coordinate the work of eight members of staff in the internal audit department</li> <li>c) Direct manage eight members of staff in the internal audit department</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) Persuasion inside the department</li> <li>e) Persuasion at Senior Management level</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>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***Senior Internal Auditor***

<b>1. Personal Information</b>			
<b>Job Title:</b> Senior Internal Auditor	<b>Job Level:</b> MSU/VCO/SIAo4	<b>Current Grade:</b> 1 13	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Vice Chancellor's		<b>Department/Unit:</b> Internal Audit	
<b>Reports to:</b> Deputy Chief internal Auditor			
<b>Direct Reports:</b> Internal Auditor		<b>Indirect Reports:</b> Assistant Internal Auditor	
<b>2. Purpose of the Job:</b>			
This position is responsible for the provision of independent and objective internal audit services designed to add value and improve internal audit activity 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>			
<ul style="list-style-type: none"> <li>a) Participate in budget preparation for the internal audit department of the university.</li> <li>b) Supervise internal audit teams and subordinate staff allocated work to ensure effective implementation and achievement of set internal audit targets.</li> <li>c) Supervise daily audit teams to ensure that work is completed within the time frame to check of audit objectives.</li> <li>d) Participate in the process of formulation of the departmental work plan to ensure the audit universe is covered.</li> </ul>			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Coordinate preparation of audit programmes to ensure that the objectives are met on time and procedures adhered to.</li> <li>b) Advice management through appropriate recommendations on additional value for university governance.</li> <li>c) Collect, analysis and evaluation of data in order to enlighten and advice management through appropriate recommendations.</li> <li>d) Review past audit reports to ensure compliance of state legislations, institutional policies, procedures and guidelines in the university.</li> <li>e) Carry out other duties assigned or delegated by the Deputy Chef Internal Auditor for challenge purpose in the university.</li> </ul>			
<b>4. Job Dimensions:</b>			



<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
a) Computers b) Office furniture c) Office equipment
<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>
Bachelors' Degree in Business Management/Accounting/Commerce/Economics and any related field in a recognised institution.
<b>Minimum level of professional qualification required to perform effectively in the role</b>
a) Certified Public Accountant of Kenya (CPA (K)) b) Registration with ICPAK
<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 skills. c) Budgeting skills.
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills. b) Interpersonal skills. c) Team building skills. d) Problem solving skills. e) Conflict management skills. f) Supervisory skills. g) Meets the requirements of 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 working experience in auditing in 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>

<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) Case law and legal findings affecting the job holder's area of responsibility</li> <li>k) Factual reports on aspects of the institution such as policy guidelines</li> <li>l) 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) 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> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Influences or changes broad practices or policies affecting other areas of the institution
<b>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>a) Coordinate the work of five staff members.</li> <li>b) Supervise the work of five 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 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 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>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***Internal Auditor***

1. Personal Information			
<b>Job Title:</b> Senior Internal Auditor	<b>Job Level:</b> MSU/VCO/IAo5	<b>Current Grade:</b> 1 12	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Vice Chancellor's Office		<b>Department/Unit:</b> Internal Audit	
<b>Reports to:</b> Deputy Chief internal Auditor			
<b>Direct Reports:</b> a) Assistant internal Auditor b) Senior Audit Assistant c) Audit Assistant		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position is responsible for the provision of independent and objective internal audit services designed to add value and improve internal audit activity 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) Participate in budget preparation for the internal audit department of the university. b) Supervise internal audit teams and subordinate staff allocated work to ensure effective implementation and achievement of set internal audit targets. c) Participate in the process of formulation of the departmental work plan to ensure the audit universe is covered.			
<b>Operational Responsibilities:</b> a) Prepare and implement audit programmes to ensure that the objectives are met on time and procedures adhered to. b) Mobilize audit teams in order to complete work is within the set time frame to check of audit objectives. c) Advice management through appropriate recommendations on additional value for university governance. d) Collect, analysis and evaluation of data in order to enlighten and advice management through appropriate recommendations. e) Review past audit reports to ensure compliance of state legislations, institutional policies, procedures and guidelines in the university. f) Carry out other duties assigned or delegated by the Deputy Chef Internal Auditor for challenge purpose 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) Computers b) Office furniture c) 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>
Bachelors' Degree in Business Management/Accounting/Commerce/Economics and any related field in a recognised institution.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
a) Certified Public Accountant of Kenya (CPA (K)) b) Registration with ICPAK
<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) Budgeting skills.
<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 skills. d) Problem solving skills. e) Conflict management skills. f) Supervisory skills. g) Meets the requirements of Chapter Six of the Constitution.
<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 in auditing in 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><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) Case law and legal findings affecting the job holder's area of responsibility</li> <li>k) Factual reports on aspects of the institution such as policy guidelines</li> <li>l) 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) 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> </ul>
<b>9. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Influences or changes broad practices or policies affecting other areas of the institution
<b>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>a) Coordinate the work of four staff members.</li> <li>b) Supervise the work of four 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 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 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>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***Assistant Internal Auditor***

<b>1. Personal Information</b>			
<b>Job Title:</b> Assistant internal Audit	<b>Job Level:</b> MSU/VCO/AIAo6	<b>Current Grade:</b> 9/10	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Vice Chancellor's Office		<b>Department/Unit:</b> Internal Audit	
<b>Reports to:</b> Senior Internal Auditor			
<b>Direct Reports:</b> a) Senior Audit Assistant b) Audit Assistant		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible for the provision of objective assurance over risk management and internal controls in the university so as to improve the overall operation and efficiency of the institution to meet its objectives.			
<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) Participate in annual development of work plans, procedure and policy manuals to determine internal audit scope and develop annual plans.</li> <li>b) Perform and control full audit cycle which include risk management over operations effectiveness, financial reliability to comply with all applicable directives and regulations.</li> <li>c) Review regularly internal audit work data and past audit responses, reading relevant legislation and institutional policies and guidelines to act as an objective source of advice to ensure validity, legality and daily goal achievements are met.</li> <li>d) Gather, analyse and evaluate audit evidence of data collected to highlight weaknesses in internal control to prepare and present reports that reflect internal audit reports and document process.</li> <li>e) Record appropriately, for safeguard, all university physical assets through the identification of loopholes and adoption of recommended risk aversion measures for cost savings.</li> <li>f) Maintain open communication with management and audit committee of the council for follow up on implementation of recommendations and communication of final internal audit.</li> <li>g) Lead audit teams in carrying out investigations of the risk analysis process for preparation of draft reports to be discussed with clients.</li> </ol>			

<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Computers b) Office furniture
<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>
Bachelors' Degree in Business Management or a relevant field from a recognised institution such as Accounting, Commerce Economics Etc.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
a) Certified Public Accountant of Kenya (CPA (K)) b) Registration with ICPAK.
<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.
<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) Problem solving skills. f) Meets the requirements of Chapter Six of the Constitution.
<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 years working experience in internal audit 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><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 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> </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) 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> </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> <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 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>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.



## ***Senior Audit Assistant***

<b>1. Personal Information</b>			
<b>Job Title:</b> Senior Audit Assistant	<b>Job Level:</b> MSU/VCO/SAAsso7	<b>Current Grade:</b> 7/8	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Vice Chancellor's Office		<b>Department/Unit:</b> Internal Audit	
<b>Reports to:</b> Senior Internal Auditor			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible for collection of data for audit assignments carried out to analyse and evaluate data collected for evidence in order to make relevant internal audit conclusions 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) Collect data needed for conducting or carrying out internal audit assignments in the university.</li> <li>b) Participate in the preparation of daily/monthly/yearly basis financial reports for accountability in the security audit, information system audits, environmental audits etc.</li> <li>c) Participate in recoding of the university's physical assets for their identification in order to safeguard them against lose and thus reduce unnecessary costs in the university.</li> <li>d) Participate in preparing daily/weekly/monthly internal audit reports and review them for accuracy in accordance with generally accepted accounting principles for documentation</li> <li>e) Carry out regular review of work data and past audit responses, reading relevant legislation and the university policies and guidelines for validity, legality and the achievement of daily goal.</li> <li>f) Liaise with the Internal Auditor in gathering, analysing and evaluating audit evidence of data collected to highlight weaknesses in internal control to prepare and present reports that reflect audit reports and document process.</li> <li>g) Participate in departmental activities with together with other staff so that measures can be put in place for institutional confirmation with industry strategies, policies regulatory guidelines and audit standards.</li> <li>h) Inspect and correlate the overall audit report with the balance sheets provided for reporting to senior management or approval defect frauds and bring it to the notice of senior auditors</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) Computers.</li> <li>b) Office furniture.</li> <li>c) Office equipment.</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>
Bachelors' Degree in Business Management or a relevant field such as Accounting, Commerce Economics etc from a recognised institution.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
<ul style="list-style-type: none"> <li>a) Certified Public Accountant Section IV</li> <li>b) Registration with the ICPAK</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) Computer 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) Problem solving skills</li> <li>d) Meets the requirements of Chapter Six of the Constitution.</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 in audit assistance from 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><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> </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>
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> <li>d) Negotiate within 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.

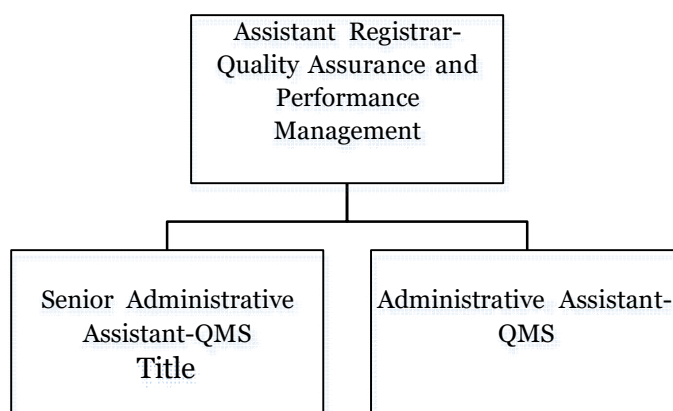
## ***Audit Assistant***

<b>1. Personal Information</b>			
<b>Job Title:</b> Audit Assistant	<b>Job Level:</b> MSU/VCO/AAss07	<b>Current Grade:</b> 5/6	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Vice Chancellor's Office		<b>Department/Unit:</b> Internal Audit	
<b>Reports to:</b> Senior Internal Auditor			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible for collection of data for audit assignments carried out to analyse and evaluate data collected for evidence in order to make relevant internal audit conclusions 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) Collect data needed for conducting or carrying out internal audit assignments in the university.</li> <li>b) Participate in the preparation of daily/monthly/yearly basis financial reports for accountability in the security audit, information system audits, environmental audits etc.</li> <li>c) Participate in recoding of the university's physical assets for their identification in order to safeguard them against lose and thus reduce unnecessary costs in the university.</li> <li>d) Participate in preparing daily/weekly/monthly internal audit reports and review them for accuracy in accordance with generally accepted accounting principles for documentation</li> <li>e) Carry out regular review of work data and past audit responses, reading relevant legislation and the university policies and guidelines for validity, legality and the achievement of daily goal.</li> <li>f) Liaise with the Internal Auditor in gathering, analysing and evaluating audit evidence of data collected to highlight weaknesses in internal control to prepare and present reports that reflect audit reports and document process.</li> <li>g) Participate in departmental activities with together with other staff so that measures can be put in place for institutional confirmation with industry strategies, policies regulatory guidelines and audit standards.</li> <li>h) Inspect and correlate the overall audit report with the balance sheets provided for reporting to senior management or approval defect frauds and bring it to the notice of senior auditors</li> </ul>			
<b>4. Job Dimensions:</b>			

<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
a) Computers. b) Office furniture. c) Office equipment.
<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>
Bachelors' Degree in Business Management or a relevant field such as Accounting, Commerce Economics etc from a recognised institution.
<b>Minimum level of professional qualification required to perform effectively in the role</b>
a) Certified Public Accountant Section IV b) Registration with the ICPAK
<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.
<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) Meets the requirements of 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 three (3) years working experience in audit assistance from 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>

<ul style="list-style-type: none"> <li>g) Basic verbal instructions or requests</li> <li>a) Detailed 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> </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>h) Routine communication in connection with instructions, requests or normal work tasks</li> <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> <li>c) Detailed technical explanation of services or concepts 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> <li>d) Negotiate within 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 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>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## 7. *Quality Assurance*



*Figure: Quality Assurance and Performance Contracting Organogram*



## ***Assistant Registrar-Quality Assurance and Performance Management***

<b>1. Background Information</b>			
<b>Job Title:</b> Assistant Registrar-Quality Assurance and Performance Management	<b>Job Level</b> MSU/QMS/AReg003	<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> Quality Assurance and Performance Management Systems		<b>Department/Section/Unit:</b> N/A	
<b>Reports to:</b> Director-Quality Assurance and Performance Management Systems			
<b>Direct</b> a) Senior Administrative Assistant-QMS b) Administrative Assistant-QMS		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible for coordinating and providing the functions of the directorate through monitoring and evaluation, performance management and quality assurance for optimal utilisation and productivity of all human resources and thus optimally perform and produce university for its profitability and growth.			
<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 for performance management, QMS monitoring and evaluation to ensure adherence to timelines provided b) Allocate work to and supervise subordinates within the directorate for it to perform and produce optimally c) Develop QMS frameworks annually to guide in ensuring quality service and enhance performance of employees d) Develop performance contract to be used to evaluate staff performance by external performance evaluators.			
<b>Operational Responsibilities:</b> a) Coordinate implementation of quality standards to ensure standardization within the institution b) Review Performance management frameworks to reduce loopholes in service delivery and enhance staff productivity c) Advise the weighting of the performance contract to indicate areas of emphasis in implementation of Performance contract indicators d) Monitor implementation of departmental and section work plans to ensure they are adhered to by all in the university e) Coordinate the cascading of Performance contract targets to ensure employee participation in different cadres f) Review the previous course evaluation plans to ensure that resources for activities are available at the right time			

<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
a) Prepare budget for the directorate b) Contribute to the budget of the university c) Authorize spending in the directorate
<b><i>Responsibility for physical assets</i></b>
a) Computer and accessories b) Office furniture
<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>
Master's degree in Project Planning and Management or a relevant field from a recognized institution
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Registered member of a relevant professional body
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
In-depth professional/discipline specific knowledge and experience in a specialised field or broad knowledge of a number of fields
<b><i>Typical technical competencies that would be regularly applied to the job</i></b>
a) Computer literacy b) Knowledge of relevant legislation c) Knowledge of professional standards
<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) Ability to work under pressure e) Team building skills f) Leadership 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) Certificate of good conduct c) Tax compliance certificate
<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 a related field in a similar level organization
<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) Current legislation affecting the job holder's area of responsibility</li> <li>j) In depth technical reports, proposals or project briefs affecting one or more departments</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>
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 subordinates allocated work</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 management level</li> <li>b) Convey information outside the department</li> <li>c) Convey information at senior management level</li> <li>d) Persuade outside the department and at senior management level</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 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>

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No Hazards usual office situation.
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## ***Senior Administrative Assistant-QMS and PM***

<b>1. Background Information</b>			
<b>Job Title:</b> Senior Administrative Assistant-QMS	<b>Job Level:</b> MSU/QMS/SAAo6	<b>Current Grade:</b> E/F	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Directorate of Quality Assurance and Performance Management		<b>Department/Section/Unit:</b> N/A	
<b>Reports to:</b> Assistant Registrar- Quality Assurance and Performance Contracting			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to coordinate and provide administrative duties that relate to monitoring, evaluation, quality management system and performance management to ensure adherence to applicable quality standards and policies 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> <ol style="list-style-type: none"> <li>a) Implement administrative functions of the Directorate of Quality Assurance and Performance Management</li> <li>b) Analyze and process lecturers and course evaluation reports from the different schools in the university in order to establish if they are within the expected standards</li> <li>c) Prepare a checklist on the nature of evidence required for purposes of both midterm and annual performance contract evaluation by ministry of planning and devolution</li> <li>d) Coordinate Quality Management Systems internal quality audits in the university for quality assurance purposes</li> <li>e) Prepare quality management reports for purposes of management review meeting</li> <li>f) Assess the quality of audit reports and prepare the consolidated quality management audit reports</li> <li>g) Analyze the findings of both the first and third party quality audits to coordinate root cause analysis to determine the root causes for the non-conformities identified during both first and third party audits</li> <li>h) Prepare corrective action plans based on the root causes for non-conformities identified during both internal and external quality audits</li> <li>i) Build capacity of the trained pool of trained internal quality auditors from different departments of the university in order to support in quality audits</li> <li>j) Provide consultative services on quality management systems to departments in order for them to comply with Quality Management Systems requirements</li> <li>k) Design internal quality audit instruments and course evaluation reporting templates</li> </ol>			
<b>4. Job Dimensions:</b>			

<b>Financial Responsibilities</b>
<ul style="list-style-type: none"> <li>a) Develop budget for the department</li> <li>b) Manage office float and approve the department expenditure</li> </ul>
<b>Responsibility for physical assets</b>
<ul style="list-style-type: none"> <li>a) Computer and accessories</li> <li>b) Scanner</li> <li>c) Office furniture</li> </ul>
<b>Nature of decision making</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>Minimum level of academic qualifications required to perform effectively in the role</b>
Bachelor's degree in a relevant field from a recognized 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>
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 literacy</li> <li>b) Statistical software packages</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) Supervisory skills</li> <li>c) Communication skills</li> <li>d) Leadership skills</li> <li>e) Organizational 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) Compliance to chapter six of the constitution</li> <li>b) Clearance with the HELB</li> <li>c) CRB clearance</li> <li>d) KRA tax compliance</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 five (5) years working experience in a related fields
<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) 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) 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> </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) 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 and outside the department</li> <li>b) Persuade inside the department</li> <li>c) 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 not exposed to disagreeable conditions in the work environment
<b><i>Job Hazards</i></b>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

## ***Administrative Assistant-QMS***

<b>1. Background Information</b>			
<b>Job Title:</b> Administrative Assistant-QMS	<b>Job Level:</b> MSU/QMS/AA007	<b>Current Grade:</b> C/D	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Directorate of Quality Assurance and Performance Management		<b>Department/Section/Unit:</b> N/A	
<b>Reports to:</b> Assistant Registrar-Quality Assurance and Performance Management			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to provide administrative duties within the directorate to ensure smooth running of operations in performance management and quality management systems for monitoring and evaluation exercises 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) Implement administrative functions of the directorate so as to facilitate smooth running of all its operations and achieve its objectives</li> <li>b) Develop performance contracts for the University and cascade to divisions to ensure effective implementation</li> <li>c) Coordinate negotiations, vetting and evaluation of the performance contract for the university in line with set targets</li> <li>d) Coordinate and collate evidence for midterm review and end year evaluation of performance contracts for the university</li> <li>e) Carry out monitoring and evaluation activities by administering the tools, sorting, data entry and analysis, producing reports of the same and forwarding to management</li> <li>f) Coordinate preparation of reports to be submitted to external agencies to inform decision making</li> <li>g) Document and review quality management procedures for the department for use in the university</li> <li>h) Receive and disseminate various reports to the respective departments and stakeholders in the university.</li> </ul>			
<b>4. Job Dimensions:</b>			
<b>Financial Responsibilities</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>
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 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 advanced 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) Statistical software packages
<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) Team player e) Co-ordination skills f) Organizational skills g) Problem solving skills
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
a) Compliance to chapter six of the constitution b) KRA tax compliance c) CRB clearance d) HELB clearance e) Certificate of good conduct from the NPS
<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 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) 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) 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) Simple verbal instructions to other employees within the institution</li> <li>d) Detailed verbal or written instructions or requests to employees of the institution or contractors</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) Covey 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 not exposed to disagreeable conditions in the work environment
<b><i>Job Hazards</i></b>
No Hazards usual office situation.

# 8. Council Secretariat Office

## 2.1 Chief Medical Officer

1. Background information			
<b>Job Title:</b> Chief Medical officer	<b>Job Level:</b> MSU/UHS/C003	<b>Job Grade:</b> 15	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Clinical Services	
<b>Reports to:</b> Chairman-University Health Services			
<b>Direct Reports:</b> a) Principal Medical Officer b) Medical Officer		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to direct the staff and medical programs of the health unit to ensure that the highest quality of services are maintained in the university health department.			
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) Provide leadership in the provision of quality medical services and medical care to patients in the university health services department b) Exercise overall supervision of the postings made in respect of Medical Officers, Clinical Officers, Nursing Officers, First Aid Service and Ambulance, Physiotherapists, etc. c) Support and develop a culture of practice through training allied workers to a broader quality agenda d) Contribute to the overall operation and strategic development of Maseno University Health care			
<b>Operational Responsibilities:</b> a) Offer urgent medical and nursing services (including resuscitation, stabilization and assessment and diagnosis, treatment and referral as necessary); b) Assess the urgency and severity of presenting problems through history taking, examination and investigation. c) Recommend and, where appropriate, undertake treatment options and carrying out/referring for appropriate interventions and procedures, including but not limited to prescribing, minor surgery and other general practice procedures, counselling, psychological interventions, advising and education. d) Carry out Ongoing health and development assessment and advice. e) Carry out Appropriate evidence based screening, risk assessment and early detection of illness, disease and			

disability.
f) Work with public health providers in the prevention and control of communicable diseases for individuals and families/whanau and reporting to relevant public health providers.
g) Offer ongoing care and support for people with chronic and terminal conditions to reduce deterioration,
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Computers b) Furniture c) Examination couch and accessories d) Diagnostic and surgical equipment e) Departmental automotive
<b><i>Nature of decision making</i></b>
a) Strategic b) Financial c) Operational d) Analytical
<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 Medicine-Surgery from a recognised university
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
a) Certificate of registration with Medical practitioners and dentist board b) CPD Certifications at least 50 per year
<b><i>Minimum level of knowledge that would be regularly applied to the job</i></b>
a) Mastery of the concepts and principles of a specialist field, ability to manage other professionals or experts in this field 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) Leadership skills b) Communication skills c) Interpersonal skills d) Organizational skills e) Ability to work under pressure f) Negotiation skills g) Team building skills h) Problem solving skills i) Conflict management Supervisory skills
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Meet the requirement of Chapter six (6) of the Kenyan 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>
10 years working experience in medical practice three of which was a Senior Medical Officer
<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) Detailed verbal instructions or requests</li> <li>b) Simple written instructions or requests</li> <li>c) Detailed written procedures</li> <li>d) Detailed e-mail, fax or mail correspondence</li> <li>e) Written Government policy documents affecting the job holder's area of responsibility</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 with employees of the institution or clients</li> <li>b) Communication around escalated or difficult queries with internal or external customers 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) 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>
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>Allocation of work 5</li> <li>Co-ordination of employees work 5</li> <li>Supervision/Direct Management 3</li> <li>Leadership through others 2</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) Conveys information inside the unit/department</li> <li>b) Conveys information outside unit/department but within 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>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>
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.

## 8.1. Council Affairs Officer

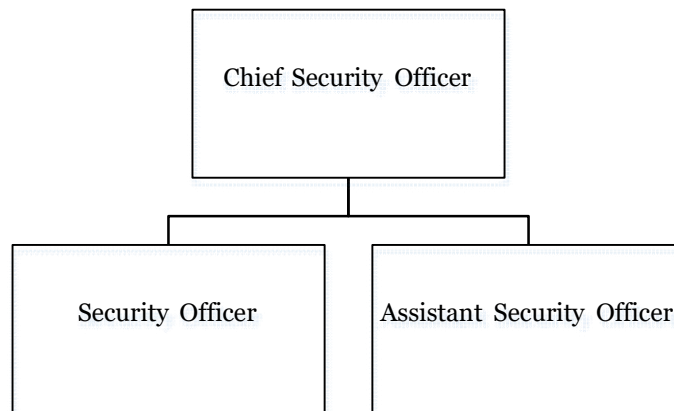
1. Background Information			
<b>Job Title:</b> Council Affairs Officer	<b>Job Level:</b> MSU/CAff/CAO003	<b>Current Grade:</b> Scale 12	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Division:</b> Office of the Vice Chancellor		<b>Department/Unit:</b> Council Secretariat	
<b>Reports to:</b> Vice Chancellor			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position is responsible for the provision of company secretarial services to the university Council through the office of the vice chancellor so as to facilitate effective decision making and regulatory compliance.			
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) Prepare annual Council Almanac or work plans for the Council to guide activities of its management and the activities of other members of staff.</li> <li>b) Draft annual budget for the section and submit them to the university budgeting committee for consideration and approval.</li> <li>c) Conduct periodic performance evaluation based on the objectives of the secretariat to promote delivery of services within the same period</li> <li>d) Prepare periodic reports for the Council in order to facilitate decision making by the committees.</li> <li>e) Supervise and allocate tasks to subordinates to ensure all assignments are completed in time for the council to be effective and efficient in its operations.</li> </ul>			
<b>Operational Responsibilities:</b> <ul style="list-style-type: none"> <li>a) Provide day to day custody to Council documents and instruments for their safety, availability for future reference.</li> <li>b) Assist the chair of the Council in the organization of Council functions when required to ensure smooth running of its activities.</li> <li>c) Advise regularly, and guide the Council on matters relating to its responsibilities and powers in order to ensure it operates within its capability.</li> <li>d) Circulate Council papers, keep records of attendance of meetings and ensure adherence to work plan to facilitate Council activities.</li> <li>e) Regularly keep the Council informed on trending governance, thinking and practice to improve the performance of the council.</li> <li>f) Ensure compliance with laws, regulations and statutes by the Council in order to promote professionalism at all times.</li> <li>g) Prepare and circulate Council minutes and other committees to ensure every member is up to date regarding the meetings.</li> <li>h) Provide logistical support to the council members and ensure that all their needs are preplanned to avoid</li> </ul>			

any inconveniences during meeting days.
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
a) Provide input to the budgeting process for the department b) Authorize expenditure for the department
<b><i>Responsibility for physical assets</i></b>
a) Office furniture b) Computers c) Printers d) Photocopiers e) Cabinets
<b><i>Nature of decision making</i></b>
a) Operational Decisions b) Analytical Decisions c) Financial Decisions d) Strategic Decisions
<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 any relevant field from a recognized institution.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Certified Public Secretary of Kenya
<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 specialized field, or knowledge of a number of fields acquired through tertiary education and /or considerable experience b) Computer skills c) Knowledge of operational standards d) Knowledge of relevant legislations
<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) Problem solving, g) Supervisory h) 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>
Six (6) years of relevant work experience three (3) of which must be in the position of a senior administrative assistant.
<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) 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>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 requiring a high level of diplomacy and sensitivity</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>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>a) Allocation of work to the Senior Administrative Assistant, Secretary and Office Assistant.(3)</li> <li>b) Directly Supervises the Senior Administrative Assistant. (1)</li> <li>c) Leads two (2) through others.</li> </ul>
<b>Job holder influence practices, policies or strategy. This is influence derived from structural authority</b>
Influences or changes specific administrative or operational practices in a team, section or unit
<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 institution</li> <li>c) Convey information at Senior Management level</li> <li>d) Persuade 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>Working Environment</b>
Is not exposed to disagreeable conditions in the work environment
<b>Job Hazards</b>
No Hazards usual office situation.



## 9. *Security Department*



*Figure: Security Department Organogram*

## **Chief Security Officer**

1. Background Information			
<b>Job Title:</b> Chief Security Officer	<b>Job Level:</b> MSU/SD/CSO004	<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> Vice Chancellor's Office		<b>Department/Section/Unit:</b> Security Services	
<b>Reports to:</b> Vice Chancellor			
<b>Direct Reports:</b> a) Security Officer b) Assistant Security Officer		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to coordinate the provision of maximum security and safety of students, staff and visitors as well as all safety of property inside the confines 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> a) Develop annual budgetary estimates for the security department in order to provide sufficient and reliable security services in the university b) Develop and implement annual work plan for the security department in order to guide operations in the department for maximum utilization of human resources and accountability c) Develop strategies and policies within the national and institutional framework in order to guide relationships and operations within the department d) Conduct staff appraisal within the department as required by the university in order to establish the performance and productivity of staff in the department e) Prepare and submit periodic reports to the management for the appropriate decision-making and action in the university f) Prepare annual departmental work plan, allocate and supervise work to subordinates in the department so as to deliver the required results in the university			
<b>Operational Responsibilities:</b> a) Continuously advise the university management on security matter and the most appropriate approaches to the same in the university b) Participate in the procurement process for private security services vendor supplying security guarding and alarm services to the university Coordinate security operations within the university in order to assure safety and security for all and their property c) Collaborate with internal audit and legal office in the development and implementation of institutional compliance with applicable laws and regulations d) Collaborate with the national police service and the local administration in order to coordinate security			

<p>services to community within and surrounding the university</p> <p>e) Coordinate investigations in crimes and incidents in the institution so as to establish the truth about such matters in the university</p> <p>f) Develop strategies for preventing and detecting crime before it occurs within and around the university and report the same to the national police service for action</p> <p>g) Conduct risk management, compliance, information security operations and general security awareness in the university</p> <p>h) Participate in the institutional safety and security policy meetings and briefing in order to keep abreast security situation in the university</p>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
<p>a) Develop budget for the department</p> <p>b) Manage office float and approve the department expenditure</p>
<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>
<p>a) Strategic decisions</p> <p>b) Analytical decisions</p> <p>c) Financial decisions</p> <p>d) Operational 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>
Masters' Degree in security management in criminology or any other relevant field
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Must have served at the rank of senior superintendent of police in National Police Service
<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>
<p>a) Computer literacy</p> <p>b) Budgeting skills</p> <p>c) Investigation skills</p> <p>d) Physical and medically fit</p>
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
<p>a) Interpersonal skills</p> <p>b) Supervisory skills</p> <p>c) Communication skills</p> <p>d) Leadership skills</p> <p>e) Co-ordination skills</p> <p>f) Organizational skills</p> <p>g) Conflict Management</p> <p>h) Problem solving 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) Compliance to chapter six of the constitution</li> <li>b) Certified fraud examiner</li> <li>c) KRA clearance</li> <li>d) 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 10 years working experience three of which was a senior security officer in the NPS
<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) Case law and legal findings 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) 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) Detailed verbal or written instructions or requests to employees of the institution or contractors</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. Influence:</b>
<b>Job holder's influence over practices, policies or strategy:</b>
Has a significant influence on the strategic direction of more than one departments/school
<b>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>a) Allocate work to subordinates</li> <li>b) Coordinate the security guards</li> <li>c) Supervise subordinates</li> <li>d) 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, outside and at senior management level</li> <li>b) Persuade inside, outside and at senior management level</li> <li>c) Negotiate inside, outside and at senior management level</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>
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.

## ***Security Officer***

1. Background Information			
<b>Job Title:</b> Security Officer	<b>Job Level:</b> MSU/SD/SO005	<b>Current Grade:</b> 8	<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> Security	
<b>Reports to:</b> Chief Security Officer			
<b>Direct Reports:</b> Security Guards (Private)		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to coordinate and provide maximum security services for the safety and security of students, staff and visitors as well as all safety of property in to 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) Coordinate the implementation of university security policy throughout the university</li> <li>b) Identify, assess and evaluate security risks, threats loopholes and vulnerability and conduct analysis of the same so as to mitigate them in the university</li> <li>c) Apprehend suspected offenders for questioning and once a case is made against them it is resolved in the university and if it is beyond the university competence they are handed over to the national police service</li> <li>d) Preserve the scene of crime to be used as evidence or for further investigations by the national police service in order to establish the truth of the matter at hand</li> <li>e) Prepare and present information regarding to the institution security to the relevant authority</li> <li>f) Carry out daily security briefs to the chief security officer in regards to the occurrences</li> <li>g) Undertake security patrol within the institution in order to establish how the private security guards are carrying out their security services in the university</li> <li>h) Monitor and report critical incidences happening in the institution for further action by the chief security officer and if need be by the national police service</li> <li>i) Liaise with the chief security officer and the assistant security officers in order to provide maximum security In the institution</li> <li>j) Gather and collect continued intelligence information to be used to maintain safety and security in the university</li> </ol>			
4. Job Dimensions:			

<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
a) Computer and accessories 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's Degree in a relevant field from a recognized institution
<b>Minimum level of professional qualification required to perform effectively in the role</b>
Must have served in the Kenya Police at the lower grade
<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) Investigation skills c) Physical and medically fit
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Interpersonal skills b) Supervisory skills c) Communication skills d) Co-ordination skills e) Conflict Management f) Problem solving skills g) Negotiation skills
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
a) Compliance to 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 six (6) years working experience in security services
<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> </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) 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) Coordinate the security guards</li> <li>c) Supervise subordinates</li> <li>d) 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 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>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 Security Officer***

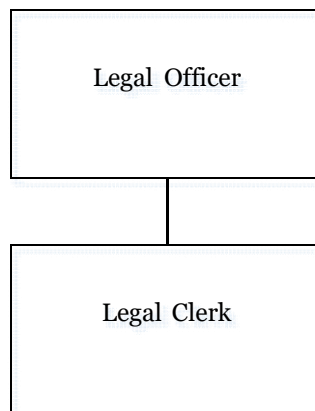
<b>1. Background Information</b>			
<b>Job Title:</b> Assistant Security Officer	<b>Job Level:</b> MSU/SD/ASO006	<b>Current Grade:</b> 8	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>College/School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Administration, Finance and Development		<b>Department/Section/Unit:</b> Security Services	
<b>Reports to:</b> Chief Security Officer			
<b>Direct Reports:</b> Security Guards (Private)		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to provide security services to students, staff and visitors as well as all safety of property 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>			
a) Identify, analyse and evaluate security risks, threat and loopholes in the university and prepare report on the same and share it with the chief security officer b) Implement university security policies and ensure that everyone does the same for their own safety and security within the university c) Prepare and submit periodic security reports to the chief security officer on security assignments charged with in the university d) Undertake security patrol within the institution in order to ensure that all security guards are manning their respective places and that they are alert and attentive to their duties e) Monitor, identify and report critical security incidences happening in the institution for further action and resolution within and without the university f) Gather and collect continued intelligence information to be used to maintain safety 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 a relevant field 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 advanced 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) Investigation skills c) Knowledge of Private Security Act
<b><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></b>
a) Interpersonal skills b) Communication skills c) Co-ordination skills d) Conflict Management e) Problem solving f) Negotiation skills
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
a) Compliance to chapter six of the constitution b) Clean military discharge letter
<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 three (3) years working experience in security services 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><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 technical and/or functional instructions or queries

<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) 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>
Is expected to come up with suggestions on improved practices
<b>Job holders' influence over subordinates and colleagues:</b>
Coordinate the security guards
<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 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>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.

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## ***10. Legal Office***



*Figure: Legal Office Organogram*

## *Legal Officer*

1. Personal Information			
<b>Job Title:</b> Legal Officer	<b>Job Level:</b> MSU/LS/LO03	<b>Current Grade:</b> 12	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/Division:</b> Office of the Vice Chancellor		<b>Department/Section/Unit:</b> Legal Services	
<b>Reports to:</b> Vice Chancellor			
<b>Direct Reports:</b> Legal Clerk		<b>Indirect Reports:</b> a) Secretary b) Office Assistant	
2. Purpose of the Job:			
This job exists to coordinate and provide legal advice, legal representation and legal services to the management in order to reduce legal litigations and legal liabilities to 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) Provide strategic leadership and direction for the Legal Office so that it can run smoothly in line with the strategies to achieve its objective of providing expert and effective legal advice to the University. b) Serve regularly on various standing university committees, ad hoc working groups and task forces as a legal expert to take care of all legal necessities in framing of policies for the institution. c) Prepare budget estimates for the legal office and forward it to the budgeting committee for consideration and allocation of funds to facilitate the operation of the office.			

<b>Operational Responsibilities:</b>
<ul style="list-style-type: none"> <li>a) Supervise and regularly monitor the contesting cases in courts for the institution to ensure they are run with objectivity.</li> <li>b) Take custody of all legal instruments of the University and ensure they are readily available for reference at all times and when necessary.</li> <li>c) Provide authoritative legal advice and consultancy to the University, its staff and students on a range of general issues to ensure that everything is done within the law and the interest of the University is safeguarded at all times.</li> <li>d) Support the University administration in the development, application and review of the University regulations, policies and procedures which involve legal considerations to ensure that no human rights are violated at any time.</li> <li>e) Regularly draft, update and review contracts and other legal documentation and to develop standard form legal wherever possible to ensure all clauses have no compromise.</li> <li>f) Coordinate the University's regular dealings with external firms, and ensure that the University benefits from cost-effective legal advice and work.</li> <li>g) Manage the periodic tendering process for the appointment of the University's external legal advisors to ensure it is done properly and objectively.</li> <li>h) Coordinate performance evaluation of the contracted panel of lawyers on a regular basis to ensure all cases of the institution are handled appropriately.</li> <li>i) Represent the university in all types of suits, criminal or civil witness, or attest or commission documents on behalf of the university to safeguard the interest of the University at all times.</li> <li>j) Attend and advise on all disciplinary cases both for staff and students ensuring their rights are not infringed and are given a fair hearing at all times.</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
<ul style="list-style-type: none"> <li>a) Provide input to the budgeting process for the legal office.</li> <li>b) Authorise expenses for the legal office</li> </ul>
<b><i>Responsibility for physical assets</i></b>
<ul style="list-style-type: none"> <li>a) Office furniture</li> <li>b) University documents</li> <li>c) Computers</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>
Bachelor's Degree in Law from a recognised institution.
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
<ul style="list-style-type: none"> <li>a) Postgraduate diploma in Law from Kenya School of Law</li> <li>b) Advocate of the High Court of Kenya</li> <li>c) Registered member of the Law Society of Kenya</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) 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>

<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) 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 eight (8) years of post-admission work experience in a reputable institution.
<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> </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) 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> <li>j) Drawing up and amending contracts/drafting of legal documents</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> </ul>
<b>9. Influence:</b>
<b>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>a) Allocation of work to the Legal Clerk, Secretary and Office Assistant.(3)</li> <li>b) Directly Supervises the Legal Clerk. (1)</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>
a) Convey information inside the department b) Convey information outside the department c) Convey information at Senior Management level d) Persuasion outside the department e) Persuasion at Senior Management level f) Negotiation outside the institution
<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 not exposed to disagreeable conditions in the work environment.
<b><i>Job Hazards</i></b>
No Hazards usual office situation.



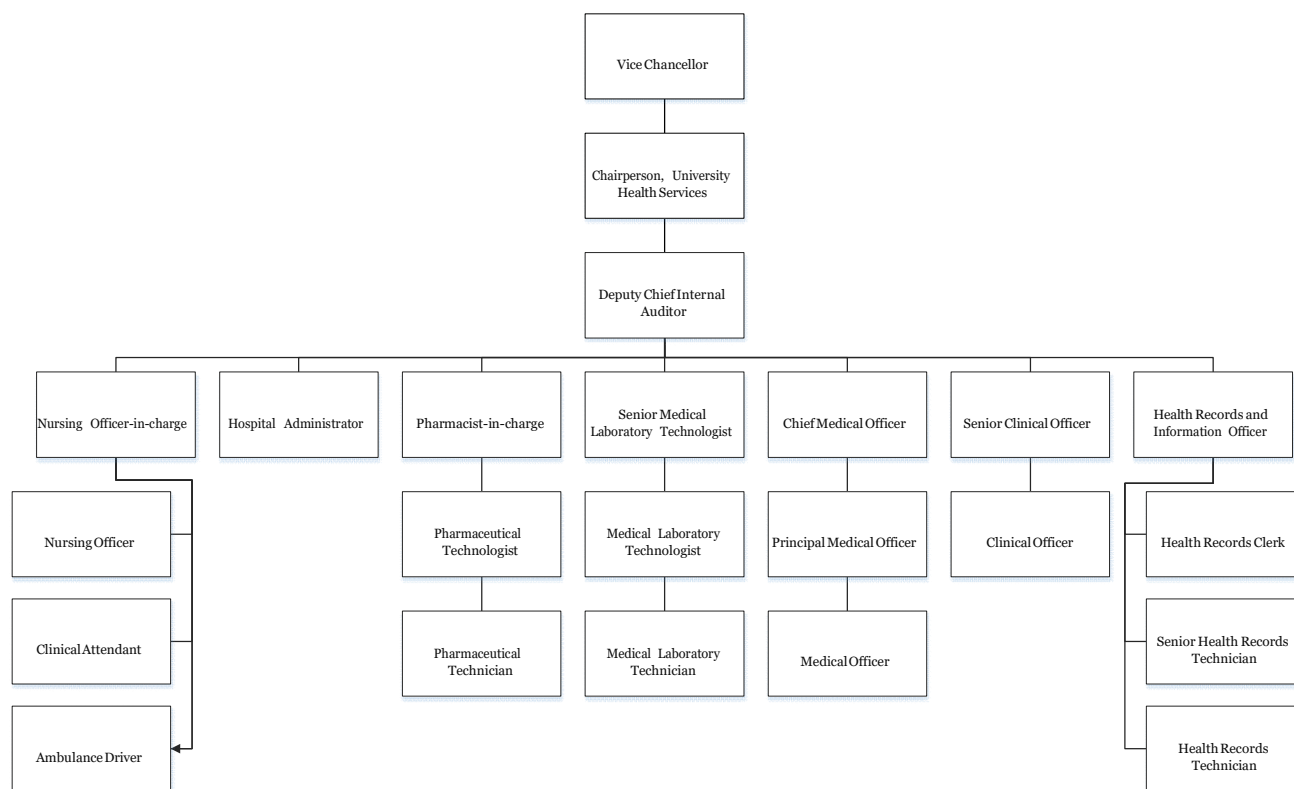
## *Legal Clerk*

<b>1. Personal Information</b>			
<b>Job Title:</b> Legal Clerk	<b>Job Level:</b> MSU/LS/LC05	<b>Current Grade:</b> Scale 5	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate/Division:</b> Office of the Vice Chancellor		<b>Department/Unit:</b> Legal Services	
<b>Reports to:</b> Legal Officer			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible for all administrative and clerical duties in the Legal Office including managing legal files and assisting in drafting legal documents as directed by the Legal Officer in order to facilitate the provision of legal services as may be necessary 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) Responsible for the custody of all legal documents on a daily basis ensuring their confidentiality and availability at all times.</li> <li>b) Organize and schedule periodic meetings as assigned by the legal officer to ensure that all logistics are in place and in time for the meetings.</li> <li>c) Regularly prepare evidences and exhibits for court cases and ensure they are submitted to the court in line with the direction of the court.</li> <li>d) Prepare status reports of all the court cases and present to the legal officer to inform decision making when necessary.</li> <li>e) Draft legal documents e.g. contracts and Memorandum of Understandings for legal officer's input to facilitate transactions involving the University.</li> <li>f) Open mails, prioritize requests and the file requests with appropriate entities to improve service delivery at all times.</li> <li>g) Research legal issues before court sessions to ensure that the institution interest is safeguarded.</li> <li>h) Manage schedules involving trial and hearing dates of university court cases for planning purposes.</li> <li>i) Manage witnesses' attendances in trial of cases on court days and ensure they are briefed appropriately to prepare them for court sessions.</li> </ul>			
<b>4. Job Dimensions:</b>			

<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
N/A
<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 Law or Legal Studies 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) 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) Organisational skills, d) Ability to work under pressure, e) 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 as a Legal Clerk in a busy law firm or legal office.
<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) Detailed written procedures 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

<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 f) Drafting of factual reports, presentations, procedure or policy documents or training material g) Drawing up and amending contracts/drafting of legal documents
<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>
a) Convey Information inside the institution 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 not exposed to disagreeable conditions in the work environment
<b>Job Hazards</b>
No Hazards usual office situation.

# 11. University Health Services Department



*Figure: University Health Services Organogram*

## **Chairman-University Health Services**

<b>2. Background information</b>			
<b>Job Title:</b> Chairman-University Health Service	<b>Job Level:</b> MSU/UHS/CHS003	<b>Job Grade:</b> N/A	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Clinical Services	
<b>Reports to:</b> Vice Chancellor			
<b>Direct Reports:</b> a) Hospital Administrator b) Chief Medical Officer c) Pharmacist in-Charge d) Senior Medical Lab Technologist e) Nursing Officer in-Charge f) Senior Clinical Officer g) Health Records Officer		<b>Indirect Reports:</b> N/A	
<b>3. Purpose of the Job:</b>			
This position exists to provide general management of all sections and university healthcare facilities in order to provide healthcare services to patients in the university.			
<b>4. 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) Sit as chairperson of the university healthcare services management committee b) Prepare work plans, allocate work to and supervise heads of departments in the healthcare services unit of the hospital c) Conduct performance management and evaluation of staff members of the healthcare services department d) Formulate healthcare services policies and procedures in line with the university policies and the national healthcare policies and guideline e) Prepare annual work plan for the healthcare services in order to guide health services department of the university f) Provide advisory services to the university management board on matters healthcare services in order to improve effectiveness and efficiency in service delivery g) Oversee provision of quality health care to all patients by all the technical staff thus making the staff and students more productive h) Approve the procurement of medical and surgical equipment for the health services department of the university			
<b>Operational Responsibilities:</b> a) Refer patients for specialised medical care in other more advanced healthcare facilities b) Provide general clinical services to patients in the health services department of the university c) Conduct ward rounds in order to observe and review inpatients in the university health services department d) Perform surgical and medical procedures among patients in the university health services department			

<b>5. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
Prepare budget for the health services department of the university
<b><i>Responsibility for physical assets</i></b>
Overall responsibility for health services unit equipment and assets
<b><i>Nature of decision making</i></b>
a) Strategic b) Analytical c) Operational d) Financial
<b>6. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Masters' Degree in a Health Sciences
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Registered by Medical Practitioners and Dentistry Board (MPDB) or other respective regulatory bodies as applicable
<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 skills c) Knowledge of professional standards d) 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) Organizational skills e) Ability to work under pressure f) Negotiation skills g) Team building skills h) Problem solving skills i) Conflict management Supervisory skills
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
a) Administrative Experience b) Has a current Practicing License c) Be a member of a relevant professional body
<b>7. 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>
10 Years cumulative in medical practice experience three of which should be in a similar role
<b>8. 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>9. 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) Detailed verbal instructions or requests</li> <li>b) Detailed written procedures</li> <li>c) Detailed technical and/or functional instructions or queries</li> <li>d) Detailed e-mail, fax or mail correspondence</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><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 with employees of the institution or clients</li> <li>b) Detailed verbal or written instructions or requests to employees of the institution or contractors</li> <li>c) Detailed e-mail, fax or mail correspondence</li> <li>d) Drafting of factual reports, presentations, procedure or policy documents or training material</li> <li>e) Negotiations with senior management of large external institutions, which will have a significant financial impact on the institution</li> </ul>
<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>
<ul style="list-style-type: none"> <li>a) Allocates work to 60 subordinates</li> <li>b) Coordinate work of 60 subordinates</li> <li>c) Supervise 60 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 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 team members within their unit/department</li> <li>e) Persuade teams outside of the institution</li> <li>f) Negotiate with senior management within the 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 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>
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.

## ***Hospital Administrator***

<b>1. Background Information</b>			
<b>Job Title:</b> Hospital Administrator	<b>Job Level:</b> MSU/UHS/HA004	<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> University Health Services		<b>Department/Unit:</b> Health Services	
<b>Reports to:</b> Chairman University Health Services			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position is responsible for administration of all non-direct patient care services and departments in the university health facility, the position also co-ordinates personnel, budget, policy, program and other administration matters.			
<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) Conduct performance management and evaluation of staff members of the healthcare services department</li> <li>b) Assist in formulation healthcare services policies and procedures in line with the university policies and the national healthcare policies and guideline</li> <li>c) Participate in preparation annual work plan for the healthcare services in order to guide health services department of the university</li> <li>d) Organize, direct, control and coordinate medical and health services in relation to policies set by a governing board of trustees</li> <li>e) Develop procedures for quality assurance, patient services, medical treatments, department activities and public relations outreach</li> <li>f) Responsible for developing and directing the implementation of policies and programs in the resource departments.</li> <li>g) Acts as chief advisor to the chairman University Health Services in development and implementation programs, policies and procedures.</li> <li>h) Promotes and maintains effective public relations with government and community agencies and individuals.</li> </ul>			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Participate in community health talks for education and sensitization on health related issues on a monthly basis.</li> <li>b) Ensure work schedules are adhered to daily for efficient human resource utilization.</li> </ul>			



<ul style="list-style-type: none"> <li>c) Ensure monthly supplies of drugs and other consumables are in stock as appropriate to avoid any shortages.</li> <li>d) Organise monthly staff training and professional developments to meet regulatory requirements and improve on knowledge and skill.</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
<ul style="list-style-type: none"> <li>a) Prepare budget for the health administrative services</li> <li>b) Participate in the budget-making process for the health services department</li> </ul>
<b><i>Responsibility for physical assets</i></b>
<ul style="list-style-type: none"> <li>a) Computer</li> <li>b) Office Furniture and equipment</li> <li>c) Medical equipment's</li> </ul>
<b><i>Nature of decision making</i></b>
<ul style="list-style-type: none"> <li>a) Analytical Decision</li> <li>b) Operational Decision</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 health administration 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) 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>a) Computer Literacy</li> <li>b) Knowledge of relevant legislation</li> <li>c) Knowledge of professional standards</li> </ul>
<b><i>Typical soft skills and Technical Competencies 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) Team Building</li> <li>f) Good Judgement</li> <li>g) Supervisory Skills</li> <li>h) Mentorship</li> </ul>
<b><i>Other requirements e.g. Regulatory/Statutory/Institutional required to comply with for appointment to this role</i></b>
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>
Minimum of six (6) years' work 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><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> </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) 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> </ul>
<b>9. Sapiential Authority</b>
<b><i>Job holders 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 affecting more than one department
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
<ul style="list-style-type: none"> <li>a) Allocation of work to the Medical Officer (o)</li> <li>b) Directly Supervises the Medical Officer (o)</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) Persuasion inside the unit department</li> <li>d) Persuasion outside the department</li> <li>e) Negotiation 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>

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.

# 12. Medical Services

## Principal Medical Officer

1. Background information			
<b>Job Title:</b> Principal Medical Office	<b>Job Level:</b> MSU/UHS/PMOoo	<b>Job Grade:</b> 14	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Clinical Services	
<b>Reports to:</b> Chief Medical Officer			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to provide effective and efficient diagnostic, curative, promotive and preventive and rehabilitative healthcare services to patients as well as manage other medical 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>			
a) Participate in the planning development committee as a technical expert in health projects of the university b) Provide overall administration of other Medical Officers in the hospital			
<b>Operational Responsibilities:</b>			
a) Clerking and treatment of patients in the university health services of the university b) Conduct medical rounds in the wards of the university health services in order to provide patients with quality healthcare services c) Conduct referral services of patients with complicated medical conditions to other healthcare facilities for more advanced diagnostic and medical attention d) Supervise junior medical officers and clinical officers so that they may provide quality medical services to patients in the department e) Ensures patient satisfaction, including troubleshooting when there is a complaint and developing process improvements to prevent recurrences. f) Collaborate with and advise the head of clinical services on various complaints arising from the medical officers and other officers. g) Monitor the patients disease progression through observations and clinical assessments to guide in management of diseases and conditions h) Contribute in evaluation of clients disease outcome to determine treatment continuation or referral to			

other hospital
i) Develop a comprehensive report on patients care and progress for proper continuity of care and data analysis done quarterly and handed over to the ministry of health
j) Provide medical and psychiatric emergency care to alleviate suffering and manage them accordingly
k) Provide inpatient services to clients admitting and planning on nursing care, health education on discharge for follow up
l) Offer Surgical Procedures for ailments to save life of patients and also refer them appropriately to specialist
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Desk top computer
b) Furniture
c) Medical equipment
<b><i>Nature of decision making</i></b>
a) Analytical
b) Operational
<b>5. Qualifications Knowledge and Skills:</b>
<b><i>Minimum level of academic qualifications required to perform effectively in the role</i></b>
Bachelors' Degree in Medicine and Surgery
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Registered member of Dentist and Medical practitioners board
<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 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) Team building skills
g) Problem solving skills
h) Supervisory skills
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Meet the requirement of Chapter six (6) of the Kenyan Constitution
<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 in medical practice three of was a Senior Medical Officer
<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> </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) 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><i>Job holder's influence over practices, policies or strategy:</i></b>
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) Allocation of work</li> <li>b) Co-ordination of employees work</li> <li>c) Supervision/Direct Management</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) Conveys information inside the unit/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 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>
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.

## *Medical Officer*

<b>1. Background information</b>			
<b>Job Title:</b> Medical Officer	<b>Job Level:</b> MSU/UHS/MO004	<b>Job Grade:</b> 12	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Medical Services	
<b>Reports to:</b> Head of Clinical Services			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to provide general management of inpatients and outpatients through diagnosis, prescription, counseling and referral services in the university health 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>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Perform clinical diagnosis among patients in the outpatient and inpatient departments of the health facility and make the respective treatment plan among the patients</li> <li>b) Maintain and manage all filing and organizational systems for the practice to ensures patient satisfaction</li> <li>c) Collaborate with and advise the head of clinical services on various complaints arising from the medical officers and other officers to facilitate corrective actions</li> <li>d) Monitor the patients' disease progression through observations and clinical assessments to guide in management</li> <li>e) Contribute in the evaluation of clients disease outcome to determine treatment continuation or referral to other hospital</li> <li>f) Develop a comprehensive report on patients care and progress for proper continuity of care and data analysis done quarterly and handed over to the ministry of health</li> <li>g) Provide medical and psychiatric emergency care to alleviate suffering and manage them accordingly</li> <li>h) Provide inpatient services to clients admitting and planning on nursing care, health education on discharge for follow up</li> <li>i) Offer Surgical Procedures for ailments to save life of patients and also refer them appropriately to specialist</li> <li>j) Conduct ward rounds in order to review patients and establish their progress and where necessary change their medication to more efficacious ones.</li> <li>k) Refer patients to other medical practitioners for more advanced medical diagnosis or advanced medical procedures in the health facility.</li> </ul>			
<b>4. Job Dimensions:</b>			

<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
a) Desk top computer b) Furniture c) Medical equipment
<b>Nature of decision making</b>
a) Analytical b) Operational
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Bachelors' Degree in Medicine and Surgery
<b>Minimum level of professional qualification required to perform effectively in the role</b>
Registered member of Dentist and Medical practitioners board
<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 skills c) Knowledge of professional standards d) 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) Organizational skills e) Negotiation skills f) Team building skills g) Problem solving skills h) Conflict management Supervisory skills
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
Meet the requirement of Chapter six (6) of the Kenyan 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>
Entry level or post internship
<b>7. Problem Solving:</b>
Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience.
<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



<ul style="list-style-type: none"> <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>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) 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) Basic e-mail, fax or mail correspondence</li> <li>i) 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) Conveys 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 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>
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.



# 13. Clinical Officers

## Senior Clinical Officer in-Charge

1. Background information			
<b>Job Title:</b> Head of Clinical Services	<b>Job Level:</b> MSU/UHS/SCOIC004	<b>Job Grade:</b> 13	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Clinical Services	
<b>Reports to:</b> Chairman-Health Services			
<b>Direct Reports:</b> a) Senior Clinical Officer b) Clinical Officer		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
The purposes job is to coordinate clinical services by planning and deploying clinical officers and supervising their services in the health services departments 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> a) Supervise and direct all patient care activities in the department including performance of such activities by other staff to allow timely service to customers b) Organise special clinic to deal with specific clinical conditions or to deal with a medical conditions among a specific group pf people within the university. c) Facilitate effective communication within clinical profession and all other disciplines so as to foster good working relationships and quicken service delivery d) Maintain duty roster for clinicians and other clinical professions in order to achieve adequate cover for patients to be seen e) Conduct clinical audits and promote evidence based best practice by spearheading scheduled programs that identify deficiency in departments f) Evaluate time taken in clinical activities in order to ascertain causes of delayed responses and improve on them			
<b>Operational Responsibilities:</b> a) Provide clinical services to patients in the university health services department though diagnosis, prescriptions and counselling b) Refer patients with more complicated medical conditions to other medical specialists for advanced or more			

<ul style="list-style-type: none"> <li>c) specialised medical diagnosis and treatment</li> <li>d) Collaborate with the county health board and provide information about morbidity patterns of diseases for budgeting purposes</li> <li>e) Deliver services to the highest possible standards of care to patients and their</li> <li>f) Examines and conduct test analysis in order to diagnose patients ailments accurately for medical and surgical correction</li> <li>g) Explain procedures and discuss modalities of tests and prescribe treatment if necessary in the health services department of the university</li> <li>h) Provide health education, counselling and information to prevent or treat diseases outside of the health department</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) Desk top computer</li> <li>b) Furniture</li> <li>c) Examiners coach and footstep</li> <li>d) Diagnostic and medical equipment</li> </ul>
<b><i>Nature of decision making</i></b>
<ul style="list-style-type: none"> <li>a) Analytical</li> <li>b) Operational</li> <li>c) Strategic</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 Clinical Medicine
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Registration with the Clinical Officers Council of Kenya
<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) Knowledge of Medical practice standards</li> <li>c) Computer literacy Quality Service 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) Leadership skills</li> <li>b) Communication skills</li> <li>c) Interpersonal skills</li> <li>d) Organizational skills</li> <li>e) Ability to work under pressure</li> <li>f) Team building skills</li> <li>g) Problem solving skills</li> <li>h) Supervisory skills</li> </ul>
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Meet the requirement of Chapter six (6) of the Kenyan 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>
Nine (9) years of clinical practice three of which was of Clinical Officer in-charge
<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) Detailed e-mail, fax or mail correspondence</li> <li>b) Written Government policy documents affecting the job holder's area of responsibility</li> <li>c) Current legislation affecting the job holder's area of responsibility</li> <li>d) Complex research findings published in scientific journals</li> <li>e) Program, system or design specifications</li> <li>f) Factual reports on aspects of the institution such as policy guidelines</li> <li>g) 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) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>b) Detailed technical explanation of services or concepts to employees of the institution or clients</li> <li>c) Explanation of complex services or concepts to employees of the institution or clients</li> <li>d) Detailed e-mail, fax or mail correspondence</li> <li>e) Drafting of factual reports, presentations, procedure or policy documents or training material</li> <li>f) Drawing up program, system, technical or design specifications</li> <li>g) 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>
Influences or changes specific administrative or operational practices affecting more than one department
<b>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>Allocation of work 54</li> <li>Co-ordination of employees work</li> <li>Supervision/Direct Management</li> <li>Leadership 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) Conveys information inside the unit/department</li> <li>b) Conveys information outside the institution</li> <li>c) Persuades team members outside unit/department but within the institution</li> <li>d) Persuades teams outside of 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>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>
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.



## Clinical Officer

1. Background information			
<b>Job Title:</b> Clinical Officer	<b>Job Level:</b> MSU/UHS/CO005	<b>Job Grade:</b> 10/11/12	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Clinical Services	
<b>Reports to:</b> Senior Clinical Officer			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to provide clinical services to patients by examining, prescribing medication, performing medical procedures and counseling patients on preventive and promotive healthcare services in the university healthcare services.			
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) Participate in the formulation of clinical services policies in partnership with local NGOs within the framework of national and university policies and guidelines</li> <li>b) Participate in the development of annual departmental plans and budgets in order to facilitate operations in the department</li> </ul>			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Take history of patients and perform physical examination on them in order to establish their diseases and treat them accordingly.</li> <li>b) Attend to patients and document all aspects of patient care and maintain accurate and complete medical records for future reference</li> <li>c) Perform medico-surgical procedures among outpatients and inpatients in the health services department of the university</li> <li>d) Maintain systems for keeping patient/client and other relevant records are well in the university health services department</li> <li>e) Prepare and submit reports for the clinic in line with established procedures to facilitate decision making and further action</li> <li>f) Prepare reports and returns for submission to the management and relevant government authorities as stipulated in the regulations and policies</li> <li>g) Provide comprehensive and good quality clinical services to inpatients and outpatients in the health services department of the university</li> <li>h) Follow established treatment protocols at all times and ensure adherence to universal hygiene standards taking in to consideration quality and continuity of care</li> </ul>			

<ul style="list-style-type: none"> <li>i) Conduct clinical referral services to patients for more advanced diagnostic and treatment within and without the health services department</li> <li>j) Counsel patients on preventive and promotive healthcare services in order to reduce disease outbreaks and infection among households and communities</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) Computer and accessories</li> <li>c) Medical examination equipment</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 Clinical Medicine and Surgery
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Registration with the Clinical Officers' Council of Kenya
<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 skills</li> <li>c) Knowledge of professional standards</li> <li>d) Knowledge of relevant legislations</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) Organizational skills</li> <li>d) Ability to work under pressure</li> <li>e) Negotiation skills</li> <li>f) Team player</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>
<ul style="list-style-type: none"> <li>a) Current practicing License</li> <li>b) Meet the requirement of Chapter six (6) of the Kenyan Constitution</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 or post internship



<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) Detailed written procedures</li> <li>b) Detailed technical and/or functional instructions or queries</li> <li>c) Basic e-mail, fax or mail correspondence</li> <li>d) Detailed e-mail, fax or mail correspondence</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> <li>g) Articles and research products 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) 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>
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
<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 department</li> <li>c) Persuade within their department</li> <li>d) Persuades 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 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>
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 Clinical Officer*

<b>1. Background information</b>			
<b>Job Title:</b> Senior Clinical Officer	<b>Job Level:</b> MSU/UHS/SCO005	<b>Job Grade:</b> 12	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Clinical Services	
<b>Reports to:</b> Principal Clinical Officer			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position exists to clerk patients, examine, investigate, make proper diagnosis, issue prescriptions, refer patients when necessary, carry out minor surgeries and attend to emergencies in the university health services 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>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Apply medical knowledge and skills to develop differential diagnoses, aided by diagnostic and laboratory results, develop/order therapeutic plan of care according to protocols and evidence-based practice standards</li> <li>b) Undertake continuous evaluation of patient's response to plan of care and modify as needed, providing patient/family counselling and education</li> <li>c) Ensure that services that support the treatment process such examinations/tests and dispensing of drugs is carried out efficiently</li> <li>d) Consult with other clinicians to provide the optimum level of care in collaboration with other members of the clinical team, including Head Clinician, nurses, nurse aids</li> <li>e) Make sure that environmental health and sanitation is well managed and waste is disposed of according to established procedures</li> <li>f) Provide family and community health services to patients in the hospital and outside the hospital through community outreach programs organised by the health services department</li> <li>g) Plan and participate in outreach services as part of corporate social responsibility</li> <li>h) Admit into the sick bay patients who require close observation and regular review</li> <li>i) Where necessary refer patients for more specialized treatment in other specialised medical practitioners for more specialised services.</li> </ul>			
<b>4. Job Dimensions:</b>			

<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
a) Medical Equipment b) Diagnostic sets c) Computers and accessories d) 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>
Diploma in Clinical Medicine and surgery
<b>Minimum level of professional qualification required to perform effectively in the role</b>
Current practicing license
<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 soft skills that would be regularly applied to the job (Attributes)</b>
a) Leadership skills b) Communication skills c) Interpersonal skills d) Organizational skills e) Ability to work under pressure f) Negotiation skills g) Team player h) Problem solving skills i) Supervisory skills
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
Meet the requirement of Chapter six (6) of the Kenyan 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>
Nine (9) years working experience in clinical practice
<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) Simple written instructions or requests</li> <li>b) Detailed technical and/or functional instructions or queries</li> <li>c) Detailed e-mail, fax or mail correspondence</li> <li>d) Written Government policy documents affecting the job holder's area of responsibility</li> <li>e) Current legislation affecting the job holder's area of responsibility</li> <li>f) Articles and research products 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) Simple verbal instructions to other employees within the institution</li> <li>d) Basic e-mail, fax or mail correspondence</li> <li>e) Detailed e-mail, fax or mail correspondence</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 unit
<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) Conveys information inside the department</li> <li>b) Convey information outside the department</li> <li>c) Persuades 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 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.



# 14. Pharmacy Services

## Pharmacist in-Charge

1. Background information			
<b>Job Title:</b> Pharmacist in-Charge	<b>Job Level:</b> MSU/UHS/HPS004	<b>Job Grade:</b> 12	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School/A</b>	
<b>Directorate:</b> University Health services		<b>Department/Unit:</b> Pharmacy	
<b>Reports to:</b> Chairman-University Health Services			
<b>Direct Reports:</b> a) Pharmaceutical Technologist b) Pharmaceutical Technician		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to oversee and manage the operations in the pharmacy section and provide quality and affordable and ethical pharmaceutical services to patients in the university health services 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>			
a) Develop Pharmacy Section annual work plan in order to guide executions of tasks for effective pharmaceutical service delivery in the health services department. b) Prepare duty rosters, allocate work to and supervise the operations of the Pharmaceutical Technologist and Pharmaceutical Technician in order to provide the desired services to patients in the department c) Prepare and provide budget estimate for the section in order to be included overall directorates budgets and forward to the director for compilation to produce the directorate's budget d) Oversee staff training program annually to the human resource office to build competence to improve quality of services e) Advise senior Management on pharmaceutical policies and facilitate the development of the same for the university for compliance with the requirements of the Pharmacy and Poison's Board. f) Prepare and produce quarterly departmental reports on achievement of ISO Key performance indicators and forward to the director for compliance to ISO Certification g) Participate in the department's health management meeting in order to discuss and make decisions affecting the department and service delivery therein h) Oversee end to end pharmaceutical supply chain to ensure supplies are received in time for timely and uninterrupted service delivery in the pharmacy section.			

<b>Operational Responsibilities:</b>
<ul style="list-style-type: none"> <li>a) Coordinate daily activities in the pharmacy in order to maintain high level standard of pharmaceutical services to patients in the department</li> <li>b) Continuous conduct staff training needs and prepare and implement training programs in order to bridge the knowledge and skills gap and improve service delivery in the section</li> <li>c) Coordinate the reception, inspection and storage of medicines and equipment whenever they are delivered in the pharmacy section by the suppliers</li> <li>d) Coordinate continuous identification of expired and unusable medical supplies from the stocks and organise for its disposal in accordance with the established procedures by the Pharmacy and Poisons Board.</li> <li>e) Remain current with pharmaceutical developments and provide information on medications and drug therapy to patients and in-house provider staff.</li> <li>f) Plan, organize and coordinate pharmacy services and operations</li> <li>g) Develop and recommend policies, procedures, rules and protocols for pharmacy services and implements as approved;</li> <li>h) Keep abreast of changes in legislation pertaining to program issues and implements changes in pharmacy services as required</li> <li>i) Monitor new drugs available on the market and local medical trends to determine pharmaceutical needs for new or continuing programs;</li> <li>j) Assess inventory needs, develop bid list and recommend manufacturers/suppliers to implement a cost effective pharmaceutical program;</li> <li>k) Prepare sterile solutions and infusions for use in surgical procedures, emergency rooms, or patients' homes.</li> <li>l) Plan, implement, and maintain procedures for mixing, packaging, and labeling pharmaceuticals, according to policy and legal requirements, to ensure quality, security, and proper disposal.</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
Prepare budget for medicines and surgical supplies procurement
<b><i>Responsibility for physical assets</i></b>
<ul style="list-style-type: none"> <li>a) Computers</li> <li>b) Furniture</li> <li>c) Medicines</li> <li>d) Fixtures in Pharmacy</li> </ul>
<b><i>Nature of decision making</i></b>
<ul style="list-style-type: none"> <li>a) Strategic decisions</li> <li>b) Operational decisions</li> <li>c) Analytical decisions</li> <li>d) Financial 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>
Bachelors' Degree in Pharmacy
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
<ul style="list-style-type: none"> <li>a) Registration with Pharmacy and poisons board</li> <li>b) Annual practice license from PPB</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) Professional/discipline specific knowledge of theory and techniques in a specialised field, or knowledge of a number of fields acquired through tertiary</li> <li>b) Knowledge of relevant Legislation</li> <li>c) Knowledge of professional standards</li> <li>d) Computer literacy</li> <li>e) Principles of public health</li> <li>f) Critical appraisal skills</li> </ul>

g) Knowledge of drug management
<b>Typical soft skills that would be regularly applied to the job (Attributes)</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 skills h) Problem solving skills i) Conflict management Supervisory skills
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
Meet the requirement of Chapter six (6) of the Kenyan 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>
Five (5) years working experience in pharmacy practice
<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) Detailed verbal instructions or requests b) Detailed written procedures c) Detailed technical and/or functional instructions or queries d) Detailed e-mail, fax or mail correspondence e) Current legislation affecting the job holder's area of responsibility f) Articles and research products affecting the job holder's area of responsibility g) Complex research findings published in scientific journals
<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) Communication around escalated or difficult queries with internal or external customers or clients c) Detailed verbal or written instructions or requests to employees of the institution or contractors d) Detailed e-mail, fax or mail correspondence e) Drafting of factual reports, presentations, procedure or policy documents or training material
<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 unit
<b>Job holders' influence over subordinates and colleagues:</b>
a) Allocate work b) Coordinate Employees c) Supervise subordinates directly



<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) Conveys information inside the unit/department</li> <li>b) Conveys information outside unit/department but within the institution</li> <li>c) Persuades team members within their unit/department</li> <li>d) Negotiates within 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>
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.

## ***Pharmaceutical Technologist***

1. Background information			
<b>Job Title:</b> Pharmaceutical Technologist	<b>Job Level:</b> MSU/UHS/PT005	<b>Job Grade:</b> 7/8	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Pharmacy	
<b>Reports to:</b> Pharmacist			
<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 quality, affordable and ethical pharmaceutical services to the patients at the university health services 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>			
<ul style="list-style-type: none"> <li>a) Receive prescriptions from patients and dispense medicines according to the prescribers and explain to patients how to use the medicines</li> <li>b) Counsel patients on drug usage and dangers of drug abuse or inappropriate use so as to avoid drug poisoning or formation of drug resistance</li> <li>c) Record and file drug prescriptions received from patients as required by the board and for use in reconciliation and reporting in the section</li> <li>d) Check prescriptions for drug interaction in order to detect drug incompatibilities so as to minimize side effects, drug reaction and drug poisoning</li> <li>e) Correct any dosage errors that may accidentally occur in order to ascertain proper drug usage in prescriptions given to patients by prescribers</li> <li>f) Prepare medicines by repackaging according to the needs of individual patients and other sections in the health services department</li> <li>g) Monitor stock movement of drugs in the shelves so that there is sufficient and prepare orders from the store or for their procurement in collaboration with the Pharmacist in-charge</li> <li>h) Coordinate the labelling of medicines storage areas for easier retrieval and dispensation to patients in the pharmacy section</li> <li>i) Keep dangerous and sensitive medicines safely locked in cabinets, cupboards and refrigerators for their safety and according to the requirement of the board</li> <li>j) Coordinate and provide confidentiality of patient information relating to their health in accordance with the national healthcare policy and professional ethics</li> </ul>			

<ul style="list-style-type: none"> <li>k) Support the Pharmacist in receiving, counterchecking and storing delivered drugs by suppliers in the pharmacy section</li> <li>l) Supervise the operations of the Pharmaceutical Technicians in order to provide services in accordance with established policies and procedures</li> <li>m) Adjust drug dosage if necessary to meet the needs of the patient for the drug efficacy and ability to cure patients</li> <li>n) Liaise with the support staff to make sure the physical environment is conducive for proper dispensing of medicines</li> <li>o) Receive drugs from the store as per order request form to ensure availability on shelf for dispensing to patients</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) Safe custody of drugs</li> <li>b) Proper use of Computers</li> <li>c) Proper care for Pharmacy 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>
Diploma in Pharmacy (Pharmaceutical technologist)
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Enrollment as a pharmaceutical Technologist by Pharmacy and poisons board
<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 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) Ability to work under pressure</li> <li>f) Negotiation skills</li> <li>g) Team player</li> <li>h) Problem solving skills</li> <li>i) Supervisory skills</li> </ul>
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Meet the requirement of Chapter six (6) of the Kenyan Constitution
<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 post internship work 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) Detailed e-mail, fax or mail correspondence</li> <li>b) Written Government policy documents affecting the job holder's area of responsibility</li> <li>c) Current legislation affecting the job holder's area of responsibility</li> <li>d) In depth technical reports, proposals or project briefs affecting one or more departments</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) Simple verbal instructions to other employees within the institution</li> <li>c) Basic 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>
Influences or changes specific administrative or operational practices affecting more than one 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) Coordinates 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) Conveys information inside the unit/department</li> <li>b) Conveys information outside unit/department but within the institution</li> <li>c) Persuades team members within their unit/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 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.

## ***Pharmaceutical Technician***

1. Background information			
<b>Job Title:</b> Pharmaceutical Technician	<b>Job Level:</b> MSU/UHS/PT006	<b>Job Grade:</b> 5/6	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Pharmacy	
<b>Reports to:</b> Pharmacist			
<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 support in the operations of the pharmacy section by providing cleanliness and orderliness as well as support the provision of quality, affordable and ethical pharmaceutical services to the patients at the university health services 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>			
<ul style="list-style-type: none"> <li>a) Receive prescriptions from patients and dispense medicines according to the prescribers and explain to patients how to use the medicines under the supervision of the Pharmaceutical Technologist</li> <li>b) Provide support in recording and filing drug prescriptions received from patients as required by the board and for use in reconciliation and reporting in the section</li> <li>c) Prepare medicines by repackaging according to the needs of individual patients and other sections in the health services department under the guidance of the Pharmaceutical Technologist</li> <li>d) Clean the Pharmacy and put it in order so as to provide the conducive working environment required for providing quality services to patients in the department</li> <li>e) Support the pharmaceutical technologist in recording and documenting transactions in the pharmacy section for future references and reporting</li> <li>f) Label medicines storage areas for easier stocking and retrieval and dispensation to patients in the pharmacy section</li> <li>g) Support the Pharmacist in receiving, counterchecking and storing by offloading, moving and storing delivered drugs by suppliers in their respective places in the pharmacy section</li> <li>h) Liaise with the support staff to make sure the physical environment is conducive for proper dispensing of medicines</li> <li>i) Retrieve medicines from the drug store and put it in the respective shelves for easier tracing and retrieval for dispensation to patients in the department.</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>
c) Operational decisions d) Analytical decisions
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Certificate in Pharmacy
<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 intermediate 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) Organizational skills d) Negotiation skills e) Team player f) Problem solving skills
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
Meet the requirement of Chapter six (6) of the Kenyan 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>
Three (3) years post internship qualification work 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>Communication/information the job holder needs to understand in order to perform the job:</b>
a) Detailed e-mail, fax or mail correspondence b) Written Government policy documents affecting the job holder's area of responsibility c) Current legislation affecting the job holder's area of responsibility d) In depth technical reports, proposals or project briefs affecting one or more departments
<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) Simple verbal instructions to other employees within the institution</li> <li>c) Basic 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>
Influences or changes specific administrative or operational practices affecting more than one department
<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) Conveys information inside the unit/department</li> <li>b) Conveys information outside unit/department but within the institution</li> <li>c) Persuades team members within their unit/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 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.

# 15. Laboratory Services

## Senior Medical Lab Technologist

1. Background information			
<b>Job Title:</b> Senior Medical Lab Technologist in-Charge	<b>Job Level:</b> MSU/UHS/SMLT004	<b>Job Grade:</b> 12	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Laboratory	
<b>Reports to:</b> Chairman-University Health Services			
<b>Direct Reports:</b> a) Medical Laboratory Technologist b) Medical Laboratory Technician		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to supervise and coordinate the operations in the laboratory as well as provide quality medical laboratory services and advise the health service department 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> a) Prepare annual work plans for the medical laboratory section so as to guide its operations and ensure quality laboratory services to patients in the university health services department b) Prepare duty rosters, allocate work to and supervise other staff in the section so as to provide services within the expected standards c) Monitor and evaluate work and performance of staff in the section in order to establish their performance for quality assurance and effective and efficient service delivery in the section d) Prepare procurement budget for all supplies of laboratory equipment required for the provision of services to patients in the health services department of the university e) Define and outline Key Performance Indicators , make periodic evaluations to ensure operations are efficient f) Direct and oversee the writing of Standard Operating Procedures to ensure uniform, accurate lab reports g) Generate laboratory monthly and annual reports so as to be used in decision making by the management regarding services and service deliver in the department			
<b>Operational Responsibilities:</b> a) Coordinate internal and external quality assurance processes at all times in order to meet the requirements of the ISO standardisation			



<ul style="list-style-type: none"> <li>b) Coordinate the preparation of stains and reagents and culture media for use in medical laboratory tests during patient diagnosis</li> <li>c) Coordinate and ensure the formulation of standard operating procedures to be followed in the laboratory for safety of both staff, students and patients</li> <li>d) Receive and register all specimens into the laboratory register for monitoring and tracking of disease mutations</li> <li>e) Perform confirmatory tests and confirm results of Medical Laboratory Technologists and Technicians in order to ensure accuracy and quality of services in the laboratory</li> <li>f) Receive and resolve customer complaints arising from the medical laboratory in order to maintain a good public relations, image and reputation of the health services department</li> </ul>
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
Prepare budget for the procurement of medical laboratory supplies
<b><i>Responsibility for physical assets</i></b>
Laboratory Equipment
<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>
Higher Diploma in Medical Laboratory Technology or Bachelors' Degree in Medical Laboratory Sciences
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Registered with Kenya Med Laboratory Technologist Technician Board (KMLTTB)
<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) Computer Literacy</li> <li>c) Good understanding of LIMS, QMS, ISO 15189</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) Leadership skills</li> <li>c) Observation skills</li> <li>d) Team building skills</li> <li>e) Good analytical skills</li> </ul>
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Must meet the requirements of Chapter six (6) of the Kenyan Constitution
<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>
Six (6) years working experience in laboratory practice three of which was head of section

<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) Simple written instructions or requests</li> <li>b) Detailed written procedures</li> <li>c) Detailed technical and/or functional instructions or queries</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) 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> </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) Coordinate employees</li> <li>c) Directly 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 section</li> <li>b) Convey information outside the section</li> <li>c) Persuade outside the section</li> <li>d) Negotiate outside the section</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 noticeable disagreeable conditions. The job holder 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.

## ***Medical Laboratory Technologist***

<b>1. Background information</b>			
<b>Job Title:</b> Medical Laboratory Technologist	<b>Job Level:</b> MSU/UHS/MLT005	<b>Job Grade:</b> 8/9/10	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Laboratory	
<b>Reports to:</b> Senior Medical Laboratory Technologist in-Charge			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to provide quality and affordable medical laboratory services to patients in the university health services 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> Supervise medical laboratory technicians and laboratory attendant and newly employed staff to ensure all are at par with the expected standards and are duly carrying out their responsibilities			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>a) Collect and label samples from patients for testing in the medical laboratory in order to diagnose their diseases and medical conditions</li> <li>b) Prepare reagents, stains and culture for use in testing of samples in order to diagnose patients' sicknesses and medical conditions</li> <li>c) Conduct analysis of samples taken for samples during medical tests in the medical laboratory in order to diagnose their medical conditions</li> <li>d) Prepare test results, record and document the outcomes in order to display the real things as they are and advise the medical officers and clinical officer</li> <li>e) Provide explanations of the tests done prior to sample collection from patients, and the outcomes of the same results for them to understand their medical conditions</li> <li>f) Generate results, enter them to the Medical Laboratory Information Management System (LIMS) system for future reference and to preserve confidentiality of the results</li> <li>g) Perform Internal Quality Assurance in order to ensure adherence to the established policies, procedures and systems as set out by the national and university</li> </ol>			
<b>4. Job Dimensions:</b>			
<b>Financial Responsibilities</b>			
N/A			

<b>Responsibility for physical assets</b>
Laboratory 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 Medical Laboratory Sciences
<b>Minimum level of professional qualification required to perform effectively in the role</b>
Registered with Kenya Medical Laboratory Technologists and Technicians
<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) Computer literacy c) Knowledge and operational skills on Hematology, Biochemistry and Microbiology Machines d) Understanding ISO 15189
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Analytical skills b) Trouble shooting skills c) Communication skills d) Interpersonal skills e) Team player f) Observation skills.
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
Must meet the requirements of Chapter six (6) of the Kenyan 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>
Six (6) years working experience in medical laboratory practice
<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> </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) Communication around escalated or difficult queries with internal or external customers or clients</li> <li>c) Basic explanation of services to employees of the institution or clients</li> <li>d) Explanation of complex services or concepts to employees of the institution or clients</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 unit
<b>Job holders' influence over subordinates and colleagues:</b>
Allocate work to 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 section</li> <li>b) Convey information outside the section</li> <li>c) Persuade inside the section</li> <li>d) Negotiate inside the section</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.

## ***Medical Laboratory Technician***

<b>1. Background information</b>			
<b>Job Title:</b> Medical Laboratory Technician	<b>Job Level:</b> MSU/UHS/MLToo6	<b>Job Grade:</b> A	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>School/Faculty:</b> N/A	
<b>Directorate/Division:</b> Directorate of University Health Services		<b>Department/Unit:</b> Laboratory	
<b>Reports to:</b> Medical Laboratory Technologist			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to provide support in the medical laboratory by analyzing patient samples to generate medical diagnostic reports for proper evidence based patient management in the university health services 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>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Decontaminate working benches in order to provide clean and safe working environment in the medical laboratory</li> <li>b) Receive patients in the medical laboratory section and show them where to sit as they wait to be served, receive their request form and scrutinise it</li> <li>c) Receive specimen from patients and label it for identification and thus forward it for analysis in the medical laboratory</li> <li>d) Perform phlebotomy and label samples for identification and forward the same for analysis and diagnosis in the medical laboratory</li> <li>e) Perform specimen analysis in order to diagnose patients' diseases in the medical laboratory section</li> <li>f) Offer explanations of the tests to be done and counsel patients prior to sample collection for their comfort</li> <li>g) Enter Lab results into the Laboratory Information Management System (LIMS) system for future reference</li> <li>h) Dispatch results to respective clinicians for action ensuring confidentiality of patient information as required by the law</li> <li>i) Carry out daily calibration of machines to ensure they in good working condition and ready for use under the direction of the Laboratory Technologist</li> </ul>			
<b>4. Job Dimensions:</b>			
<b>Financial Responsibilities</b>			

N/A
<b>Responsibility for physical assets</b>
N/A
<b>Nature of decision making</b>
a) Operational b) Analytical
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Certificate in Medical Laboratory Technician
<b>Minimum level of professional qualification required to perform effectively in the role</b>
Registered with Kenya Medical Laboratory Technologist and Technicians Board (KMLTTB)
<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) Computer Literacy c) Trouble shooting skills
<b>Typical soft skills that would be regularly applied to the job (Attributes)</b>
a) Communication skills b) Customer care and public relation skills c) Interpersonal skills d) Ability work under pressure
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
Meet the requirement of Chapter six (6) of the Kenyan 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>
Two (2) years 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) Detailed 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) Articles and research products affecting the job holder's area of responsibility
<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>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 1 subordinate Coordinate one subordinate
<b>Job holders' influence over people outside the directorate but within the institution and people outside the institution</b>
Convey information inside and 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 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>
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.



# 16. Nursing Services

## Head Nursing Services

1. Background information			
<b>Job Title:</b> Head Nursing Services	<b>Job Level:</b> MSU/UHS/HNS003	<b>Job Grade:</b> 12	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Nursing	
<b>Reports to:</b> Chairman-University Health Services			
<b>Direct Reports:</b> a) Nursing Officer b) Ambulance Driver c) Clinical Attendant		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to provide leadership, guidance and supervision of Nursing Officers and Clinical Attendants for sufficient and quality patients care in the university health services department.			
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) Prepare annual work plans for the nursing services section in order to guide the services and services delivery in the department</li> <li>b) Prepare periodic reports on the progress of services and issues in the nursing services section in order to facilitate easier decision-making in the health services department</li> <li>c) Perform appraisal in order to monitor and evaluate works and services in the nursing services section to establish if they are within the expected standards of quality and sufficiency</li> <li>d) Prepare periodic reports concerning different issues in the nursing services section and disseminate the same accordingly in the university</li> <li>e) Allocate work to and supervise nursing services in the university to ensure compliance with nursing council standards</li> <li>f) Provide mentorship to new nurses, ambulance drivers to adopt the institutions culture and operation within the department.</li> <li>g) Supervise patients to adhere with treatment guidelines and make follow ups to mitigate treatment resistance and promote positive treatment outcome</li> <li>h) Supervise nursing commodities inventory to mitigate expiry misuse and ensure adequate supply and stock</li> </ul>			

levels are kept.
<b>Operational Responsibilities:</b>
<ul style="list-style-type: none"> <li>a) Provide nursing services to patients in the nursing services section such inpatient and outpatient departments, family health etc</li> <li>b) Participate in any operational research within the section and implement the recommendation toward service improvement in the department</li> <li>c) Coordinate and participate in community outreach within the nursing department to ensure smooth implementation as per the university work plan</li> <li>d) Facilitate smooth reference in cases of emergencies to ensure timely management of patient at specialized hospitals</li> <li>e) Compile, maintain and update medical equipment being used in the nursing services section of the health services department</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) Overall responsibility for physical assets within the section</li> <li>b) Office equipment</li> </ul>
<b><i>Nature of decision making</i></b>
<ul style="list-style-type: none"> <li>a) Strategic decisions</li> <li>b) Analytical decisions</li> <li>c) 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>
Diploma in Nursing
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
<ul style="list-style-type: none"> <li>a) Valid Practicing License</li> <li>b) Registered by Nursing Council of Kenya</li> </ul>
<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 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) 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) Supervisory skills</li> </ul>
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
Meet the requirement of Chapter six (6) of the Kenyan Constitution

<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>
Eight (8) years working experience three of which was a head of unit
<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> </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) Basic e-mail, fax or mail correspondence</li> <li>h) 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>
Influences or changes specific administrative or operational practices affecting more than one department
<b><i>Job holders' influence over subordinates and colleagues:</i></b>
<ul style="list-style-type: none"> <li>Allocate work to subordinates</li> <li>Coordinate work of subordinates</li> <li>Directly 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) Conveys information inside the unit/department</li> <li>b) Conveys information outside unit/department but within the institution</li> <li>c) Conveys information outside the institution</li> <li>d) Persuades team members within their unit/department</li> <li>e) Persuades team members outside unit/department but within 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 noticeable disagreeable conditions. The jobholder has some exposure to severe disagreeable conditions such as noise, moisture, dust, excessive temperatures or considerable dirt.

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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.

## ***Nursing Officer***

<b>1. Background information</b>			
<b>Job Title:</b> Nursing Officer	<b>Job Level:</b> MSU/UHS/NO004	<b>Job Grade:</b> 10/11/12	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Nursing services	
<b>Reports to:</b> Head Nursing 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 quality and humane nursing care and nursing services to inpatients and outpatients in the university health services 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>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Perform nursing procedures to patients in the outpatient and inpatient departments of the university health services</li> <li>b) Provide inpatients with safety and security for their belongings while in the wards and other nursing units in the health services department</li> <li>c) Accompany referred patients to other health facilities to seek specialised or more advanced medical care and services</li> <li>d) Provide maternal care, child care and family health services in the maternity unit and clinics in the health service department</li> <li>e) Provide health education and counselling to patients in the health services department in order to reduce disease infection and healthy living</li> <li>f) Write shift unit reports and disseminate them accordingly for the appropriate action in the health services department</li> <li>g) Provide care for equipment and medicines being used in the nursing services units of the health services department.</li> </ul>			
<b>4. Job Dimensions:</b>			
<b>Financial Responsibilities</b>			
N/A			

<b>Responsibility for physical assets</b>
a) Computer b) Nursing equipment and accessories
<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>
Diploma in Nursing 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>
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 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 e) Negotiation skills f) Team player g) Problem solving skills
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
Registered by Nursing Council 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 relevant working experience
<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) 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
<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) Communication requiring a high level of diplomacy and sensitivity e) Basic explanation of services 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) Drafting of factual reports, presentations, procedure or policy documents or training material
<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 unit
<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) Conveys information inside the unit/department b) Conveys information outside unit/department but within the institution c) Persuade inside the department d) Persuade outside the department e) 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 jobholder has some exposure to severe disagreeable conditions such as noise, moisture, dust, excessive temperatures or considerable dirt.
<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.

## *Ambulance Driver*

<b>1. Background information</b>			
<b>Job Title:</b> Ambulance Driver	<b>Job Level:</b> MSU/UHS/Doo6	<b>Job Grade:</b> III/IV	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Nursing	
<b>Reports to:</b> Head Nursing Officer			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to drive to drive ambulance to transport referred sick, injured, or convalescent patients from or to the health services department of the university to seek advanced or specialized medical 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> N/A			
<b>Operational Responsibilities:</b> <ol style="list-style-type: none"> <li>a) Receive and respond to calls from house keepers, security officers, nurses for quick and urgent care</li> <li>b) Perform first aid such as pulmonary cardiac Resuscitation to open up airways of the patients to facilitate breathing</li> <li>c) Pick and drop patients from health facilities for or after treatment</li> <li>d) Load and offload patient by use of stretchers to the emergence rooms for urgent attention</li> <li>e) Keep an updated inventory emergency medical supplies and ambulance medical equipment for use in case of emergency</li> <li>f) Maintain cleanliness and orderliness in the ambulance in order to provide conducive working and living environment for patients and staff carried in it</li> <li>g) Clean and disinfect the ambulance after every trip to avoid contact, spread of diseases to other ambulance users</li> <li>h) Detect any defective equipment on ambulance and report any malfunction of the ambulance for maintenance and repair.</li> </ol>			
<b>4. Job Dimensions:</b>			
<b>Financial Responsibilities</b>			
N/A			



<b><i>Responsibility for physical assets</i></b>
Ambulance and ambulance equipment
<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>
KCSE grade D+ Clean and valid Driving license-ambulance classes
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
a) Defensive driving certificate b) First aid certificate c) Customer care certificate
<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) Organizational skills d) Ability to work under pressure e) Negotiation skills f) Team player g) Problem solving skills
<b><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></b>
a) Meet the requirement of Chapter six (6) of the Kenyan Constitution b) Certificate of good conduct from NPS
<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>
Minimum of six (6) years' 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 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) Basic explanation of services to employees of the institution or clients</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>
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) Conveys information inside the unit/department</li> <li>b) Conveys information outside unit/department but within the institution</li> <li>c) Conveys information 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>
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.

## *Clinical Attendant*

1. Background information			
<b>Job Title:</b> Clinical Attendant	<b>Job Level:</b> MSU/UHS/Catto06	<b>Job Grade:</b> 2/3/4	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Nursing	
<b>Reports to:</b> Head Nursing Officer			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This job exists to provide cleaning services and patient care to inpatients in the health services department of the university to seek advanced or specialized medical services.			
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) Clean patients and change their clothing in the wards of the health services department</li> <li>b) Respond to patient signal calls and listen to their concerns the address or refer them to the appropriate persons in the department</li> <li>c) Serve and feed patients requiring special attention or help due to their incapacitation in the health services department</li> <li>d) Accompany the nursing officer in the ambulance in order to transport patients from or into the health services department</li> <li>e) Massage and apply compressors in the health services department of the university</li> <li>f) Duct, clean, change and lay beds and bedding in the wards of the university health services in order to maintain cleanliness and orderliness in the department</li> <li>g) Collect and drop used up utensils and food stuffs and dispose them accordingly within the established safety policies and procedures</li> <li>h) Sterilise dressing pack for use in the nursing units of the university health services department.</li> </ol>			
4. Job Dimensions:			
<i>Financial Responsibilities</i>			
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>
Certificate in clinical Attendant or Nurse Aid
<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>
h) Communication skills i) Interpersonal skills j) Organizational skills k) Ability to work under pressure l) Observation skills m) Team player n) Problem solving skills
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
c) Meet the requirement of Chapter six (6) of the Kenyan Constitution d) Certificate of good conduct from 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>
Minimum of three (3) years' 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>
e) Basic verbal instructions or requests f) Detailed verbal instructions or requests g) Simple written instructions or requests h) Detailed written procedures
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>

d) Routine communication in connection with instructions, requests or normal work tasks e) Routine communication with employees of the institution or clients f) Basic explanation of services to 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>
d) Conveys information inside the unit/department e) Conveys information outside unit/department but within the institution f) Conveys information outside the institution
<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>
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.

# 17. Health Records & Information Management

## Health Records & Information Officer

1. Background information			
<b>Job Title:</b> Health Records Officer I	<b>Job Level:</b> MSU/UHS/HRO004	<b>Job Grade:</b> 9/10	<b>No. of Posts:</b> 1
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Health Records	
<b>Reports to:</b> Director University Health Services			
<b>Direct Reports:</b> a) Senior Health Records Technician b) Health Record Technician c) Health records Clerk		<b>Indirect Reports:</b> N/A	
2. Purpose of the Job:			
This position exists to coordinate the operations of the health records and information and maintains record of patient care by compiling, reviewing, and filing documentation within the established medical legal and ethical standards.			
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) Develop annual work plan for the section to guide the other records officer in order to ensure smooth running of the section b) Advise the director on the needs and requirements for the section in order to contribute to the development of policies, procedures and practices relating to health records c) Solve any issues related to records arising from both staff and clients to ensure good relationship amongst staff and patients d) Implement health records policies adopted in the unit to ensure adherence to the policies. e) Develop job descriptions for health records staff in order for them to clearly understand the expectations of their roles			
<b>Operational Responsibilities:</b> a) Prepare monthly /Weekly/ Daily reports to be sent to the ministry in order to comply with the government			

requirements
b) Compiles and maintains medical records of patients of health care delivery system to document patient condition and treatment: Reviews medical records for completeness and to abstract and code clinical data, such as diseases, operations, procedures and therapies, using standard classification systems.
c) Compiles medical care and census data for statistical reports on types of diseases treated, surgery performed
d) Maintains and utilizes variety of health record indexes and storage and retrieval systems to store medical data for easy retrieval
e) Code daily outpatient diseases to know how many cases are seen every day and if there could be a case that knees urgent attention
f) Maintains patient confidence and protects hospital operations by keeping information confidential and ensuring that release-of-information protocols are observed
g) Maintains the stability and reputation of the unit by complying with legal requirements.
h) Coordinate Health records activities in satellite campuses to ensure everything is running on well.
i) Act as a liaison between staff, patients and the directorate for smooth running of the section
j) Carry out in house training of health record technicians in order to familiarize with any new change that may have arisen
k) Evaluate data from satellite campuses in order to have proper to aid in decision making
l) Maintains historical reference by abstracting and coding clinical data, such as diseases, operations, procedures, and therapies, using standard classification systems; filing documents.
m) Prepares statistical reports by collecting and summarizing medical care and census information, such as types of diseases treated, surgery performed
n) Maintains medical records operations by following policies and procedures; reporting needed changes.
o) Maintain folders / files of outpatient referral letters and prepare case notes for clinics ensuring that a case note for every appointment is available
<b>4. Job Dimensions:</b>
<b><i>Financial Responsibilities</i></b>
N/A
<b><i>Responsibility for physical assets</i></b>
a) Computers
b) Medical Stationery
<b><i>Nature of decision making</i></b>
a) Operational
b) Analytical
<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 Medical Record Management or equivalent
<b><i>Minimum level of professional qualification required to perform effectively in the role</i></b>
Registration with the with the Association of Medical Records Officers
<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) Computer skills
<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 skills</li> <li>h) Supervisory 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) Knowledge of Health record policies</li> <li>b) Compliance with Chapter 6 of the constitutions</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>
Five (5) years relevant working experience
<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) Detailed technical and/or functional instructions or queries</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) Basic explanation of services to employees of the institution or clients</li> <li>b) Detailed technical explanation of services or concepts to employees of the institution or clients</li> <li>c) Simple verbal instructions to other employees within the institution</li> <li>d) Basic e-mail, fax or mail correspondence</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 unit
<b>Job holders' influence over subordinates and colleagues:</b>
<ul style="list-style-type: none"> <li>Allocation of work</li> <li>Co-ordination of employees work</li> <li>Supervision/Direct Management</li> <li>Leadership 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) Conveys information inside the unit/department</li> <li>b) Convey information outside the department</li> <li>c) Persuades teams outside of 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.

## ***Health records Clerk***

<b>1. Background information</b>			
<b>Job Title:</b> Health Records Clerk	<b>Job Level:</b> MSU/UHS/HRC006	<b>Job Grade:</b> 5/6	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Health Records and Information	
<b>Reports to:</b> Health Records Officer			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This position exists to receive and record data and documentation of patients and in the relevant books and registers in the health services 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>			
<ul style="list-style-type: none"> <li>a) Gather patient information by collecting demographic information from a variety of sources; interacting with registration areas and physicians' offices; retrieving information from automated printer.</li> <li>b) Maintain continuity of work operations by documenting and communicating actions, irregularities, and continuing needs.</li> <li>c) Maintains patient confidence by keeping patient records information confidential.</li> <li>d) Update patients' records with test results and letters in order to keep track of patients illnesses and conditions</li> <li>e) Produce monthly health records for the ministry of health to help in national planning on how to curb certain illnesses</li> <li>f) Refer patients to consultation rooms in order to be attended to by doctors</li> <li>g) Control Patients movement on the queues to enable proper queue management</li> <li>h) Inform both staff and students on services which are offered in the health unit to keep them updated on such services.</li> <li>i) Book review appointments for patients attending clinics, or place onto review waiting list as appropriate.</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) Computer and accessories</li> <li>b) Medical Accessories</li> <li>c) Office Furniture</li> </ul>
<b>Nature of decision making</b>
Operational
<b>5. Qualifications Knowledge and Skills:</b>
<b>Minimum level of academic qualifications required to perform effectively in the role</b>
Certificate in Medical or Health Records
<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>
<ul style="list-style-type: none"> <li>a) Communication skills</li> <li>b) Interpersonal skills</li> <li>c) Organizational skills</li> <li>d) Team player</li> </ul>
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
Meet the requirement of Chapter six (6) of the Kenyan 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>
Two (2) years 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) Basic explanation of services to employees of the institution or clients</li> <li>c) Simple verbal instructions to other employees within the institution</li> <li>d) Basic 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>
N/A
<b><i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i></b>
a) Conveys information inside the unit/department b) Conveys information outside unit/department but within the institution
<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 Health Records Technician I**

<b>1. Background information</b>			
<b>Job Title:</b> Senior Health Records Technician	<b>Job Level:</b> MSU/UHS/HRT006	<b>Job Grade:</b> D/E/F	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Health Records	
<b>Reports to:</b> Health Records Officer			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to keep daily track of patient medical and health records on daily cases of attendance for inpatient and outpatient morbidity for immediate or future references within the university health services 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>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Gather patient information by collecting demographic information from a variety of sources; interacting with registration areas and physicians' offices; retrieving information from automated printer.</li> <li>b) Maintain continuity of work operations by documenting and communicating actions, irregularities, and continuing needs.</li> <li>c) Maintains patient confidence by keeping patient records information confidential.</li> <li>d) Update patients' records with test results and letters in order to keep track of patients illnesses and conditions</li> <li>e) Forward patients to consultation rooms in order to be attended to by doctors</li> <li>f) Control Patients movement on the queues to enable proper queue management</li> <li>g) Inform both staff and students on services which are offered in the health unit to keep them updated on such services.</li> <li>h) Book review appointments for patients attending clinics, or place onto review waiting list as appropriate</li> <li>i) Compiles and maintains medical records of patients of health care delivery system to document patient condition and treatment: Reviews medical records for completeness and to abstract and code clinical data, such as diseases, operations, procedures and therapies, using standard classification systems.</li> <li>j) Compiles medical care and census data for statistical reports on types of diseases treated, surgery performed, and use of hospital beds, in response to inquiries from law firms, insurance companies, and government agencies.</li> </ul>			
<b>4. Job Dimensions:</b>			

<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
a) Computers b) Medical stationery
<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>
Certificate in Health Records or equivalent
<b>Minimum level of professional qualification required to perform effectively in the role</b>
Registration with Association of Medical Records Officers
<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) Organizational skills d) Negotiation skills e) Team player
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
a) Knowledge of health records policy b) Meet the requirement of Chapter six (6) of the Kenyan 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>
Six years relevant work experience
<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) Detailed verbal instructions or requests b) Detailed written procedures c) Basic e-mail, fax or mail correspondence d) Detailed e-mail, fax or mail correspondence

e) Current legislation affecting the job holder's area of responsibility
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Basic explanation of services to employees of the institution or clients b) Simple verbal instructions to other employees within the institution c) Basic e-mail, fax or mail correspondence
<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 unit
<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) Conveys information inside the department b) Convey information outside the department c) Persuades 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.
<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.

## *Health Records Technician*

<b>1. Background information</b>			
<b>Job Title:</b> Health Records Technician	<b>Job Level:</b> MSU/UHS/HRT006	<b>Job Grade:</b> B/C	<b>No. of Posts:</b>
<b>Institution:</b> Maseno University		<b>Faculty/School:</b> N/A	
<b>Directorate:</b> University Health Services		<b>Department/Unit:</b> Health Records	
<b>Reports to:</b> Health Records Officer			
<b>Direct Reports:</b> N/A		<b>Indirect Reports:</b> N/A	
<b>2. Purpose of the Job:</b>			
This job exists to keep daily track of patient medical and health records on daily cases of attendance for inpatient and outpatient morbidity for immediate or future references within the university health services 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>			
N/A			
<b>Operational Responsibilities:</b>			
<ul style="list-style-type: none"> <li>a) Gather patient information by collecting demographic information from a variety of sources; interacting with registration areas and physicians' offices; retrieving information from automated printer.</li> <li>b) Maintain continuity of work operations by documenting and communicating actions, irregularities, and continuing needs.</li> <li>c) Maintains patient confidence by keeping patient records information confidential.</li> <li>d) Update patients' records with test results and letters in order to keep track of patients illnesses and conditions</li> <li>e) Forward patients to consultation rooms in order to be attended to by doctors</li> <li>f) Control Patients movement on the queues to enable proper queue management</li> <li>g) Inform both staff and students on services which are offered in the health unit to keep them updated on such services.</li> <li>h) Book review appointments for patients attending clinics, or place onto review waiting list as appropriate</li> <li>i) Compiles and maintains medical records of patients of health care delivery system to document patient condition and treatment: Reviews medical records for completeness and to abstract and code clinical data, such as diseases, operations, procedures and therapies, using standard classification systems.</li> <li>j) Compiles medical care and census data for statistical reports on types of diseases treated, surgery performed, and use of hospital beds, in response to inquiries from law firms, insurance companies, and government agencies.</li> </ul>			
<b>4. Job Dimensions:</b>			



<b>Financial Responsibilities</b>
N/A
<b>Responsibility for physical assets</b>
a) Computers b) Medical stationery
<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>
Certificate in Health Records or equivalent
<b>Minimum level of professional qualification required to perform effectively in the role</b>
Registration with Association of Medical Records Officers
<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) Organizational skills d) Negotiation skills e) Team player
<b>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</b>
a) Knowledge of health records policy b) Meet the requirement of Chapter six (6) of the Kenyan 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>
Three (3) years relevant work experience
<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) Detailed verbal instructions or requests b) Detailed written procedures c) Basic e-mail, fax or mail correspondence d) Detailed e-mail, fax or mail correspondence

e) Current legislation affecting the job holder's area of responsibility
<b>Communication/information the job holder needs to carry out in order to perform the job:</b>
a) Basic explanation of services to employees of the institution or clients b) Simple verbal instructions to other employees within the institution c) Basic e-mail, fax or mail correspondence
<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 unit
<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) Conveys information inside the department b) Convey information outside the department c) Persuades 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.
<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.

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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***