

JOB DESCRIPTION

SENIOR OFFICE ADMINISTRATOR

Job Title	:	Senior Office Administrator
Job Grade	:	KNTC 5
Reporting to	:	Managing Director
Working Relationships	:	MD's Visitors, Heads of Departments & Divisions, All Staff

Job Profile:

The incumbent shall provide executive assistance and secretarial services to the Managing Director's office.

Job Specification

Duties and responsibilities:

- (i) The Executive Assistant provides executive support in a one-on-one working relationship with the Managing Director;
- (ii) Serves as the primary point of contact for internal and external constituencies on all matters pertaining to the Office of the MD;
- (iii) Serves as a liaison to the board of directors and senior management teams; organizes and coordinates executive meetings and oversees special projects;
- (iv) Completes a broad variety of administrative tasks for the MD including managing calendar of appointments, preparing correspondence that will sometimes be confidential, organizing complex travel details and documentation for travel related meetings;
- (v) Plans, co-ordinates and ensures that the MD's schedule is respected. Provides "gatekeeper" and "gateway" role creating win-win situations for access to the MD depending on MD's competing roles;
- (vi) Communicates professionally on behalf of the MD with board members and other executives on matters related to the MD's office;

- (vii) Researches, prioritizes, and follows up on incoming issues and concerns addressed to the MD, including those of a sensitive or confidential nature. Determines appropriate course of action, referral, or response;
- (viii) Provides a bridge for smooth communication between the MD's office and internal departments; demonstrating leadership to maintain credibility, trust and support with senior management staff;
- (ix) Participates as an adjunct member of the Executive Team including assisting in scheduling senior management team meetings;
- (x) Works closely and effectively with the MD to keep him/her well informed of upcoming commitments and responsibilities, following up appropriately. Acts as a "barometer," having a sense for the issues taking place in the environment and keeping the MD updated;
- (xi) In liaison with the MD, provides leadership to build relationships crucial to the success of the organization;
- (xii) Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the MD's ability to effectively lead the organization; and
- (xiii) Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.

Board Support and Liaison

- (xiv) Serves as the MD's administrative liaison to the board of directors;
- (xv) Assists board members with travel arrangements and logistics planning as needed;
- (xvi) Maintains discretion and confidentiality in relationships with all board members; and
- (xvii) Adheres to compliance with applicable rules and regulations set in bylaws regarding Board and Board committee matters, including advance distribution of materials timely before meetings in electronic or paper format.

Person Specification

For appointment to this grade, a candidate must:-

- (i) Have at least four (4) years relevant work experience in supporting Executives in a busy Organization.
- (ii) Have Bachelors degree in Secretarial Studies or Bachelor of Business and Office Management from a recognized institution, or equivalent;
- (iii) Have a Diploma in Secretarial Studies.
- (iv) Be proficient in English and Kiswahili language.
- (v) Be proficient in Microsoft Office (Outlook, Word, PowerPoint, Excel).
- (vi) Fulfill the requirements of Chapter Six (6) of the Constitution.

Key Competencies and skills

In addition an officer must have:

- (i) Planning skills;
- (ii) Analytical skills;
- (iii) Communication skills;
- (iv) Interpersonal skills; and
- (v) Team skills.

Name of Job Holder:

Signature: Date:

Supervisor

Signature..... Date.....

Human Resources

Signature..... Date.....