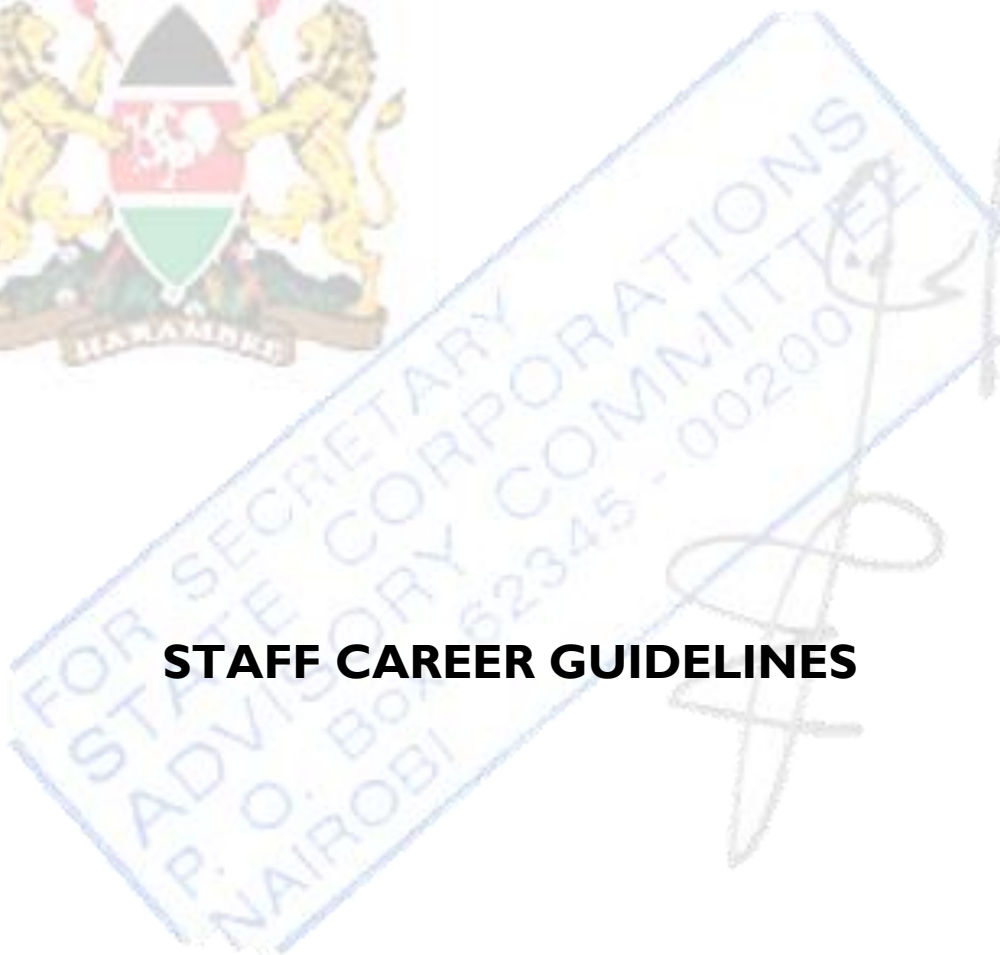




Your G2B trading partner

# **KENYA TRADE NETWORK AGENCY**

*Simplifying Trade Processes For Kenya's Competitiveness*



## **STAFF CAREER GUIDELINES**

**JULY 2017**

## **FORWARD**

These staff Career Guidelines have been developed to guide in the recruitment of Kenya Trade Network Agency (KenTrade) staff. The document will act as a guide for the recruitment and staff progression process and will ensure optimal establishment in the Directorates, Departments, Divisions, Sections and Units of the Agency.

The guidelines will apply to the employees of KenTrade and shall be updated from time to time to reflect policy and business changes affecting its operations.

The development process commenced with deliberations at the KenTrade Board of Directors. The Board reviewed the proposals made by management to review the organization structure and gave their valuable input based on their expertise and understanding of the changing business environment. A panel was thereafter constituted comprising of KenTrade management and officers from the State Corporations Advisory Committee. The panel reviewed the KenTrade mandate and functions and aligned the proposals to the Staff establishment.

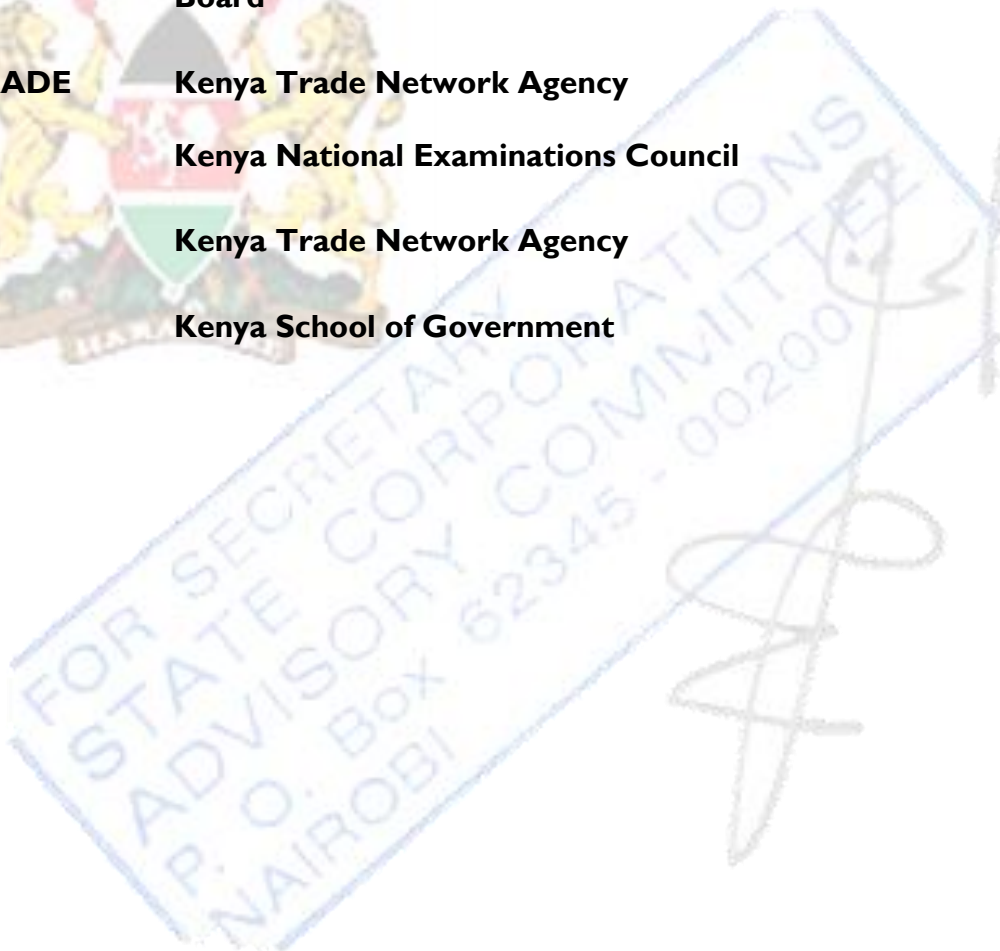
The Agency believes that the process was as important as the outcome and looks forward to these guidelines adding value to the Human resource functions of recruitment, training & Development and staff compensation.

I am grateful to the secretary State Corporations Advisory Committee for her commitment in releasing the officers to provide guidance in order to fast track the process of developing this document.

**Amos S. Wangora**  
**CHIEF EXECUTIVE OFFICER**

## **Abbreviations/Acronyms**

<b>CEO</b>	<b>Chief Executive Officer</b>
<b>CLE</b>	<b>Council of legal Education</b>
<b>CUE</b>	<b>Commission for University Education</b>
<b>KASNEB</b>	<b>Kenya Accountants and Secretaries National Examination Board</b>
<b>KENTRADE</b>	<b>Kenya Trade Network Agency</b>
<b>KNEC</b>	<b>Kenya National Examinations Council</b>
<b>KTNA</b>	<b>Kenya Trade Network Agency</b>
<b>KSG</b>	<b>Kenya School of Government</b>



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## **I.0 SECTION ONE**

### **I.1 Introduction**

The Kenya Trade Network Agency (Kentrade), was established through Legal Notice No. 6 of 2011 dated 28<sup>th</sup> January 2011 as a State Corporation under the National Treasury whose mandate is to operationalize the National Electronic Single Window System (also known as the Kenya TradeNet System) and to facilitate Trade. The functions of the Agency are to:

1. Implement policies relating to the National Electronic Single Window System;
2. Integrate electronic systems of public and private entities involved in receipting, processing and approving documents relating to international trade transactions;
3. Develop, manage, and promote interchange of electronic data for facilitation of trade;
4. Undertake and co-ordinate research and surveys in electronic commerce aimed at simplifying and harmonizing trade documentation;
5. maintain an electronic database of all imported and exported goods and services and the levies, fees, duties and taxes charged on imported or exported goods and services;
6. Collect trade statistics;
7. Plan, develop, monitor and evaluate training programmes for all stakeholders to ensure conformity with international best practices; and

### **I.2 Aims and Objectives of the Career Guidelines**

The aim and objectives of this Career Guidelines are:

- i. To provide for a well-defined career structure which will attract, motivate and facilitate retention of suitably qualified and competent staff in the Kenya Trade Network Agency (Kentrade).
- ii. To provide for clearly defined job descriptions and specifications with clear delineation of duties and responsibilities at all levels within the career structure to enable staff understand the requirements and demands of their jobs.
- iii. To establish standards for recruitment, training and advancement within the career structure on the basis of qualifications, knowledge of the job, experience, merit and ability as reflected in work performance and results.
- iv. To facilitate appropriate career planning and succession management within the Agency.

### **I.3 Responsibility for Administration**

The Career Guidelines will be administered by the Chief Executive Officer (CEO) of KenTrade in consultation with the Board of Directors. In administering the Guidelines, the CEO will ensure that the provisions of the guidelines are strictly observed for fair and equitable treatment of staff and that staff are confirmed in their appointments on successful completion of the probation period.

#### **I.4 Training Scope**

In administering the Career Guidelines, the CEO will ensure that appropriate training opportunities and facilities are provided to assist serving officers acquire the necessary additional qualifications/ specialization and experience required for both efficient performance of their duties and advancement within the career structure. Officers are encouraged to undertake training privately for self-development.

#### **I.5 Provision of Posts**

A Career Guideline does not constitute authority for creation or upgrading of posts. Any additional posts required under the new grading structure should be submitted to the Board for consideration and approval by the relevant Government Agencies (as necessary).

#### **I.6 Incremental Credit**

Incremental credit(s) will be awarded for any approved experience acquired after obtaining the prescribed minimum qualifications for the grade at the rate of one increment for each completed year of approved experience provided the maximum of the grade is not exceeded. In awarding incremental credit(s), any period of service or experience stipulated as a basic requirement for appointment to a particular grade will be excluded.

#### **I.7 Advancement within the Career Guidelines**

It is emphasized that the qualifications and/or any other conditions prescribed in the guidelines are the minimum requirements that entitle an officer to be considered for appointment to higher grades. In addition, advancement from one grade to another will depend on:

- i. Merit and ability as reflected in work performance ( through performance appraisal);
- ii. Existence of a vacancy in the Authorized Staff Establishment; and
- iii. Approval of the Board provided the candidate is suitable in every respect for promotion.

#### **I.8 Implementation of the Career Guidelines**

The Career Guidelines will become operational with effect from the date of approval by the Board and relevant Government Agencies. On implementation, all serving officers covered by the Guidelines will automatically become members of their respective Career Guidelines.

### **1.9 Common Establishment**

The Career Guidelines provide for a common establishment at the direct entry grades. Common establishment refers to grades at the entry level where duties and responsibilities are not fundamentally different hence officers are allowed to advance with their posts without requirement for an interview or a post at the higher level. However, common establishment posts also require an officer to fulfill all the requirements for advancement to the next grade as stipulated in the Career Guidelines.

### **1.10 Direct Appointment**

The Career Guidelines provide for direct appointment at the basic entry grade in each cadre. The Guidelines also provide for direct entry particularly at higher levels within the organisation, to facilitate attraction of new staff and infusion of new blood into KenTrade.

### **1.11 Recognized Qualifications**

Recognized qualifications will be those attained from recognized institutions, colleges and the Government approved examination bodies. These will include:-

- i. Recognized universities and institutions (as per the Commission for University Education).
- ii. Kenya National Examinations Council (KNEC).
- iii. Kenya Accountants and Secretaries National Examination Board (KASNEB).
- iv. Kenya School of Government (KSG).
- v. Council of legal Education (CLE).
- vi. National Polytechnics.
- vii. Any other accredited institutions by the Commission for University Education (CUE) or relevant government departments/institutions as examining bodies.



## **SECTION TWO**

### **2.0 Career Guidelines for the Chief Executive Officer of KenTrade-Job Grade KTNAI**

#### **2.1 Job purpose**

The Chief Executive Officer will be responsible for the day to day operations of the Agency and for the overall management and provision of strategic leadership at the Kenya Trade Network Agency (Kentrade). The CEO will also be the Chief Advisor to the Board of Directors. The career guidelines establishes the position of Chief Executive Officer at Grade KTNAI,

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

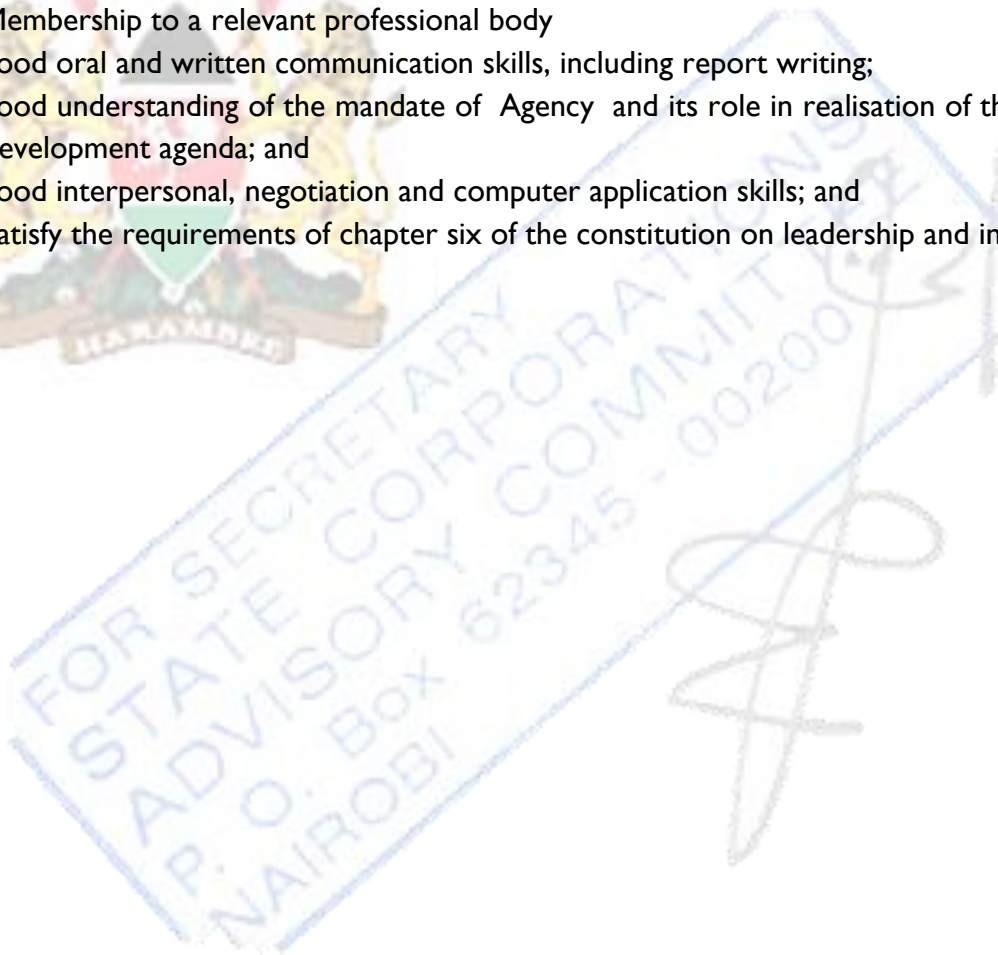
1. Providing guidance and management of the Agency to ensure achievement of Kentrade strategic objectives;
2. Providing leadership in the development and implementation of the Agency's strategic plans to achieve its mandate;
3. Ensuring effective mobilization and utilisation of resources;
4. Advising the Board on the Agency's performance;
5. Cultivating and encouraging a productivity culture of results in the Agency;
6. Establishing, directing and managing the Agency's managerial, financial and operational systems, procedures and controls to ensure that they are professional, workable and sustainable;
7. Nurturing the organisation's human resource and ensuring that appropriate management structures and policies are developed and implemented;
8. Relationship management and networking with local and regional business partners and stakeholders;
9. Promoting sound corporate governance and ethical standards; and
10. Providing proactive public relations and enhancing the company's corporate image.

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have :-

- i. Bachelor's degree in any of the following disciplines: Information and Communication Technology, Shipping and Logistics, Public Administration, Business Management, Applied Sciences, Education, Social Science with relevant specialization or an equivalent qualification from a recognised institution;

- ii. Master's degree in any of the following disciplines: Information and Communication Technology, Shipping and Logistics, Public Administration, Business Management, Applied Sciences, Education, Social Science with relevant specialization or an equivalent qualification from a recognised institution;
- iii. Leadership Development Programme lasting not less than 4 weeks
- iv. At least fifteen (15) years relevant experience in the Public Service or in a large and reputable organization in the private sector, ten (10) of which should be in a senior management position;
- v. Certificate in computer applications
- vi. Membership to a relevant professional body
- vii. good oral and written communication skills, including report writing;
- viii. good understanding of the mandate of Agency and its role in realisation of the national development agenda; and
- ix. good interpersonal, negotiation and computer application skills; and
- x. Satisfy the requirements of chapter six of the constitution on leadership and integrity.



## **SECTION THREE**

### **3.0 Career Guidelines for the Directorate of Trade**

#### **3.1 Function of the Directorate**

To advise the Agency on:-

- (i) matters related to trade facilitation by continuously analyzing trade facilitation trends within Kenya and globally and make appropriate recommendations to reduce the impact of tariff and non-tariff barriers to trade.
- (ii) how to engage and lobby the trade community in both the public and private sectors across the logistics chain with a view to strengthening capacity as regards to measures to facilitate and ease trade in Kenya and the region
- (iii) the Operationalization and Management of the National Electronic Single Window System (NESWS) and other Value Added Systems as Trade Facilitation Tools

The following cadres are within the Directorate:-

- (i) E-Portal and Value Added Services
- (ii) Permits and Licences Operations
- (iii) Shipping and Customs Operations
- (iv) Customer Service Officer
- (v) Contact Centre Officer
- (vi) Manager TradeNet and Value Add Services
- (vii) Manager Customer Service and Contact Centre
- (viii) Director Trade Facilitation

The following are career guidelines for the above cadres;

#### **3.2 Career guidelines for E-Portal and Value Add Services Officers**

##### **3.2.1 Job purpose**

To oversee operations of the E-Trade Information portal and Value Add systems at the Agency. This job consists of coordinating with various Partner government Agencies (PGAs) functions in obtaining the necessary documentation and content and ensuring processes and content remains up to date and relevant

### 3.2.2 Grading structure

The career guidelines establish four (4) grades of E-Portal and Value Add Services Officer as below:-

S/No	Designation	Grade
1	E-Portal and Value Add Services Officer	7
2	Senior E-Portal and Value Add Services Officer	6
3	Principal E-Portal and Value Add Services Officer	5
	or	
4	Ass. Manager E-Portal and Value Add Services	4

**Note:** The position E-Portal and Value Add Services Officer/Senior/Principal will form common establishment for purpose of these guidelines

### 3.2.3 Recognized qualifications

- (i) Master's' Degree in Business related field from a recognized institution will be an added advantage
- (ii) Bachelor's' Degree in Commerce, Business Administration/ICT or related field from a recognized institution
- (iii) Certificate in computer application
- (iv) Senior Management Course lasting not less than two (2) weeks
- (v) A supervisory Course lasting not less than 2 weeks.
- (vi) Membership in a Professional Body
- (vii) Relevant work experience (including in a Single Window System and ports/shipping related environment)
- (viii) Meets provision of chapter six of the Constitution

### 3.2.4 E-Portal and Value Add Services Officer - KTNA 7

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

#### a. Duties and responsibilities

Duties and responsibilities will entail:-

- I. Ensure the E trade portal system is operationalized and maintained to expected standards.

2. Ensure the value add systems are maintained optimally and their operations meet required standards.
3. Liaise with counter parts in PGAs/stakeholders to ensure that procedures and content in the E trade Portal is up to date and regularly updated.
4. Work with PGAs in automation and integration/interface of their Systems with the E-trade portal System.
5. Work with VAS system vendors in automation and integration/interface of their Systems with the Agency systems.
6. Work with stakeholders to ensure that information and content in the E-Trade portal and VAS systems comply to existing regulations and practices.
7. Continuously monitor the performance of the Systems to ensure that users of the system are adequately supported in line with service levels agreements.
8. Regularly provide reports and statistics on system use to Management.
9. Liaise with Business Analysts to improve/streamline processes pertaining to procedures and processes in the country.
10. Provide training to stakeholders on use of the E-Trade portal and VAS systems.
11. Liaise with System Analysts to ensure that the E-Trade portal and VAS systems are continuously enhanced in line with the changing business environment to meet the customer needs for information.
12. Work with customer care officers to address customer complaints and inquiries as they arise.
13. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution.
- ii. Certificate in computer application.
- iii. Meets provision of chapter six of the Constitution.

### **3.2.5 Senior E-Portal and Value Add Services Officer- KTNA 6**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

- I. Ensure the E trade portal system is operationalized and maintained to expected standards.



2. Ensure the value add systems are maintained optimally and their operations meet required standards.
3. Liaise with counter parts in PGAs/stakeholders to ensure that procedures and content in the E trade Portal is up to date and regularly updated.
4. Work with PGAs in automation and integration/interface of their Systems with the E-trade portal System.
5. Work with VAS system vendors in automation and integration/interface of their Systems with the Agency systems.
6. Work with stakeholders to ensure that information and content in the E-Trade portal and VAS systems comply to existing regulations and practices.
7. Continuously monitor the performance of the Systems to ensure that users of the system are adequately supported in line with service levels agreements.
8. Regularly provide reports and statistics on system use to Management.
9. Liaise with Business Analysts to improve/streamline processes pertaining to procedures and processes in the country.
10. Provide training to stakeholders on use of the E-Trade portal and VAS systems.
11. Liaise with System Analysts to ensure that the E-Trade portal and VAS systems are continuously enhanced in line with the changing business environment to meet the customer needs for information.
12. Work with customer care officers to address customer complaints and inquiries as they arise.
13. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's' Degree in Commerce, Business Administration/ICT or related field from a recognized institution.
- ii. Certificate in computer application.
- iii. A supervisory Course lasting not less than 2 weeks.
- iv. Membership to a relevant Professional Body.
- v. At least three (3) years' relevant work experience one (1) of which should be in a Single Window System and ports/shipping related environment.
- vi. Meets provision of chapter six of the Constitution.

### **3.2.6 Principal E-Portal and Value Add Services Officer- KTNA 5**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Ensure the E trade portal system is operationalized and maintained to expected standards
2. Ensure the value add systems are maintained optimally and their operations meet required standards.
3. Liaise with counter parts in PGAs/stakeholders to ensure that procedures and content in the E trade Portal is up to date and regularly updated.
4. Work with PGAs in automation and integration/interface of their Systems with the E-trade portal System
5. Work with VAS system vendors in automation and integration/interface of their Systems with the Agency systems.
6. Work with stakeholders to ensure that information and content in the E-Trade portal and VAS systems comply to existing regulations and practices
7. Continuously monitor the performance of the Systems to ensure that users of the system are adequately supported in line with service levels agreements
8. Regularly provide reports and statistics on system use to Management
9. Liaise with Business Analysts to improve/streamline processes pertaining to procedures and processes in the country
10. Provide training to stakeholders on use of the E-Trade portal and VAS systems
11. Liaise with System Analysts to ensure that the E-Trade portal and VAS systems are continuously enhanced in line with the changing business environment to meet the customer needs for information
12. Work with customer care officers to address customer complaints and inquiries as they arise
13. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's' Degree in Business related field from a recognized institution
- ii. Bachelor's' Degree in Commerce, Business Administration/ICT or related field from a recognized institution
- iii. Certificate in computer application
- iv. A supervisory Course lasting not less than 2 weeks
- v. Membership in a Professional Body
- vi. At least six (6) years' relevant work experience three (3) of which should be in a Single Window System and ports/shipping related environment
- vii. Meets provision of chapter six of the Constitution

### **3.2.7 Assistant Manager E-Portal and Value Add Services Officer - KTNA 4**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Ensure the E trade portal system is operationalized and maintained to expected standards
2. Ensure the value add systems are maintained optimally and their operations meet required standards.
3. Liaise with counter parts in PGAs/stakeholders to ensure that procedures and content in the E trade Portal is up to date and regularly updated.
4. Work with PGAs in automation and integration/interface of their Systems with the E-trade portal System
5. Work with VAS system vendors in automation and integration/interface of their Systems with the Agency systems.
6. Work with stakeholders to ensure that information and content in the E-Trade portal and VAS systems comply to existing regulations and practices
7. Continuously monitor the performance of the Systems to ensure that users of the system are adequately supported in line with service levels agreements
8. Regularly provide reports and statistics on system use to Management
9. Liaise with Business Analysts to improve/streamline processes pertaining to procedures and processes in the country
10. Provide training to stakeholders on use of the E-Trade portal and VAS systems
11. Liaise with System Analysts to ensure that the E-Trade portal and VAS systems are continuously enhanced in line with the changing business environment to meet the customer needs for information
12. Work with customer care officers to address customer complaints and inquiries as they arise
13. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's' Degree in Business related field from a recognized institution
- ii. Bachelor's' Degree in Commerce, Business Administration/ICT or related field from a recognized institution
- iii. Certificate in computer application
- iv. Senior Management Course lasting not less than two (2) weeks
- v. Membership in a Professional Body

- vi. At least eight (8) years' relevant work experience three (3) of which should be in a Single Window System and ports/shipping related environment
- vii. Meets provision of chapter six of the Constitution

### 3.3 Career guidelines for Permits and Licences Operations Officers

#### 3.3.1 Job purpose

To oversee submission and approvals of all permits/licenses/exemptions processes through Kenya TradeNet System. This job consists of coordinating with various Partner government Agencies (PGAs) functions in obtaining the necessary approvals for export / import licenses, agreements, permits, exemptions and certifications.

#### 3.3.2 Grading structure

The career guidelines establish four (4) grades of Permits and Licences Operations Officer as below:

	Designation	Grade
1	Permits and Licences Operations Officer	7
2	Senior Permits and Licences Operations Officer	6
3	Principal Permits and Licences Operations Officer	5
	or	
4	Ass. Manager Permits and Licences Operations Officer	4

**Note:** The position Permits and Licences Operations Officer/Senior/Principal will form common establishment for purpose of these guidelines.

#### 3.3.3 Recognized qualifications

The recognized qualifications in this cadre:-

- (i) Master's' Degree in Business related field from a recognized institution
- (ii) Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution
- (iii) Certificate in computer application
- (iv) Senior Management Course lasting not less than two (2) weeks
- (v) A supervisory Course lasting not less than 2 weeks



- (vi) Membership in a Professional Body
- (vii) Relevant experience (including experience in a Single Window System and ports/shipping related environment)
- (viii) Meets provision of chapter six of the Constitution

### **3.3.4 Permits and Licences Operations Officer KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Ensure Permits/licenses applied through Kenya TradeNet System are processed timely in line agreed standards and meets customer expectations
2. Liaise with counter parts in PGAs/stakeholders to ensure that export, import, and trade activities in every PGA adhere to agreed business processes and timelines
3. Work with PGAs in automation and integration/interface of their Systems with TradeNet System
4. Work with stakeholders to ensure that permits/licenses processed through Kenya TradeNet System comply to existing regulations and practices
5. Continuously monitor the performance of the System to ensure that users of the system process permits/licenses in line with the service levels agreements
6. Regularly provide reports and statistics on permits/licenses to Management
7. Liaise with Business Analysts to improve/streamline processes pertaining to submission/approval of Licenses/permits in the country
8. Provide training to stakeholders on permit/ license applications in Kenya TradeNet modules.
9. Liaise with System Analysts to ensure that Kenya TradeNet System is continuously enhanced in line with the changing business environment to meet the customer needs for permits/licenses
10. Work with customer care officers to address customer complaints and inquiries relating to shipping & Customs as they arise
11. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-



- i. Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution
- ii. Certificate in Computer Application
- iii. Meets provision of chapter six of the Constitution

### **3.3.5 Senior Permits and Licences Operations Officer - KTNA 6**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Ensure Permits/licenses applied through Kenya TradeNet System are processed timely in line agreed standards and meets customer expectations
2. Liaise with counter parts in PGAs/stakeholders to ensure that export, import, and trade activities in every PGA adhere to agreed business processes and timelines
3. Work with PGAs in automation and integration/interface of their Systems with TradeNet System
4. Work with stakeholders to ensure that permits/licenses processed through Kenya TradeNet System comply to existing regulations and practices
5. Continuously monitor the performance of the System to ensure that users of the system process permits/licenses in line with the service levels agreements
6. Supervise, mentor and assist permits/licenses officer in day to day export / import activities and assignments
7. Regularly provide reports and statistics on permits/licenses to Management
8. Liaise with Business Analysts to improve/streamline processes pertaining to submission/approval of Licenses/permits in the country
9. Provide training to stakeholders on permit/ license applications in Kenya TradeNet modules.
10. Liaise with System Analysts to ensure that Kenya TradeNet System is continuously enhanced in line with the changing business environment to meet the customer needs for permits/licenses
11. Work with customer care officers to address customer complaints and inquiries relating to shipping & Customs as they arise
12. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution

- ii. Certificate in computer application
- iii. A supervisory Course lasting not less than 2 weeks
- iv. Membership to a Professional Body
- v. Experience of not less than 3 years of which one (1) should be in a Single Window System and ports/shipping related environment
- vi. Meets provision of chapter six of the Constitution

### **3.3.6 Principal Permits and Licences Operations Officer - KTNA 5**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Ensure Permits/licenses applied through Kenya TradeNet System are processed timely in line agreed standards and meets customer expectations
2. Liaise with counter parts in PGAs/stakeholders to ensure that export, import, and trade activities in every PGA adhere to agreed business processes and timelines
3. Work with PGAs in automation and integration/interface of their Systems with TradeNet System
4. Work with stakeholders to ensure that permits/licenses processed through Kenya TradeNet System comply to existing regulations and practices
5. Continuously monitor the performance of the System to ensure that users of the system process permits/licenses in line with the service levels agreements
6. Supervise, mentor and assist permits/licenses officer in day to day export / import activities and assignments
7. Regularly provide reports and statistics on permits/licenses to Management
8. Liaise with Business Analysts to improve/streamline processes pertaining to submission/approval of Licenses/permits in the country
9. Provide training to stakeholders on permit/ license applications in Kenya TradeNet modules.
10. Liaise with System Analysts to ensure that Kenya TradeNet System is continuously enhanced in line with the changing business environment to meet the customer needs for permits/licenses
11. Work with customer care officers to address customer complaints and inquiries relating to shipping & Customs as they arise
12. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's' Degree in Business related field from a recognized institution
- ii. Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution
- iii. Certificate in Computer Application
- iv. A supervisory Course lasting not less than 2 weeks
- v. At least 4 years' relevant work experience of which at two (2) years should be in a Single Window System and ports/shipping related environment
- vi. Membership to a Professional Body
- vii. Meets provision of chapter six of the Constitution

### **3.3.7 Assistant Manager Permits and Licences Operations Officer - KTNA 4**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Ensure Permits/licenses applied through Kenya TradeNet System are processed timely in line agreed standards and meets customer expectations
2. Liaise with counter parts in PGAs/stakeholders to ensure that export, import, and trade activities in every PGA adhere to agreed business processes and timelines
3. Work with PGAs in automation and integration/interface of their Systems with TradeNet System
4. Work with stakeholders to ensure that permits/licenses processed through Kenya TradeNet System comply to existing regulations and practices
5. Continuously monitor the performance of the System to ensure that users of the system process permits/licenses in line with the service levels agreements
6. Supervise, mentor and assist permits/licenses officer in day to day export / import activities and assignments
7. Regularly provide reports and statistics on permits/licenses to Management
8. Liaise with Business Analysts to improve/streamline processes pertaining to submission/approval of Licenses/permits in the country
9. Provide training to stakeholders on permit/ license applications in Kenya TradeNet modules.
10. Liaise with System Analysts to ensure that Kenya TradeNet System is continuously enhanced in line with the changing business environment to meet the customer needs for permits/licenses
11. Work with customer care officers to address customer complaints and inquiries relating to shipping & Customs as they arise
12. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's' Degree in Business related field from a recognized institution
- ii. Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution
- iii. Certificate in computer application
- iv. Senior Management Course lasting not less than two (2) weeks
- v. Membership in a Professional Body
- vi. Experience of not less than 8 years four (4) which should be in a Single Window System and ports/shipping related environment
- vii. Meets provision of chapter six of the Constitution

## **3.4 Career guidelines for Shipping and Customs Operations Officers**

### **3.4.1 Job purpose**

To oversee submission and approvals of all Manifest, Baplie, Delivery orders, Arrival reports and other documents related to ports and shipping submitted through Kenya TradeNet System. It also involves overseeing submission and approvals of all Customs related Single window processes including declarations and bonds through Kenya TradeNet System. This job consists of coordinating with various stakeholders (Customs, insurance companies, ministries, clearing & Forwarding agents, CFS etc. to ensure facilitate lodgment and approvals of customs documents for cargo clearance

### **3.4.2 Grading structure**

The career guidelines establish four (4) grades of Shipping and Customs Operations Officer as below:

	<b>Designation</b>	<b>Grade</b>
1	Shipping and Customs Operations Officer	7
2	Senior Shipping and Customs Operations Officer	6
3	Principal Shipping and Customs Operations Officer	5
	or	
4	Ass. Manager Shipping and Customs Operations	4

**Note:** The position of Shipping and Customs Operations Officer/Senior/Principal will form common establishment for purpose of these guidelines.



### **3.4.3 Recognized qualifications**

The following are the recognized qualifications for this cadre:-

- (i) Master's' Degree in Business related field from a recognized institution
- (ii) Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution
- (iii) Certificate in Computer Application
- (iv) Senior Management Course lasting not less than two (2) weeks
- (v) A supervisory Course lasting not less than 2 weeks
- (vi) Membership in a relevant Professional Body
- (vii) Relevant experience (in a Single Window System and ports/shipping related environment)
- (viii) Meets provision of chapter six of the Constitution

### **3.4.4 Shipping and Customs Operations Officer - KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Ensure Manifest, Baplie, Delivery orders, Arrival reports and other documents related to ports and shipping submitted through Kenya TradeNet System are processed timely in line agreed standards and meets customer expectations
2. Liaise with Kenya Ports Authority (KPA), Ships agents and other stakeholders to ensure that shipping documents are processed as per agreed business processes and timelines
3. Ensure declarations and bonds applied through Kenya TradeNet System are processed timely in line agreed standards and meets customer expectations
4. Liaise with Kenya Revenue Authority (KRA) to ensure that declarations and bonds are processed as per agreed business processes and timelines
5. Work with stakeholders to ensure that shipping documents processed through Kenya TradeNet System comply to existing regulations and practices
6. Work with counterparts in KPA and KRA to ensure successful integration of Kenya TradeNet System with various KPA/ KRA Systems
7. Continuously monitor the performance of the System to ensure that users of the system process their documents in line with the service level agreements



8. Regularly provide reports and statistics on declarations/bonds to Management
9. Liaise with Business Analysts to improve/streamline processes pertaining to submission/approval of shipping & Customs in the country
10. Liaise with System Analysts to ensure that Kenya TradeNet System is continuously enhanced in line with the changing business environment to meet the customer needs in shipping industry
11. Examine other laws impacting movement of goods in maritime transport and recommend changes to complement reforms and trade facilitation.
12. Coordinate with other Departments and Stakeholders in preparing responses on customs and trade facilitation issues raised in forums at various levels
13. Help in the development and implementation of various reform initiatives and procedures pertaining to Kenya TradeNet System
14. Work with customer care officers to address customer complaints and inquiries as they arise

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution
- ii. Certificate in Computer Application
- iii. Meets provision of chapter six of the Constitution

### **3.4.5 Senior Shipping and Customs Operations Officer -KTNA 6**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Ensure Manifest, Baplie, Delivery orders, Arrival reports and other documents related to ports and shipping submitted through Kenya TradeNet System are processed timely in line agreed standards and meets customer expectations
2. Liaise with Kenya Ports Authority (KPA), Ships agents and other stakeholders to ensure that shipping documents are processed as per agreed business processes and timelines
3. Ensure declarations and bonds applied through Kenya TradeNet System are processed timely in line agreed standards and meets customer expectations
4. Liaise with Kenya Revenue Authority (KRA) to ensure that declarations and bonds are processed as per agreed business processes and timelines
5. Work with stakeholders to ensure that shipping documents processed through Kenya TradeNet System comply to existing regulations and practices

6. Work with counterparts in KPA and KRA to ensure successful integration of Kenya TradeNet System with various KPA/ KRA Systems
7. Continuously monitor the performance of the System to ensure that users of the system process their documents in line with the service level agreements
8. Supervise, mentor and assist ports and shipping officers in day to activities and assignments
9. Regularly provide reports and statistics on declarations/bonds to Management
10. Liaise with Business Analysts to improve/streamline processes pertaining to submission/approval of shipping & Customs in the country
11. Liaise with System Analysts to ensure that Kenya TradeNet System is continuously enhanced in line with the changing business environment to meet the customer needs in shipping industry
12. Examine other laws impacting movement of goods in maritime transport and recommend changes to complement reforms and trade facilitation.
13. Coordinate with other Departments and Stakeholders in preparing responses on customs and trade facilitation issues raised in forums at various levels
14. Help in the development and implementation of various reform initiatives and procedures pertaining to Kenya TradeNet System
15. Work with customer care officers to address customer complaints and inquiries as they arise

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution
- ii. Certificate in Computer Application
- iii. A supervisory Course lasting not less than 2 weeks
- iv. Membership in a Professional Body
- v. Relevant experience of not less than 3 years one (1) of which should be in a Single Window System and ports/shipping related environment
- vi. Meets provision of chapter six of the Constitution

### **3.4.6 Principal Shipping and Customs Operations Officer - KTNA 5**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Ensure Manifest, Baplie, Delivery orders, Arrival reports and other documents related to ports and shipping submitted through Kenya TradeNet System are processed timely in line agreed standards and meets customer expectations
2. Liaise with Kenya Ports Authority (KPA), Ships agents and other stakeholders to ensure that shipping documents are processed as per agreed business processes and timelines
3. Ensure declarations and bonds applied through Kenya TradeNet System are processed timely in line agreed standards and meets customer expectations
4. Liaise with Kenya Revenue Authority (KRA) to ensure that declarations and bonds are processed as per agreed business processes and timelines
5. Work with stakeholders to ensure that shipping documents processed through Kenya TradeNet System comply to existing regulations and practices
6. Work with counterparts in KPA and KRA to ensure successful integration of Kenya TradeNet System with various KPA/ KRA Systems
7. Continuously monitor the performance of the System to ensure that users of the system process their documents in line with the service level agreements
8. Supervise, mentor and assist ports and shipping officers in day to activities and assignments
9. Regularly provide reports and statistics on declarations/bonds to Management
10. Liaise with Business Analysts to improve/streamline processes pertaining to submission/approval of shipping & Customs in the country
11. Liaise with System Analysts to ensure that Kenya TradeNet System is continuously enhanced in line with the changing business environment to meet the customer needs in shipping industry
12. Examine other laws impacting movement of goods in maritime transport and recommend changes to complement reforms and trade facilitation.
13. Coordinate with other Departments and Stakeholders in preparing responses on customs and trade facilitation issues raised in forums at various levels
14. Help in the development and implementation of various reform initiatives and procedures pertaining to Kenya TradeNet System
15. Work with customer care officers to address customer complaints and inquiries as they arise

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's' Degree in Business related field from a recognized institution
- ii. Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution
- iii. Certificate in Computer Application

- iv. A supervisory Course lasting not less than 2 weeks
- v. Membership to a relevant Professional Body
- vi. Experience of not less than 6 years three (3) of which should be in a Single Window System and ports/shipping related environment
- vii. Meets provision of chapter six of the Constitution

### **3.4.7 Assistant Manager Shipping and Customs Operations Officer - KTNA 4**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Ensure Manifest, Baplie, Delivery orders, Arrival reports and other documents related to ports and shipping submitted through Kenya TradeNet System are processed timely in line agreed standards and meets customer expectations
2. Liaise with Kenya Ports Authority (KPA), Ships agents and other stakeholders to ensure that shipping documents are processed as per agreed business processes and timelines
3. Ensure declarations and bonds applied through Kenya TradeNet System are processed timely in line agreed standards and meets customer expectations
4. Liaise with Kenya Revenue Authority (KRA) to ensure that declarations and bonds are processed as per agreed business processes and timelines
5. Work with stakeholders to ensure that shipping documents processed through Kenya TradeNet System comply to existing regulations and practices
6. Work with counterparts in KPA and KRA to ensure successful integration of Kenya TradeNet System with various KPA/ KRA Systems
7. Continuously monitor the performance of the System to ensure that users of the system process their documents in line with the service level agreements
8. Supervise, mentor and assist ports and shipping officers in day to activities and assignments
9. Regularly provide reports and statistics on declarations/bonds to Management
10. Liaise with Business Analysts to improve/streamline processes pertaining to submission/approval of shipping & Customs in the country
11. Liaise with System Analysts to ensure that Kenya TradeNet System is continuously enhanced in line with the changing business environment to meet the customer needs in shipping industry
12. Examine other laws impacting movement of goods in maritime transport and recommend changes to complement reforms and trade facilitation.
13. Coordinate with other Departments and Stakeholders in preparing responses on customs and trade facilitation issues raised in forums at various levels



14. Help in the development and implementation of various reform initiatives and procedures pertaining to Kenya TradeNet System
15. Work with customer care officers to address customer complaints and inquiries as they arise

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's' Degree in Business related field from a recognized institution
- ii. Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution
- iii. Certificate in Computer Application
- iv. Senior Management Course lasting not less than two (2) weeks
- v. Membership in a relevant Professional Body
- vi. Experience of not less than 8 years four (4) of which should be in a Single Window System and ports/shipping related environment
- vii. Meets provision of chapter six of the Constitution

## **3.5 Career guidelines for Customer Service Officers**

### **3.5.1 Job purpose**

This is the first point of contact for customers and the officers will respond to a wide range of enquiries from both the general public and customers by providing advice and information regarding processing transactional services, (e.g. completion of electronic forms), and assessing customer needs, in a prompt, efficient and courteous manner.

### **3.5.2 Grading structure**

The career guidelines establish six (6) grades of **Customer Service Officer** as below:

	<b>Designation</b>	<b>Grade</b>
1	Assistant Officer Customer Service	9
2	Senior Assistant Officer Customer Service	8
3	Customer Service Officer	7
4	Senior Customer Service Officer	6
5	Principal Customer Service Officer	5
	or	
6	Assistant Manager Customer Service Officer	4



**Note:** The position of Customer Service Officer/Senior/Principal will form common establishment for purpose of these guidelines.

### **3.5.3 Recognized qualifications**

- (i) Master's' Degree in Business related field from a recognized institution
- (ii) Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution
- (iii) Diploma in relevant field
- (iv) Certificate in Computer Application
- (v) Senior Management Course lasting not less than two (2) weeks
- (vi) A supervisory Course lasting not less than 2 weeks
- (vii) Membership to a relevant Professional Body
- (viii) Relevant work experience (including experience in a Single Window System and ports/shipping related environment)
- (ix) Meets provision of chapter six of the Constitution

### **3.5.4 Assistant Officer Customer Service- KTNA 9**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. To answer incoming enquiries and to requests for information received by e-mail, fax, SMS or voice mail. Ensuring that all customers' queries are answered according to the KENTRADE customer service charter Regional representative.
2. Ensuring complaints or compliments are keyed in system or escalated to the Regional Representatives.
3. Preparing operational/daily reports as appropriate and forward to Regional representative,
4. To provide advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and professional approach at all times.
5. To receive and process follow up information about previous requests and reports and to update systems as appropriate. Should also follow up.
6. To use the provided software applications and other electronic information systems appropriately and in accordance with procedure.

7. To be able to quickly identify situations requiring specialist information and direct customers appropriately.
8. To maintain an awareness of all relevant service developments and participate in all aspects of training and users so as to improve effectiveness and efficiency of service delivery.
9. Helping out in any other area of the Customer Care Department.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. A Bachelor's Degree in a Business Administration or related field, Any Bachelor's Degree
- ii. Diploma in relevant field
- iii. Certificate in Computer Application
- iv. Meets provision of chapter six of the Constitution

### **3.5.5 Senior Assistant Customer Service Officer- KTNA 8**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. To answer incoming enquiries and to requests for information received by e-mail, fax, SMS or voice mail. Ensuring that all customers' queries are answered according to the KENTRADE customer service charter Regional representative.
2. Ensuring complaints or compliments are keyed in system or escalated to the Regional Representatives.
3. Preparing operational/daily reports as appropriate and forward to Regional representative,
4. To provide advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and professional approach at all times.
5. To receive and process follow up information about previous requests and reports and to update systems as appropriate. Should also follow up.
6. To use the provided software applications and other electronic information systems appropriately and in accordance with procedure.
7. To be able to quickly identify situations requiring specialist information and direct customers appropriately.
8. To maintain an awareness of all relevant service developments and participate in all aspects of training and users so as to improve effectiveness and efficiency of service delivery.
9. Helping out in any other area of the Customer Care Department.

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Diploma in a Commerce, Business Administration/ICT or related field from a recognized institution
- ii. Certificate in Computer Application
- iii. Relevant Experience of not less than 3 years of which one (1) should be in a Single Window System and ports/shipping related environment
- iv. Meets provision of chapter six of the Constitution

### **3.5.6 Customer Services Officer- KTNA 7**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. To answer incoming enquiries and to requests for information received by e-mail, fax, SMS or voice mail. Ensuring that all customers' queries are answered according to the KENTRADE customer service charter Regional representative.
2. Ensuring complaints or compliments are keyed in system or escalated to the Regional Representatives.
3. Preparing operational/daily reports as appropriate and forward to Regional representative,
4. To provide advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and professional approach at all times.
5. To receive and process follow up information about previous requests and reports and to update systems as appropriate. Should also follow up.
6. To use the provided software applications and other electronic information systems appropriately and in accordance with procedure.
7. To be able to quickly identify situations requiring specialist information and direct customers appropriately.
8. To maintain an awareness of all relevant service developments and participate in all aspects of training and users so as to improve effectiveness and efficiency of service delivery.
9. Helping out in any other area of the Customer Care Department.

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution

- ii. Certificate in Computer Application
- iii. Meets provision of chapter six of the Constitution

### **3.5.7 Senior Customer Service Officer - KTNA 6**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. To answer incoming enquiries and to requests for information received by e-mail, fax, SMS or voice mail. Ensuring that all customers' queries are answered according to the KENTRADE customer service charter Regional representative.
2. Ensuring complaints or compliments are keyed in system or escalated to the Regional Representatives.
3. Preparing operational/daily reports as appropriate and forward to Regional representative,
4. To provide advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and professional approach at all times.
5. To receive and process follow up information about previous requests and reports and to update systems as appropriate. Should also follow up.
6. To use the provided software applications and other electronic information systems appropriately and in accordance with procedure.
7. To be able to quickly identify situations requiring specialist information and direct customers appropriately.
8. To maintain an awareness of all relevant service developments and participate in all aspects of training and users so as to improve effectiveness and efficiency of service delivery.
9. Helping out in any other area of the Customer Care Department.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution
- ii. Certificate in Computer Application
- iii. A supervisory Course lasting not less than 2 weeks
- iv. Membership in a relevant Professional Body
- v. Relevant experience of not less than 3 years of which one (1) should be in a Single Window System and ports/shipping related environment
- vi. Meets provision of chapter six of the Constitution



### **3.5.8 Principal Customs Services Officer - KTNA 5**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. To answer incoming enquiries and to requests for information received by e-mail, fax, SMS or voice mail. Ensuring that all customers' queries are answered according to the KENTRADE customer service charter Regional representative.
2. Ensuring complaints or compliments are keyed in system or escalated to the Regional Representatives.
3. Preparing operational/daily reports as appropriate and forward to Regional representative,
4. To provide advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and professional approach at all times.
5. To receive and process follow up information about previous requests and reports and to update systems as appropriate. Should also follow up.
6. To use the provided software applications and other electronic information systems appropriately and in accordance with procedure.
7. To be able to quickly identify situations requiring specialist information and direct customers appropriately.
8. To maintain an awareness of all relevant service developments and participate in all aspects of training and users so as to improve effectiveness and efficiency of service delivery.
9. Helping out in any other area of the Customer Care Department.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's' Degree in Business related field from a recognized institution will be an added advantage
- ii. Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution
- iii. Certificate in Computer Application
- iv. A supervisory Course lasting not less than 2 weeks
- v. Membership to a relevant Professional Body
- vi. Relevant experience of not less than 6 years three (3) of which should be in a Single Window System and ports/shipping related environment
- vii. Meets provision of chapter six of the Constitution

### **3.5.9 Assistant Manager Customer Service - KTNA 4**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. To answer incoming enquiries and to requests for information received by e-mail, fax, SMS or voice mail. Ensuring that all customers' queries are answered according to the KENTRADE customer service charter Regional representative.
2. Ensuring complaints or compliments are keyed in system or escalated to the Regional Representatives.
3. Preparing operational/daily reports as appropriate and forward to Regional representative,
4. To provide advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and professional approach at all times.
5. To receive and process follow up information about previous requests and reports and to update systems as appropriate. Should also follow up.
6. To use the provided software applications and other electronic information systems appropriately and in accordance with procedure.
7. To be able to quickly identify situations requiring specialist information and direct customers appropriately.
8. To maintain an awareness of all relevant service developments and participate in all aspects of training and users so as to improve effectiveness and efficiency of service delivery.
9. Helping out in any other area of the Customer Care Department.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's' Degree in Business related field from a recognized institution
- ii. Bachelor's' Degree in a Commerce, Business Administration/ICT or related field from a recognized institution
- iii. Certificate in Computer Application
- iv. Senior Management Course lasting not less than two (2) weeks
- v. Membership to a relevant Professional Body
- vi. Relevant work experience of not less than 8 years four (3) of which should be in a Single Window System and ports/shipping related environment
- vii. Meets provision of chapter six of the Constitution

### 3.6 Career guidelines for Contact Centre Officers

#### 3.6.1 Job purpose

The Contact Centre is the first point of contact and will attend to queries and inquiries via the telephone/email or site visits. The Contact Centre Officers receive clients, calls and handle queries and provides general information about KenTrade

#### 3.6.2 Grading structure

The career guidelines establish six (6) grades of Contact Centre Officer as below:-

	Designation	Grade
1	Assistant Officer Contact Centre	9
2	Senior Assistant Officer Contact Centre	8
3	Contact Centre Officer	7
4	Senior Contact Centre Officer	6
5	Principal Contact Centre Officer	5
	or	
7	Ass. Manager Customer Service Officer	4

*The position of Contact Centre Officer/Senior/Principal will form common establishment for purpose of these guidelines.*

#### 3.6.3 Recognized qualifications

The following are the recognized qualifications for the cadre:-

- (i) A Master's Degree in Business Administration, Commerce or related field
- (ii) A Bachelor's Degree in a Business Administration, Commerce or related field
- (iii) Diploma in relevant field
- (iv) Certificate in Computer Application
- (v) Senior Management Course lasting not less than two (2) weeks
- (vi) A supervisory Course lasting not less than 2 weeks
- (vii) Membership to a relevant professional body
- (viii) Relevant experience (including experience in customer care/service industry).
- (ix) Meets provision of chapter six of the Constitution

### **3.6.4 Assistant Officer Contact Centre - KTNA 9**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. To answer incoming enquiries and to requests for information received by e-mail, fax, SMS or voice mail. Ensuring that all customers' queries are answered according to the KENTRADE customer service charter Regional representative.
2. Ensuring complaints or compliments are keyed in system or escalated to the Regional Representatives.
3. Preparing operational/daily reports as appropriate and forward to Regional representative,
4. To provide advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and professional approach at all times.
5. To receive and process follow up information about previous requests and reports and to update systems as appropriate. Should also follow up.
6. To use the provided software applications and other electronic information systems appropriately and in accordance with procedure.
7. To be able to quickly identify situations requiring specialist information and direct customers appropriately.
8. To maintain an awareness of all relevant service developments and participate in all aspects of training and users so as to improve effectiveness and efficiency of service delivery.
9. Helping out in any other area of the Customer Care Department.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Diploma in relevant field
- ii. Certificate in Computer Application
- iii. Meets provision of chapter six of the Constitution

### **3.6.5 Senior Assistant Contact Centre Officer - KTNA 8**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-



1. To answer incoming enquiries and to requests for information received by e-mail, fax, SMS or voice mail. Ensuring that all customers' queries are answered according to the KENTRADE customer service charter Regional representative.
2. Ensuring complaints or compliments are keyed in system or escalated to the Regional Representatives.
3. Preparing operational/daily reports as appropriate and forward to Regional representative,
4. To provide advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and professional approach at all times.
5. To receive and process follow up information about previous requests and reports and to update systems as appropriate. Should also follow up.
6. To use the provided software applications and other electronic information systems appropriately and in accordance with procedure.
7. To be able to quickly identify situations requiring specialist information and direct customers appropriately.
8. To maintain an awareness of all relevant service developments and participate in all aspects of training and users so as to improve effectiveness and efficiency of service delivery.
9. Helping out in any other area of the Customer Care Department.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Diploma in relevant field
- ii. Certificate in Computer Application
- iii. Relevant Experience of not less than 3 years with at least one (1) year in customer care/service industry experience.
- iv. Meets provision of chapter six of the Constitution

### **3.6.6 Contact Centre Officer - KTNA 7**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. To answer incoming enquiries and to requests for information received by e-mail, fax, SMS or voice mail. Ensuring that all customers' queries are answered according to the KENTRADE customer service charter Regional representative.
2. Ensuring complaints or compliments are keyed in system or escalated to the Regional Representatives.
3. Preparing operational/daily reports as appropriate and forward to Regional representative,

4. To provide advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and professional approach at all times.
5. To receive and process follow up information about previous requests and reports and to update systems as appropriate. Should also follow up.
6. To use the provided software applications and other electronic information systems appropriately and in accordance with procedure.
7. To be able to quickly identify situations requiring specialist information and direct customers appropriately.
8. To maintain an awareness of all relevant service developments and participate in all aspects of training and users so as to improve effectiveness and efficiency of service delivery.
9. Helping out in any other area of the Customer Care Department.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. A Bachelor's Degree in a Business Administration or related field
- ii. Certificate in Computer Application
- iii. Meets provision of chapter six of the Constitution

### **3.6.7 Senior Contact Centre Officer - KTNA 6**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. To answer incoming enquiries and to requests for information received by e-mail, fax, SMS or voice mail. Ensuring that all customers' queries are answered according to the KENTRADE customer service charter Regional representative.
2. Ensuring complaints or compliments are keyed in system or escalated to the Regional Representatives.
3. Preparing operational/daily reports as appropriate and forward to Regional representative,
4. To provide advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and professional approach at all times.
5. To receive and process follow up information about previous requests and reports and to update systems as appropriate. Should also follow up.
6. To use the provided software applications and other electronic information systems appropriately and in accordance with procedure.
7. To be able to quickly identify situations requiring specialist information and direct customers appropriately.

8. To maintain an awareness of all relevant service developments and participate in all aspects of training and users so as to improve effectiveness and efficiency of service delivery.
9. Helping out in any other area of the Customer Care Department.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. A Bachelor's Degree in a Business Administration or related field, Any Bachelor's Degree
- ii. Certificate in Computer Application
- iii. A supervisory Course lasting not less than 2 weeks
- iv. Membership to a relevant professional body
- v. Experience of not less than 3 years of which at least one (1) year should be in customer care/service industry.
- vi. Meets provision of chapter six of the Constitution

### **3.6.8 Principal Contact Centre Officer - KTNA 5**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. To answer incoming enquiries and to requests for information received by e-mail, fax, SMS or voice mail. Ensuring that all customers' queries are answered according to the KENTRADE customer service charter Regional representative.
2. Ensuring complaints or compliments are keyed in system or escalated to the Regional Representatives.
3. Preparing operational/daily reports as appropriate and forward to Regional representative,
4. To provide advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and professional approach at all times.
5. To receive and process follow up information about previous requests and reports and to update systems as appropriate. Should also follow up.
6. To use the provided software applications and other electronic information systems appropriately and in accordance with procedure.
7. To be able to quickly identify situations requiring specialist information and direct customers appropriately.
8. To maintain an awareness of all relevant service developments and participate in all aspects of training and users so as to improve effectiveness and efficiency of service delivery.
9. Helping out in any other area of the Customer Care Department.

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. A Master's Degree in a Business Administration or related field
- ii. A Bachelor's Degree in a Business Administration or related field
- iii. Certificate in Computer Application
- iv. A supervisory Course lasting not less than 2 weeks
- v. Membership to a relevant professional body
- vi. Experience of not less than 6 years of which at least three (3) years should be in customer care/service industry.
- vii. Meets provision of chapter six of the Constitution

### **3.6.9 Assistant Manager Customs Services - KTNA 4**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. To answer incoming enquiries and to requests for information received by e-mail, fax, SMS or voice mail. Ensuring that all customers' queries are answered according to the KENTRADE customer service charter Regional representative.
2. Ensuring complaints or compliments are keyed in system or escalated to the Regional Representatives.
3. Preparing operational/daily reports as appropriate and forward to Regional representative,
4. To provide advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and professional approach at all times.
5. To receive and process follow up information about previous requests and reports and to update systems as appropriate. Should also follow up.
6. To use the provided software applications and other electronic information systems appropriately and in accordance with procedure.
7. To be able to quickly identify situations requiring specialist information and direct customers appropriately.
8. To maintain an awareness of all relevant service developments and participate in all aspects of training and users so as to improve effectiveness and efficiency of service delivery.
9. Helping out in any other area of the Customer Care Department.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. A Master's Degree in Business Administration, Commerce or related field



- ii. A Bachelor's Degree in a Business Administration or related field
- iii. Certificate in Computer Application
- iv. Senior Management Course lasting not less than two (2) weeks
- v. Membership to a relevant professional body
- vi. Relevant experience of not less than 8 years of which at least four (4) year should be in customer care/service industry.
- vii. Meets provision of chapter six of the Constitution

### **3.7 Manager, TradeNet & Value Add Services**

#### **3.7.1 Job purpose**

The purpose of the job is to manage:-

- (i) The operations of the TradeNet System as a Trade Facilitation tool and to continuously thereafter maintain and expand the use of the SWS in the country through bringing more stakeholders into use of the system.
- (ii) The operations of the Kenya Trade Information Portal (E-Trade portal)
- (iii) The operations of the various Value Add systems that will be implemented by the Agency.

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

- 1. Overseeing and coordinating the operations of the electronic single window system in Kenya and ensure the business processes meet international practices including the linkage between the external stakeholder systems and the single window system
- 2. Overseeing and coordinating the operations of the Kenya Trade Information Portal and ensure the system is optimally maintained. Ensure the procedures and content is up to date and meets user needs.
- 3. Overseeing and coordinating the operations of Value add systems implemented by Kentrade and that these operate optimally as envisaged.
- 4. Act as the key liaison to ensure the support of users of the systems for external clients
- 5. Liaise with government agencies using the various Agency systems to ensure content is availed and systems data is retained as up to date.
- 6. Ensure the optimal support of system users as second line support for issues raised by the Contact Centre
- 7. Overseeing and coordinating the development and monitoring of the annual operating and capital budgets for the operations division

8. Providing overall leadership and drive towards a culture of innovation and creativity in seeking ICT solutions to organizational challenges and in business processes to facilitate efficient and effective trade transactions
9. Oversee the contract management and liaison with vendors for the single window and other projects
10. Preparation of Board Papers on trade facilitation, matters and attending board meetings
11. Responsible for the operations of all Trade systems in the agency
12. Ensure continuous review of the business to ensure use of the single window system and other value add systems as trade tools.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree in a social science or any relevant field
- ii. Bachelor's Degree in a social science or any relevant field
- iii. A post graduate diploma in ICT, shipping, clearing & forwarding, supply logistics
- iv. Certificate in computer application
- v. Experience in trade facilitation, transport logistics, economic
- vi. Knowledge of international conventions/agreements such as World Trade Organisation, EAC Protocol, etc
- vii. Leadership Development Programme lasting not less than 4 weeks
- viii. Membership to a relevant professional body
- ix. Experience of not less than nine (9) years, four (4) of which should be in a management position
- x. Meets provision of chapter six of the Constitution

### **3.8 Manager Customer Service and Contact Centre – KTNA 3**

#### **3.8.1 Job purpose**

The purpose of the job is to:-

- (i) To proactively direct the customer service department in regards to us of the Kenya Single Window System (Kenya TradeNet).
- (ii) To manage the customer relationships and escalations across the entire customer base.
- (iii) To develop and maintain customer satisfaction by providing problem solving resources and managing staff to exceed customer expectations.

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Develop and implement customer service charter for KENTRADE
2. Developing and maintaining an effective customer registration and feedback process
3. Oversee the operations of KENTRADE facilitation centres at the exit and entry border of the country and ensure satisfactory support to users of the KNESWS
4. Oversee the operations of the Kentrade Contact Centres
5. Maximizing operational performance and Contact Centre services.
6. Identifying customer service trends in order to ensure customer experience.
7. Carry out optimal customer satisfaction surveys
8. Participate in preparation of strategy, annual budget, business work plan and reports

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's degree in Business Studies
- ii. Bachelor's degree in Business Studies
- iii. Post Graduate Diploma in Marketing
- iv. Certificate in computer application
- v. Industry knowledge (clearing & forwarding or in transport logistics)
- vi. Leadership Development Programme lasting not less than 4 weeks
- vii. Membership to a relevant professional body
- viii. Relevant experience of not less than nine (9) years, four (4) of which should be in a management position
- ix. Meets provision of chapter six of the Constitution

### **3.9 Director Trade Facilitation – KTNA 2**

#### **3.9.1 Job purpose**

The purpose of the job is to:-

- (i) Continuously analyse the trade facilitation trends available for conducting trade within Kenya and globally and make appropriate recommendations to reduce the impact of tariff and non-tariff barriers to trade
- (ii) Engage and lobby the trade community in both the public and private sectors across the supply chain with a view to strengthening capacity as regards to measures to facilitate and ease trade in Kenya and the region
- (iii) Oversee the Operationalization and Management of the National Electronic Single Window System (NESWS) and other Value Added Systems as Trade Facilitation Tools

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Prepare strategic business models, annual budgets and business and performance work plans to enable trade facilitation
2. To continuously analyse the supply chain and recommend trade facilitation strategies required to improve trade processes and procedures by working closely with relevant stakeholders & other partners, representatives of business and trading community in Kenya and the region in order to identify and specify needs, strengths and weaknesses in the existing systems and procedures for facilitating trade
3. Conduct consultative workshops with relevant partners to strengthen capacity, facilitate and ease trade and cooperate with the trading community.
4. To assess the current business and to promote comprehensive cooperation and understanding among public sector and trading community.
5. To provide expertise and recommendations as to how to adapt internationally acclaimed trade facilitation measures to local realities
6. To identify institutional, legal and functional gaps which hinder the introduction of trade facilitation measures in the country and recommend appropriate action.
7. Ensure good customer service function
8. To engage and lobby the trade community across the trade logistics
9. Manage research & development function through the executive and optimal use of the NESWS as a trade facilitation tool
10. To oversee business systems reengineering among the users of single window system continuous improvement of business environment

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's degree in a business field - Commerce, economics or in any business related field from a recognized institution
- ii. Master's Degree business field - Commerce, economics or in any business related field from a recognized institution
- iii. Certificate in computer application
- iv. Leadership course lasting not less than 4 weeks
- v. Membership to a relevant professional body
- vi. Experience of not less than twelve (12) years, seven (7) of which should be in a senior management position
- vii. Qualifications and exposure in transport logistics and shipping
- viii. Knowledge of international convention/agreements such as World Trade Organisation, EAC Protocol, etc
- ix. Meets provision of chapter six of the Constitution





## **SECTION FOUR**

### **4.0 Career Guidelines for the Directorate of Information Technology, Infrastructure and Innovations**

#### **4.1 Function of the Directorate**

To advise the Agency on the adoption, implementation, use and management of ICT systems, technologies and development of ICT Solutions with a view to ensure cost effectiveness in its operations. In addition the Directorate will ensure that the Agency effectively implements and operationalizes the Kenya National Electronic Single Window System (KNESWS).

The following cadres are within the Directorate:-

- (i) Database Administrator
- (ii) System Administrator
- (iii) ICT Support Officer
- (iv) Infrastructure Engineer
- (v) Network Engineer
- (vi) Information Security Officer
- (vii) Webmaster
- (viii) Product and Application Development Officer
- (ix) System Analyst
- (x) Manager Information Technology and Infrastructure (MITI)
- (xi) Manager Innovations and Solutions Development (MISD)
- (xii) Director Information Technology, Infrastructure and Innovations (DITII)

The following are the career guidelines for the above:

#### **4.2 Career guidelines for System Analysts**

##### **4.2.1 Job Purpose**

Responsible for ensuring that information systems requirements and processes are gathered, analysed, designed and implemented thereby ensuring the organization operates more efficiently and effectively.

##### **4.2.2 Grading structure**

The career guidelines establish four (4) grades of System Analyst as below:-

	<b>Designation</b>	<b>Grade</b>
1	System Analyst	7
2	Senior System Analyst	6
3	Principal System Analyst	5
	or	
4	Assistant Manager System Analyst	4

*The position of System Analyst Officer/Senior/Principal will form common establishment for purpose of these guidelines.*

#### **4.2.3 Recognized Qualifications**

The recognized qualifications for the cadre are:-

- (i) Master's degree in Computer Science, Information Technology, Business Management or related from a recognized institution
- (ii) Bachelor's degree in Computer Science or Information Technology, Business IT or related field from a recognized institution
- (iii) Project Management Professional (PMP) Certification
- (iv) System analysis and design Certification
- (v) Certificate in Computer Application
- (vi) Senior Management Course lasting not less than two (2) weeks
- (vii) A supervisory Course lasting not less than 2 weeks
- (viii) Membership to a relevant professional body
- (ix) Relevant experience
- (x) Meets provision of chapter six of the Constitution

#### **4.2.4 Systems Analyst - KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Analysing KENTRADE's and stakeholders existing systems to identify opportunities that can improve efficiency of business processes
2. Translating business requirements of KENTRADE departments and stakeholders into highly specified project briefs

3. Specifications of systems requirements and information systems design
4. Identifying options for potential solutions and assessing them for both technical and business suitability
5. Drawing up specific proposals for modifying or replacing existing systems
6. Ensuring technical compatibility and user satisfaction
7. Train end users on new systems

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's degree in Computer Science or Information Technology, Business IT or related field from a recognized institution
- ii. Project Management Professional (PMP) Certification
- iii. System analysis and design Certification
- iv. Certificate in Computer Application
- v. Meets provision of chapter six of the Constitution

### **4.2.5 Senior Systems Analyst - KTNA 6**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Analysing KENTRADE's and stakeholders existing systems to identify opportunities that can improve efficiency of business processes
2. Translating business requirements of KENTRADE departments and stakeholders into highly specified project briefs
3. Specifications of systems requirements and information systems design
4. Identifying options for potential solutions and assessing them for both technical and business suitability
5. Drawing up specific proposals for modifying or replacing existing systems
6. Ensuring technical compatibility and user satisfaction
7. Train end users on new systems
8. Supervise, mentor and assist System Analysts in day to activities and assignments

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's degree in Computer Science or Information Technology, Business IT or related field from a recognized institution
- ii. Project Management Professional (PMP) Certification
- iii. Certificate in computer application



- iv. System analysis and design Certification
- v. A supervisory Course lasting not less than 2 weeks
- vi. Experience of not less than 3 years in a relevant field
- vii. Membership to a relevant professional body Five years' experience
- viii. Meets provision of chapter six of the Constitution

#### **4.2.6 Principal Systems Analyst - KTNA 5**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Analysing KENTRADE and stakeholders existing systems to identify opportunities that can improve efficiency of business processes
2. Translating business requirements of KENTRADE departments and stakeholders into highly specified project briefs
3. Specifications of systems requirements and information systems design
4. Identifying options for potential solutions and assessing them for both technical and business suitability
5. Drawing up specific proposals for modifying or replacing existing systems
6. Ensuring technical compatibility and user satisfaction
7. Train end users on new systems
8. Supervise, mentor and assist System Analysts in day to activities and assignments

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's degree in Computer Science, Information Technology, Business Management or related from a recognized institution
- ii. Bachelor's degree in Computer Science or Information Technology, Business IT or related field from a recognized institution
- iii. Project Management Professional (PMP) Certification
- iv. Certificate in Computer Application
- v. System analysis and design Certification
- vi. A supervisory Course lasting not less than 2 weeks
- vii. Membership to a relevant professional body (where applicable)
- viii. Experience of not less than 6 years in a relevant field
- ix. Meets provision of chapter six of the Constitution

#### **4.2.7 Assistant Manager, Systems Analyst - KTNA 4**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Analysing KENTRADE and stakeholders existing systems to identify opportunities that can improve efficiency of business processes
2. Translating business requirements of KENTRADE departments and stakeholders into highly specified project briefs
3. Specifications of systems requirements and information systems design
4. Identifying options for potential solutions and assessing them for both technical and business suitability
5. Drawing up specific proposals for modifying or replacing existing systems
6. Ensuring technical compatibility and user satisfaction
7. Train end users on new systems
8. Supervise, mentor and assist System Analysts in day to activities and assignments

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's degree in Computer Science, Information Technology, Business Management or related from a recognized institution
- ii. Bachelor's degree in Computer Science or Information Technology, Business IT or related field from a recognized institution
- iii. Project Management Professional (PMP) Certification
- iv. System analysis and design Certification
- v. Certificate in Computer Application
- vi. Senior Management Course lasting not less than two (2) weeks
- vii. Membership to a relevant professional body
- viii. Experience of not less than 8 years in relevant field
- ix. Meets provision of chapter six of the Constitution

#### **4.3 Career guidelines for Product and Application Development Officer**

##### **4.3.1 Job purpose**

The purpose of this job is to:-

- (i) Analyze needs, designs, writes and tests new or existing programs and applications. Programs developed or modified are typically linked to several other programs; (i.e., the output of one becomes the input for another).
- (ii) Apply judgment in devising program logic and selecting and adapting standard programming procedures, writes programs and manuals.

### 4.3.2 Grading structure

The career guidelines establish four (4) grades of Product and Application Development Officer as below:-

	Designation	Grade
1	Product and Application Development Officer	7
2	Senior Product and Application Development	6
3	Principal Product and Application Development	5
	or	
4	Ass. Manager Product and Application Development	4

*The position of Product and Application Development Officer/Senior/Principal will form common establishment for purpose of these guidelines.*

### 4.3.3 Recognized qualifications

For appointment to this grade, an officer must have:-

- (i) Master's Degree in Software programming/ Computer Science, Information Technology, Business Administration or related form a recognized institution
- (ii) Bachelor's Degree in Software programming, Computer Science, Information Technology, Business IT or related form a recognized institution
- (iii) Certificate in Computer Application
- (iv) Senior Management Course lasting not less than two (2)
- (v) A supervisory Course lasting not less than 2 weeks
- (vi) Relevant professional qualifications
- (vii) Membership to a relevant professional
- (viii) Relevant experience
- (ix) Meets provision of chapter six of the Constitution

#### **4.3.4 Product and Application Development Officer - KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so that others can understand the program
2. Testing of developed applications
3. Write, update and maintain computer programs or software packages to handle specific jobs, such as storing and retrieving data, or controlling other equipment
4. Maintenance of applications, repair or expansion of existing programs to increase operating efficiency or adapt to new requirements
5. Write, analyse, review and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter and symbolic logic
6. Write or contribute to instructions or manuals to guide end users
7. Provide program support for computer operators or system analysts to define and resolve problems in running computer programs
8. Training end users

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Software programming, Computer Science, Information Technology, Business IT or related form a recognized institution
- ii. Certificate in Computer Application
- iii. Meets provision of chapter six of the Constitution

#### **4.3.5 Senior Product and Application Development Officer - KTNA 6**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so that others can understand the program
2. Testing of developed applications
3. Write, update and maintain computer programs or software packages to handle specific jobs, such as storing and retrieving data, or controlling other equipment



4. Maintenance of applications, repair or expansion of existing programs to increase operating efficiency or adapt to new requirements
5. Write, analyse, review and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter and symbolic logic
6. Write or contribute to instructions or manuals to guide end users
7. Provide program support for computer operators or system analysts to define and resolve problems in running computer programs
8. Training end users
9. Supervise, mentor and assist Product and Application Development Officers in day to activities and assignments

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Software programming, Computer Science, Information Technology, Business IT or related form a recognized institution
- ii. Certificate in Computer Application
- iii. A supervisory Course lasting not less than 2 weeks
- iv. Relevant professional qualifications
- v. Membership to a relevant professional body
- vi. Relevant experience of not less than 3 years
- vii. Meets provision of chapter six of the Constitution

### **4.3.6 Principal Product and Application Development Officer - KTNA 5**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so that others can understand the program
2. Testing of developed applications
3. Write, update and maintain computer programs or software packages to handle specific jobs, such as storing and retrieving data, or controlling other equipment
4. Maintenance of applications, repair or expansion of existing programs to increase operating efficiency or adapt to new requirements
5. Write, analyse, review and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter and symbolic logic
6. Write or contribute to instructions or manuals to guide end users
7. Provide program support for computer operators or system analysts to define and resolve problems in running computer programs
8. Training end users

9. Supervise, mentor and assist Product and Application Development Officer in day to activities and assignments

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree in Software programming/ Computer Science, Information Technology, Business Administration or related form a recognized institution
- ii. Bachelor's Degree in Software programming, Computer Science, Information Technology, Business IT or related form a recognized institution
- iii. Certificate in Computer Application
- iv. Relevant professional qualifications
- v. A supervisory Course lasting not less than 2 weeks
- vi. Relevant experience of not less than 6 years
- vii. Membership to a relevant professional body
- viii. Meets provision of chapter six of the Constitution

### **4.3.7 Assistant Manager Product and Application Development Officer - KTNA 4**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Compile and write documentation of program development and subsequent revisions, inserting comments in the coded instructions so that others can understand the program
2. Testing of developed applications
3. Write, update and maintain computer programs or software packages to handle specific jobs, such as storing and retrieving data, or controlling other equipment
4. Maintenance of applications, repair or expansion of existing programs to increase operating efficiency or adapt to new requirements
5. Write, analyse, review and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter and symbolic logic
6. Write or contribute to instructions or manuals to guide end users
7. Provide program support for computer operators or system analysts to define and resolve problems in running computer programs
8. Training end users
9. Supervise, mentor and assist Product and Application Development Officer in day to activities and assignments

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree in Software programming/ Computer Science, Information Technology, Business Administration or related form a recognized institution
- ii. Bachelor's Degree in Software programming, Computer Science, Information Technology, Business IT or related form a recognized institution
- iii. Certificate in Computer Application
- iv. Senior Management Course lasting not less than two (2)
- v. Relevant professional qualifications
- vi. Membership to a relevant professional
- vii. Relevant experience of not less than 8 years
- viii. Meets provision of chapter six of the Constitution

## **4.4 Career guidelines for Webmasters**

### **4.4.1 Job purpose**

The purpose of this job is to:-

- (i) Ensure that the web servers, hardware and software are operating correctly, designing the website, generating and revising web pages, A/B testing, replying to user comments and examining traffic through the site
- (ii) Ensuring KENTRADE's web presence on social media

### **4.4.2 Grading structure**

The career guidelines establish four (4) grades of Webmaster as below:-

	<b>Designation</b>	<b>Grade</b>
1	Webmaster	7
2	Senior Webmaster	6
3	Principal Webmaster	5
	or	
4	Ass. Manager Webmaster	4

*The position of Webmaster Officer/Senior/Principal will form common establishment for purpose of these guidelines.*

#### **4.4.3 Recognized qualifications**

- (i) Master's Degree in Graphic design, Information Technology, Computer Science, Business Management or related from a recognized institution
- (ii) Bachelor's Degree in Graphic design, Information Technology, Computer Science, Business IT or related from a recognized Institution
- (iii) Certification in web programming and design
- (iv) Certificate in Computer Application
- (v) Senior Management Course lasting not less than two (2) weeks
- (vi) A supervisory Course lasting not less than 2 weeks
- (vii) Graphic design, Search engine optimization and Internet Marketing experience
- (viii) Membership to a relevant professional body
- (ix) Relevant experience
- (x) Meets provision of chapter six of the Constitution

#### **4.4.4 Webmaster - KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Maintain KENTRADE's web presence by posting new content in a timely manner and archiving outdated content and the intranet
2. Makes improvements to KENTRADE's website and the intranet
3. Work closely with KENTRADE's head of communications to determine suitable content for KENTRADE's website
4. Track site usage statistics and monitor performance
5. Develop and maintain new online resources, asked questions and database
6. Ensure a consistent look and feel across the website by promoting uniform font, formatting, icons, images and layout, and creating appropriate templates to assist content authors
7. Find, diagnose and fix website problems including broken links, typographical errors and formatting inconsistencies
8. Oversee the implementation of security measure to safeguard KENTRADE's website.
9. Design and build intranet applications such as content management system.
10. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role



## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- (i) Bachelor's Degree in Graphic design, Information Technology, Computer Science, Business IT or related from a recognized Institution
- (ii) Certificate in Computer Application
- (iii) Certification in web programming and design
- (iv) Knowledge in search engine optimization and Internet Marketing
- (v) Meets provision of chapter six of the Constitution

### **4.4.5 Senior Webmaster - KTNA 6**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Maintain KENTRADE's web presence by posting new content in a timely manner and archiving outdated content and the intranet
2. Makes improvements to KENTRADE's website and the intranet
3. Work closely with KENTRADE's head of communications to determine suitable content for KENTRADE's website
4. Track site usage statistics and monitor performance
5. Develop and maintain new online resources, asked questions and database
6. Ensure a consistent look and feel across the website by promoting uniform font, formatting, icons, images and layout, and creating appropriate templates to assist content authors
7. Find, diagnose and fix website problems including broken links, typographical errors and formatting inconsistencies
8. Oversee the implementation of security measure to safeguard KENTRADE's website.
9. Design and build intranet applications such as content management system.
10. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Graphic design, Information Technology, Computer Science, Business IT or related from a recognized Institution
- ii. Graphic design, Search engine optimization and Internet Marketing
- iii. Certification in web programming and design
- iv. Certificate in Computer Application

- v. A supervisory Course lasting not less than 2 weeks
- vi. Relevant experience of not less than 3 years
- vii. Membership to a relevant professional body
- viii. Meets provision of chapter six of the Constitution

#### **4.4.6 Principal Webmaster - KTNA 5**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Maintain KENTRADE's web presence by posting new content in a timely manner and archiving outdated content and the intranet
2. Makes improvements to KENTRADE's website and the intranet
3. Work closely with KENTRADE's head of communications to determine suitable content for KENTRADE's website
4. Track site usage statistics and monitor performance
5. Develop and maintain new online resources, asked questions and database
6. Ensure a consistent look and feel across the website by promoting uniform font, formatting, icons, images and layout, and creating appropriate templates to assist content authors
7. Find, diagnose and fix website problems including broken links, typographical errors and formatting inconsistencies
8. Oversee the implementation of security measure to safeguard KENTRADE's website.
9. Design and build intranet applications such as content management system.
10. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree in Graphic design, Information Technology, Computer Science, Business Management or related from a recognized institution
- ii. Bachelor's Degree Graphic design, Information Technology, Computer Science, Business IT or related from a recognized Institution
- iii. Certification in web programming and design
- iv. Certificate in Computer Application
- v. A supervisory Course lasting not less than 2 weeks
- vi. Graphic design, Search engine optimization and Internet Marketing experience
- vii. Relevant experience of not less than 6 years
- viii. Membership to a relevant professional body
- ix. Meets provision of chapter six of the Constitution

#### **4.4.7 Assistant Manager Webmaster - KTNA 4**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Maintain KENTRADE's web presence by posting new content in a timely manner and archiving outdated content and the intranet
2. Makes improvements to KENTRADE's website and the intranet
3. Work closely with KENTRADE's head of communications to determine suitable content for KENTRADE's website
4. Track site usage statistics and monitor performance
5. Develop and maintain new online resources, asked questions and database
6. Ensure a consistent look and feel across the website by promoting uniform font, formatting, icons, images and layout, and creating appropriate templates to assist content authors
7. Find, diagnose and fix website problems including broken links, typographical errors and formatting inconsistencies
8. Oversee the implementation of security measure to safeguard KENTRADE's website.
9. Design and build intranet applications such as content management system.
10. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree in Graphic design, Information Technology, Computer Science, Business Management or related from a recognized institution
- ii. Bachelor's Degree in Graphic design, Information Technology, Computer Science, Business IT or related from a recognized Institution
- iii. Certification in web programming and design
- iv. Certificate in Computer Application
- v. Senior Management Course lasting not less than two (2) weeks
- vi. Graphic design, Search engine optimization and Internet Marketing experience
- vii. Membership to a relevant professional body
- viii. Relevant experience of not less than 8 years
- ix. Meets provision of chapter six of the Constitution

## 4.5 Career guidelines for Information Security Officer

### 4.5.1 Job purpose

The purpose of the job is:-

- (i) Protecting KENTRADE's data and infrastructure from external or internal threats; and ensuring compliance with statutory and regulatory requirements regarding information access, security and privacy.
- (ii) Continuously carrying out information risk assessment to ensure KENTRADE's information security risks are brought under explicit management control

### 4.5.2 Grading structure

The career guidelines establish four (4) grades of Information Security Officer as below:-

	Designation	Grade
1	Information Security Officer	7
2	Senior Information Security Officer	6
3	Principal Information Security Officer	5
	or	
4	Assistant Manager Information Security	4

*The position of Information Security Officer/Senior/Principal will form common establishment for purpose of these guidelines.*

### 4.5.3 Recognized qualifications

- (i) Master's Degree in ICT/Information Systems, Computer Science, and Business Management or related from a recognized institution.
- (ii) Bachelor's degree in ICT/Information Systems, Information Technology, Computer Science or related from a recognized Institution
- (iii) Certificate in information systems
- (iv) Certificate in Computer Application
- (v) Professional certifications in CISP, CISM, CISA
- (vi) Senior Management Course lasting not less than two (2) weeks
- (vii) A supervisory Course lasting not less than 2 weeks
- (viii) Relevant experience
- (ix) Thorough knowledge of IT security standards and frameworks (NIST SP 800-30, ISO/IEC 27005 or COBIT) and their applications
- (x) Membership to a relevant professional body
- (xi) Meets provision of chapter six of the Constitution



#### **4.5.4 Information Security Officer - KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Spearhead the implementation of a comprehensive information security and privacy program for KENTRADE
2. Spearhead the implementation of and review of KENTRADE's ICT security policies, standards, procedures and guidelines
3. Lead in the design, implementation, operation and maintenance of the information security management system based on the ISO/IEC 27000 series standards, including certification against ISO/IEC 27001
4. Lead in the activities relating to contingency planning, business continuity management and IT disaster recovery in conjunction with relevant functions and third parties
5. Lead the implementation of an ongoing risk assessment program targeting information security matters
6. Collect and summarize security events and data including preparing security reports and eventual remedies to be taken
7. Administer ICT security tools, maintain security escalation and contact lists and security logs
8. Offer internal management consultancy advise and practical assistance on information security risk and control matters throughout the organization
9. Carry out information security awareness, training and educational activities

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- (i) Bachelor's degree in ICT/Information Systems ICT/Information Systems, Information Technology, Computer Science or related from a recognized Institution
- (ii) Certificate in information systems
- (iii) Certificate in Computer Application
- (iv) Professional certifications in CISP, CISM, CISA
- (v) Thorough knowledge of IT security standards and frameworks (NIST SP 800-30, ISO/IEC 27005 or COBIT) and their applications
- (vi) Meets provision of chapter six of the Constitution

#### **4.5.5 Senior Information Security Officer - KTNA 6**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Spearhead the implementation of a comprehensive information security and privacy program for KENTRADE
2. Spearhead the implementation of and review of KENTRADE's ICT security policies, standards, procedures and guidelines
3. Lead in the design, implementation, operation and maintenance of the information security management system based on the ISO/IEC 27000 series standards, including certification against ISO/IEC 27001
4. Lead in the activities relating to contingency planning, business continuity management and IT disaster recovery in conjunction with relevant functions and third parties
5. Lead the implementation of an ongoing risk assessment program targeting information security matters
6. Collect and summarize security events and data including preparing security reports and eventual remedies to be taken
7. Administer ICT security tools, maintain security escalation and contact lists and security logs
8. Offer internal management consultancy advise and practical assistance on information security risk and control matters throughout the organization
9. Carry out information security awareness, training and educational activities

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's degree in ICT/Information Systems ICT/Information Systems, Information Technology, Computer Science or related from a recognized Institution
- ii. Certificate in information systems
- iii. Certificate in Computer Application
- iv. Professional certifications in CISP, CISM, CISA
- v. A supervisory Course lasting not less than 2 weeks
- vi. Relevant experience of not less than 3 years
- vii. Thorough knowledge of IT security standards and frameworks (NIST SP 800-30, ISO/IEC 27005 or COBIT) and their applications
- viii. Membership to a relevant professional body
- ix. Meets provision of chapter six of the Constitution

#### **4.5.6 Principal Information Security Officer - KTNA 5**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Spearhead the implementation of a comprehensive information security and privacy program for KENTRADE
2. Spearhead the implementation of and review of KENTRADE's ICT security policies, standards, procedures and guidelines
3. Lead in the design, implementation, operation and maintenance of the information security management system based on the ISO/IEC 27000 series standards, including certification against ISO/IEC 27001
4. Lead in the activities relating to contingency planning, business continuity management and IT disaster recovery in conjunction with relevant functions and third parties
5. Lead the implementation of an ongoing risk assessment program targeting information security matters
6. Collect and summarize security events and data including preparing security reports and eventual remedies to be taken
7. Administer ICT security tools, maintain security escalation and contact lists and security logs
8. Offer internal management consultancy advise and practical assistance on information security risk and control matters throughout the organization
9. Carry out information security awareness, training and educational activities

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree in ICT/Information Systems, Computer Science, and Business Management or related from a recognized institution.
- ii. Bachelor's degree in ICT/Information Systems, Information Technology, Computer Science or related from a recognized Institution Certificate in information systems
- iii. Certificate in Computer Application
- iv. Professional certifications in CISP, CISM, CISA
- v. A supervisory Course lasting not less than 2 weeks
- vi. Relevant experience of not less than 6 years
- vii. Thorough knowledge of IT security standards and frameworks (NIST SP 800-30, ISO/IEC 27005 or COBIT) and their applications
- viii. Membership to a relevant professional body
- ix. Meets provision of chapter six of the Constitution

#### **4.5.7 Assistant Manager Information Security Officer - KTNA 4**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Spearhead the implementation of a comprehensive information security and privacy program for KENTRADE
2. Spearhead the implementation of and review of KENTRADE's ICT security policies, standards, procedures and guidelines
3. Lead in the design, implementation, operation and maintenance of the information security management system based on the ISO/IEC 27000 series standards, including certification against ISO/IEC 27001
4. Lead in the activities relating to contingency planning, business continuity management and IT disaster recovery in conjunction with relevant functions and third parties
5. Lead the implementation of an ongoing risk assessment program targeting information security matters
6. Collect and summarize security events and data including preparing security reports and eventual remedies to be taken
7. Administer ICT security tools, maintain security escalation and contact lists and security logs
8. Offer internal management consultancy advise and practical assistance on information security risk and control matters throughout the organization
9. Carry out information security awareness, training and educational activities

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree in ICT/Information Systems, Computer Science, and Business Management or related from a recognized institution.
- ii. Bachelor's degree in ICT/Information Systems, Information Technology, Computer Science or related from a recognized Institution
- iii. Certificate in information systems
- iv. Certificate in Computer Application
- v. Professional certifications in CISP, CISM, CISA
- vi. Senior Management Course lasting not less than two (2) weeks
- vii. Relevant experience of not less than 8 years
- viii. Thorough knowledge of IT security standards and frameworks (NIST SP 800-30, ISO/IEC 27005 or COBIT) and their applications
- ix. Membership to a relevant professional body
- x. Meets provision of chapter six of the Constitution



## 4.6 Career guidelines for Network Engineers

### 4.6.1 Job purpose

The purpose of the job is to:-

- (i) Analyze, design, install, configure, maintain and repair the network infrastructure and application components.
- (ii) Provide direction, information and recommendations regarding network configurations and installations.

### 4.6.2 Grading structure

The career guidelines establishes four (4) grades of **Network Engineer** as below:-

	<b>Designation</b>	<b>Grade</b>
1	Network Engineer	7
2	Senior Network Engineer	6
3	Principal Network Engineer	5
	or	
4	Assistant Manager Infrastructure and Service Management	4

*The position of Network Engineer Officer/Senior/Principal will form common establishment for purpose of these guidelines.*

### 4.6.3 Recognized qualifications

- (i) Master's Degree in ICT, Computer Science and Electrical Engineering, Business Management or related from a recognized institution.
- (ii) Bachelor's degree in ICT, Computer Science and Electrical Engineering or related field from a recognized institution.
- (iii) CCNA, CCNP, CCVP or VOIP certification
- (iv) Certificate in Computer Application
- (v) Knowledge of VOIP implementation and support
- (vi) Knowledge and understanding of Operating System fundamentals especially UNIX, Linux and Oracle Solaris.
- (vii) Senior Management Course lasting not less than 2 weeks
- (viii) A supervisory Course lasting not less than 2 weeks
- (ix) Relevant experience (experience in network design and management, working with Routers, switches, firewalls, IDS/IPS, WLAN equipment and integrations of IP PABXs with

CRM and ERP solutions; experience in working with different data center hardware like servers, storage and communication equipment).

- (x) Membership to a relevant professional body
- (xi) Meets provision of chapter six of the Constitution

#### **4.6.4 Network Engineer - KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Design, setup and configure complex switching environments and complex wireless networks that supports secured access and the ability to support voice and video applications.
2. Configure and setup Cisco Firewalls, VPN Concentrators and Security appliances for access to vital mission critical applications
3. Maintain network security through proper configuration of VPN and Firewalls.
4. Setup and maintain the LAN and its associated components (switches, structured cabling, power provisioning etc).
5. Assist in the design of multi-server environments including IP address schemes, DNS, WINS.
6. To provide technical assistance and support to internal staff, vendors, and partner agencies.
7. Maintenance of both the wired & wireless network inclusive of performance, security, throughput and upgrades.
8. Implement network upgrades by developing, testing, evaluating, and installing enhancements.
9. Create and maintain comprehensive documentation for all implemented networks.
10. Implementing effective maintenance of all hardware inclusive of enterprise hardware such as servers, storage, switches, routers, and UPS's.
11. Troubleshooting of network hardware and software applications, IP Phones and security systems to resolve operational issues and restore services.
12. To support Kentrade's internal networks and links to other sites (Primary site, DR site and Integration points) and the Internet and other data lines, to ensure they are configured and working correctly.
13. To ensure that all work and changes to infrastructure components are performed in such a way as to minimize disruptions to existing ICT services.

14. To assist in keeping track of Kentrade's infrastructure assets and ensure that the infrastructure and data is kept secure at all times.
15. To ensure that technology is used, managed and supported in accordance with Kentrade's standards, policies and procedures.
16. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's degree in ICT, Computer Science and Electrical Engineering or related field from a recognized institution.
- ii. CCNA, CCNP, CCVP or VOIP certification
- iii. Certificate in Computer Application
- iv. Knowledge of VOIP implementation and support
- v. Meets provision of chapter six of the Constitution

#### **4.6.5 Senior Network Engineer - KTNA 6**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Design, setup and configure complex switching environments and complex wireless networks that supports secured access and the ability to support voice and video applications.
2. Configure and setup Cisco Firewalls, VPN Concentrators and Security appliances for access to vital mission critical applications
3. Maintain network security through proper configuration of VPN and Firewalls.
4. Setup and maintain the LAN and its associated components (switches, structured cabling, power provisioning etc).
5. Assist in the design of multi-server environments including IP address schemes, DNS, WINS.
6. To provide technical assistance and support to internal staff, vendors, and partner agencies.
7. Maintenance of both the wired & wireless network inclusive of performance, security, throughput and upgrades.
8. Implement network upgrades by developing, testing, evaluating, and installing enhancements.
9. Create and maintain comprehensive documentation for all implemented networks.

10. Implementing effective maintenance of all hardware inclusive of enterprise hardware such as servers, storage, switches, routers, and UPS's.
11. Troubleshooting of network hardware and software applications, IP Phones and security systems to resolve operational issues and restore services.
12. To support Kentrade's internal networks and links to other sites (Primary site, DR site and Integration points) and the Internet and other data lines, to ensure they are configured and working correctly.
13. To ensure that all work and changes to infrastructure components are performed in such a way as to minimize disruptions to existing ICT services.
14. To assist in keeping track of Kentrade's infrastructure assets and ensure that the infrastructure and data is kept secure at all times.
15. To ensure that technology is used, managed and supported in accordance with Kentrade's standards, policies and procedures.
16. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's degree in ICT, Computer Science and Electrical Engineering or related field from a recognized institution.
- ii. CCNA, CCNP, CCVP or VOIP certification
- iii. Certificate in Computer Application
- iv. Knowledge of VOIP implementation and support
- v. Knowledge and understanding of Operating System fundamentals especially UNIX, Linux and Oracle Solaris.
- vi. A supervisory Course lasting not less than 2 weeks
- vii. Relevant experience of not less than 3 years (experience in network design and management, working with Routers, switches, firewalls, IDS/IPS, WLAN equipment and integrations of IP PABXs with CRM and ERP solutions)
- viii. Membership to a relevant professional body
- ix. Meets provision of chapter six of the Constitution

#### **4.6.6 Principal Network Engineer - KTNA 5**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-



1. Design, setup and configure complex switching environments and complex wireless networks that supports secured access and the ability to support voice and video applications.
2. Configure and setup Cisco Firewalls, VPN Concentrators and Security appliances for access to vital mission critical applications
3. Maintain network security through proper configuration of VPN and Firewalls.
4. Setup and maintain the LAN and its associated components (switches, structured cabling, power provisioning etc).
5. Assist in the design of multi-server environments including IP address schemes, DNS, WINS.
6. To provide technical assistance and support to internal staff, vendors, and partner agencies.
7. Maintenance of both the wired & wireless network inclusive of performance, security, throughput and upgrades.
8. Implement network upgrades by developing, testing, evaluating, and installing enhancements.
9. Create and maintain comprehensive documentation for all implemented networks.
10. Implementing effective maintenance of all hardware inclusive of enterprise hardware such as servers, storage, switches, routers, and UPS's.
11. Troubleshooting of network hardware and software applications, IP Phones and security systems to resolve operational issues and restore services.
12. To support Kentrade's internal networks and links to other sites (Primary site, DR site and Integration points) and the Internet and other data lines, to ensure they are configured and working correctly.
13. To ensure that all work and changes to infrastructure components are performed in such a way as to minimize disruptions to existing ICT services.
14. To assist in keeping track of Kentrade's infrastructure assets and ensure that the infrastructure and data is kept secure at all times.
15. To ensure that technology is used, managed and supported in accordance with Kentrade's standards, policies and procedures.
16. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree in ICT, Computer Science and Electrical Engineering, Business Management or related field of study from a recognized institution.
- ii. Bachelor's degree in ICT, Computer Science and Electrical Engineering or related field from a recognized institution.

- iii. CCNA, CCNP, CCVP or VOIP certification
- iv. Certificate in Computer Application
- v. Knowledge of VOIP implementation and support
- vi. Knowledge and understanding of Operating System fundamentals especially UNIX, Linux and Oracle Solaris.
- vii. A supervisory Course lasting not less than 2 weeks
- viii. Relevant experience of not less than 6 years (experience in network design and management, working with Routers, switches, firewalls, IDS/IPS, WLAN equipment and integrations of IP PABXs with CRM and ERP solutions; experience in working with different data center hardware like servers, storage and communication equipment).
- ix. Membership to a relevant professional body
- x. Meets provision of chapter six of the Constitution

#### **4.6.7 Assistant Manager Network Engineer - KTNA 4**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Design, setup and configure complex switching environments and complex wireless networks that supports secured access and the ability to support voice and video applications.
2. Configure and setup Cisco Firewalls, VPN Concentrators and Security appliances for access to vital mission critical applications
3. Maintain network security through proper configuration of VPN and Firewalls.
4. Setup and maintain the LAN and its associated components (switches, structured cabling, power provisioning etc).
5. Assist in the design of multi-server environments including IP address schemes, DNS, WINS.
6. To provide technical assistance and support to internal staff, vendors, and partner agencies.
7. Maintenance of both the wired & wireless network inclusive of performance, security, throughput and upgrades.
8. Implement network upgrades by developing, testing, evaluating, and installing enhancements.
9. Create and maintain comprehensive documentation for all implemented networks.
10. Implementing effective maintenance of all hardware inclusive of enterprise hardware such as servers, storage, switches, routers, and UPS's.
11. Troubleshooting of network hardware and software applications, IP Phones and security systems to resolve operational issues and restore services.

12. To support Kentrade's internal networks and links to other sites (Primary site, DR site and Integration points) and the Internet and other data lines, to ensure they are configured and working correctly.
13. To ensure that all work and changes to infrastructure components are performed in such a way as to minimize disruptions to existing ICT services.
14. To assist in keeping track of Kentrade's infrastructure assets and ensure that the infrastructure and data is kept secure at all times.
15. To ensure that technology is used, managed and supported in accordance with Kentrade's standards, policies and procedures.
16. Undertake such other duties as may be reasonably required and which are consistent with the level of responsibility of this job role.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree in ICT, Computer Science and Electrical Engineering , Business Management or related field of study from a recognized institution.
- ii. Bachelor's degree in ICT, Computer Science and Electrical Engineering or related field from a recognized institution.
- iii. CCNA, CCNP, CCVP or VOIP certification
- iv. Certificate in Computer Application
- v. Knowledge of VOIP implementation and support
- vi. Knowledge and understanding of Operating System fundamentals especially UNIX, Linux and Oracle Solaris.
- vii. Senior Management Course lasting not less than 2 weeks
- viii. Relevant experience of not less than eight (8) years (experience in network design and management, working with Routers, switches, firewalls, IDS/IPS, WLAN equipment and integrations of IP PABXs with CRM and ERP solutions; experience in working with different data center hardware like servers, storage and communication equipment).
- ix. Membership to a relevant professional body
- x. Meets provision of chapter six of the Constitution

### **4.7 Career guidelines for Infrastructure Engineers**

#### **4.7.1 Job purpose**

The purpose of this job is:-

- (i) Analyzing, designing, installing, configuring, maintaining and repairing of network infrastructure and application components.

- (ii) Evaluate, maintain, install and train staff to ensure the computer network and hardware performance meets company best practice and user satisfaction
- (iii) Provide direction, information, and recommendations regarding network configurations and installations.

#### 4.7.2 Grading structure

The career guidelines establish four (4) grades of **Infrastructure Engineer** as below:

	<b>Designation</b>	<b>Grade</b>
1	Infrastructure Engineer	7
2	Senior Infrastructure Engineer	6
3	Principal Infrastructure Engineer	5
	or	
4	Ass. Manager Infrastructure and Service Management	4

*The position of Infrastructure Engineer Officer/Senior/Principal will form common establishment for purpose of these guidelines.*

#### 4.7.3 Recognized qualifications

- (i) Master's Degree in ICT, Computer Science, Electrical Engineering, Business Management or related from a recognized institution
- (ii) Bachelor's degree in ICT, Computer Science, Electrical Engineering or related from a recognized institution
- (iii) Professional training - CCNA
- (iv) Certificate in Computer Application
- (v) Senior Management Course lasting not less than two (2) weeks
- (vi) A supervisory Course lasting not less than 2 weeks
- (vii) Knowledge of VOIP implementation and support
- (viii) Relevant experience
- (ix) Membership to a relevant professional body
- (x) Meets provision of chapter six of the Constitution

#### 4.7.4 Infrastructure Engineer - KTNA 7

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.



#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Design, setup and configure complex switching environments, wireless networks (that support secured access and the ability to support voice and video applications) and CISCO Firewalls, VPN Concentrators and security appliances for access to vital mission critical applications
2. Maintain network security through proper configuration of VPN and Firewalls
3. Maintain the LAN and its associated components (switches, structured cabling, power provisioning, etc.) and both the wired and the wireless network inclusive of performance, security, throughput and upgrades
4. Implement multi user environments, including IP address schemes, DNS, WINS, Ether-Channel
5. Provide technical assistance and support to internal staff, vendors, and partner agencies
6. Develop and implement upgrades by developing, testing, evaluating and installing enhancements
7. Create and maintain comprehensive documentation for implemented networks
8. To ensure that all work and changes to infrastructure components are performed in such a way as to minimize disruptions to existing ICT services
9. To keep track of KENTRADE's infrastructure assets and ensure that the infrastructure and data is kept secure at all times
10. To ensure that technology is used, managed and supported in accordance with KENTRADE'S standards, policies and procedures

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's degree in ICT, Computer Science, Electrical Engineering or related from a recognized institution
- ii. Professional training - CCNA
- iii. Certificate in Computer Application
- iv. Knowledge of VOIP implementation and support
- v. Meets provision of chapter six of the Constitution

### **4.7.5 Senior Infrastructure Engineer - KTNA 6**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Design, setup and configure complex switching environments, wireless networks (that support secured access and the ability to support voice and video applications) and CISCO Firewalls, VPN Concentrators and security appliances for access to vital mission critical applications
2. Maintain network security through proper configuration of VPN and Firewalls
3. Maintain the LAN and its associated components (switches, structured cabling, power provisioning, etc.) and both the wired and the wireless network inclusive of performance, security, throughput and upgrades
4. Implement multi user environments, including IP address schemes, DNS, WINS, Ether-Channel
5. Provide technical assistance and support to internal staff, vendors, and partner agencies
6. Develop and implement upgrades by developing, testing, evaluating and installing enhancements
7. Create and maintain comprehensive documentation for implemented networks
8. To ensure that all work and changes to infrastructure components are performed in such a way as to minimize disruptions to existing ICT services
9. To keep track of KENTRADE's infrastructure assets and ensure that the infrastructure and data is kept secure at all times
10. To ensure that technology is used, managed and supported in accordance with KENTRADE'S standards, policies and procedures

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's degree in ICT, Computer Science, Electrical Engineering or related from a recognized institution
- ii. CCNA Certification
- iii. Certificate in Computer Application
- iv. A supervisory Course lasting not less than 2 weeks
- v. Knowledge of VOIP implementation and support
- vi. Relevant experience of not less than 3 years
- vii. Membership to a relevant professional body
- viii. Meets provision of chapter six of the Constitution

### **4.7.6 Principal Infrastructure Engineer - KTNA 5**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Design, setup and configure complex switching environments, wireless networks (that support secured access and the ability to support voice and video applications) and CISCO Firewalls, VPN Concentrators and security appliances for access to vital mission critical applications
2. Maintain network security through proper configuration of VPN and Firewalls
3. Maintain the LAN and its associated components (switches, structured cabling, power provisioning, etc.) and both the wired and the wireless network inclusive of performance, security, throughput and upgrades
4. Implement multi user environments, including IP address schemes, DNS, WINS, Ether-Channel
5. Provide technical assistance and support to internal staff, vendors, and partner agencies
6. Develop and implement upgrades by developing, testing, evaluating and installing enhancements
7. Create and maintain comprehensive documentation for implemented networks
8. To ensure that all work and changes to infrastructure components are performed in such a way as to minimize disruptions to existing ICT services
9. To keep track of KENTRADE's infrastructure assets and ensure that the infrastructure and data is kept secure at all times
10. To ensure that technology is used, managed and supported in accordance with KENTRADE'S standards, policies and procedures

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree in ICT, Computer Science, Electrical Engineering, Business Management or related from a recognized institution
- ii. Bachelor's degree in ICT, Computer Science, Electrical Engineering or related from a recognized institution
- iii. Professional training - CCNA
- iv. Certificate in Computer Application
- v. A supervisory Course lasting not less than 2 weeks
- vi. Knowledge of VOIP implementation and support
- vii. Relevant experience of not less than 6 years
- viii. Membership to a relevant professional body
- ix. Meets provision of chapter six of the Constitution

### **4.7.7 Assistant Manager Infrastructure and Service Management - KTNA 4**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Design, setup and configure complex switching environments, wireless networks (that support secured access and the ability to support voice and video applications) and CISCO Firewalls, VPN Concentrators and security appliances for access to vital mission critical applications
2. Maintain network security through proper configuration of VPN and Firewalls
3. Maintain the LAN and its associated components (switches, structured cabling, power provisioning, etc.) and both the wired and the wireless network inclusive of performance, security, throughput and upgrades
4. Implement multi user environments, including IP address schemes, DNS, WINS, Ether-Channel
5. Provide technical assistance and support to internal staff, vendors, and partner agencies
6. Develop and implement upgrades by developing, testing, evaluating and installing enhancements
7. Create and maintain comprehensive documentation for implemented networks
8. To ensure that all work and changes to infrastructure components are performed in such a way as to minimize disruptions to existing ICT services
9. To keep track of KENTRADE's infrastructure assets and ensure that the infrastructure and data is kept secure at all times
10. To ensure that technology is used, managed and supported in accordance with KENTRADE'S standards, policies and procedures

**b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree in ICT, Computer Science, Electrical Engineering, Business Management or related from a recognized institution
- ii. Bachelor's degree in ICT, Computer Science, Electrical Engineering or related from a recognized institution
- iii. Professional training - CCNA
- iv. Certificate in Computer Application
- v. Senior Management Course lasting not less than two (2) weeks
- vi. Knowledge of VOIP implementation and support
- vii. Relevant experience of not less than 8 years
- viii. Membership to a relevant professional body
- ix. Meets provision of chapter six of the Constitution



## 4.8 Career guidelines for ICT Support Officers

### 4.8.1 Job purpose

To provide support and guidance in the deployment, maintenance of computer infrastructure and the diagnosis and resolution of technical problems and issues

### 4.8.2 Grading structure

The career guidelines establish three (3) grades of **ICT Support Officer** as below:-

Designation	Grade
Assistant ICT Support Officer	9
Senior Assistant ICT Support Officer	8
ICT Support Officer	7

*The position of ICT Support Assistant/Senior Assistant/Officer will form common establishment for purpose of these guidelines.*

### 4.8.3 Recognized qualifications

- (i) Bachelor's degree in Information Technology, Computer Science or related from a recognized Institution
- (ii) Diploma in Information Technology or related field from a recognized institution
- (iii) Certificate in Computer Application
- (iv) Cisco Certified Network Associate (CCNA), Microsoft Certified Engineer (MCSE) certification
- (v) Meets provision of chapter six of the Constitution

### 4.8.4 Assistant ICT Support Officer - KTNA 9

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

#### a. Duties and responsibilities

Duties and responsibilities will entail:-

- 1. Receive issues and log in the issues
- 2. First line support

3. Escalate issues to specialist areas
4. Track issues/monitor and track resolution of issues upto closure
5. Generate progress reports
6. Troubleshooting and second line support
7. ICT communication to users

**b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Diploma in Information Technology or related field from a recognized institution
- ii. Cisco Certified Network Associate (CCNA), Microsoft Certified Engineer (MCSE)
- iii. Certificate in Computer Application
- iv. Meets provision of chapter six of the Constitution

**4.8.5 Senior Assistant ICT Support Officer - KTNA 8**

**a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Receive issues and log in the issues
2. First line support
3. Escalate issues to specialist areas
4. Track issues/monitor and track resolution of issues upto closure
5. Generate progress reports
6. Troubleshooting and second line support
7. ICT communication to users

**b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Diploma in Information Technology or related field from a recognized institution
- ii. Cisco Certified Network Associate (CCNA), Microsoft Certified Engineer (MCSE) certification
- iii. Certificate in Computer Application
- iv. Relevant Experience of not less than 3 years
- v. Meets provision of chapter six of the Constitution

#### 4.8.6 ICT Support Officer - KTNA 7

##### a. Duties and responsibilities

Duties and responsibilities will entail:-

1. Receive issues and log in the issues
2. First line support
3. Escalate issues to specialist areas
4. Track issues/monitor and track resolution of issues upto closure
5. Generate progress reports
6. Troubleshooting and second line support
7. ICT communication to users

##### b. Requirements for Appointment

For appointment to this grade, an officer must have:-

- i. Bachelor's degree Information Technology, Computer Science or related from a recognized Institution
- ii. Certificate in Computer Application
- iii. Cisco Certified Network Associate (CCNA), Microsoft Certified Engineer (MCSE) certification
- iv. Meets provision of chapter six of the Constitution

#### 4.9 Career guidelines for System Administrators

##### 4.9.1 Job purpose

The purpose of this job is to ensure effective provisioning, installation/configuration, operation and maintenance of systems, hardware and software and related infrastructure

##### 4.9.2 Grading structure

The career guidelines establish four (4) grades of **System Administrator** as below:-

Designation	Grade
System Administrator	7
Senior System Administrator	6
Principal System Administrator	5
or	
Ass. Manager Data and System Management	4

*The position of System Administrator Officer/Senior/Principal will form common establishment for purpose of these guidelines.*

#### **4.9.3 Recognized qualifications**

For appointment to this grade, an officer must have:-

- (i) Master's degree in Information Technology, Computer Science, Business Management or related from a recognized institution
- (ii) Bachelor's degree in Information Technology, Computer Science or related from a recognized institution
- (iii) MCSA, MCITP Certification
- (iv) Certificate in Computer Application
- (v) Senior Management Course lasting not less than two (2) weeks
- (vi) A supervisory Course lasting not less than 2 weeks
- (vii) Relevant experience
- (viii) Membership to a relevant professional body
- (ix) Meets provision of chapter six of the Constitution

#### **4.9.4 System Administrator KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Create user profiles and passwords.
2. Grants access rights to staff
3. Analysing system logs to identify potential issues
4. Installing and configuring software
5. Documentation of configuration systems
6. Troubleshooting any reported system problems
7. Responsible for system performance training
8. Apply system operating update PATCHES and configurations

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-



- i. Bachelor's degree in Information Technology, Computer Science or related from a recognized institution
- ii. MCSA, MCITP Certification
- iii. Certificate in Computer Application
- iv. Meets provision of chapter six of the Constitution

#### **4.9.5 Senior System Administrator KTNA 6**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Create user profiles and passwords.
2. Grants access rights to staff
3. Analysing system logs to identify potential issues
4. Installing and configuring software
5. Documentation of configuration systems
6. Troubleshooting any reported system problems
7. Responsible for system performance training
8. Apply system operating update PATCHES and configurations

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's degree in Information Technology, Computer Science or related from a recognized institution
- ii. MCSA, MCITP Certification
- iii. Certificate in Computer Application
- iv. A supervisory Course lasting not less than 2 weeks
- v. Relevant experience of not less than 3 years
- vi. Membership to a relevant professional body
- vii. Meets provision of chapter six of the Constitution

#### **4.9.6 Principal System Administrator KTNA 5**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Create user profiles and passwords.
2. Grants access rights to staff
3. Analysing system logs to identify potential issues

4. Installing and configuring software
5. Documentation of configuration systems
6. Troubleshooting any reported system problems
7. Responsible for system performance training
8. Apply system operating update PATCHES and configurations

**b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's degree Information Technology, Computer Science, Business Management or related from a recognized institution
- ii. Bachelor's degree in Information Technology, Computer Science or related from a recognized institution
- iii. MCSA, MCITP Certification
- iv. Certificate in Computer Application
- v. A supervisory Course lasting not less than 2 weeks
- vi. Relevant experience of not less than 6 years
- vii. Membership to a relevant professional body
- viii. Meets provision of chapter six of the Constitution

**4.9.7 Assistant Manager Data and System Management - KTNA 4**

**a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Create user profiles and passwords.
2. Grants access rights to staff
3. Analysing system logs to identify potential issues
4. Installing and configuring software
5. Documentation of configuration systems
6. Troubleshooting any reported system problems
7. Responsible for system performance training
8. Apply system operating update PATCHES and configurations

**b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's degree in Information Technology, Computer Science, Business Management or related from a recognized institution

- ii. Bachelor's degree in Information Technology, Computer Science or related from a recognized institution
- iii. MCSA, MCITP Certification
- iv. Certificate in Computer Application
- v. Senior Management Course lasting not less than two (2) weeks
- vi. Relevant experience of not less than 8 years
- vii. Membership to a relevant professional body
- viii. Meets provision of chapter six of the Constitution

#### **4.10 Career guidelines for Database Administrators**

##### **4.10.1 Job purpose**

The job is responsible for the performance, integrity and security of the databases. Additional role requirements include planning, development and troubleshooting of database solutions

##### **4.10.2 Grading structure**

The career guidelines establish four (4) grades of **Database Administrator** as below:-

<b>Designation</b>	<b>Grade</b>
Database Administrator	7
Senior Database Administrator	6
Principal Database Administrator	5
or	
Ass. Manager Data and System Management	4

*The position of Database Administrator Officer/Senior/Principal will form common establishment for purpose of these guidelines.*

##### **4.10.3 Recognized qualifications**

For appointment to this grade, an officer must have:-

- i. Master's degree in Information Technology, Computer Science, Business Management or related from a recognized institution
- ii. Bachelor Degree Information Technology, Computer Science or related from a recognized institution
- iii. Oracle Certified Professional (OCP) certification
- iv. Certificate in Computer Application
- v. Senior Management Course lasting not less than two (2) weeks

- vi. A supervisory Course lasting not less than 2 weeks
- vii. Relevant Experience
- viii. Membership to a relevant professional body
- ix. Meets provision of chapter six of the Constitution

#### **4.10.4 Database Administrator - KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Planning and implementing databases
2. Establishing the needs of users and monitoring user access and security, controlling access permissions and privileges
3. Controlling access permissions and privileges of corporate databases
4. Monitoring performance and managing parameters to provide fast query response to front end users
5. Database design
6. Writing database documentation, including data standards, procedures and definitions for the data dictionary (metadata – data about data)
7. Testing back-up and recovery, ensuring that storage, archiving, backup and recovery procedures are functioning correctly
8. Ensure database integrity and security

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- (i) Bachelors Degree Information Technology, Computer Science, or related from a recognized institution
- (ii) Oracle Certified Professional (OCP) certification
- (iii) Certificate in Computer Application
- (iv) Meets provision of chapter six of the Constitution

#### **4.10.5 Senior Database Administrator - KTNA 6**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-



1. Planning and implementing databases
2. Establishing the needs of users and monitoring user access and security, controlling access permissions and privileges
3. Controlling access permissions and privileges of corporate databases
4. Monitoring performance and managing parameters to provide fast query response to front end users
5. Database design
6. Writing database documentation, including data standards, procedures and definitions for the data dictionary (metadata – data about data)
7. Testing back-up and recovery, ensuring that storage, archiving, backup and recovery procedures are functioning correctly
8. Ensure database integrity and security

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. BachelorsBachelor Degree Information Technology, Computer Science, or related from a recognized institution
- ii. Oracle Certified Professional (OCP) certification
- iii. Certificate in Computer Application
- iv. A supervisory Course lasting not less than 2 weeks
- v. Relevant Experience of not less than 3 years
- vi. Membership to a relevant professional body
- vii. Meets provision of chapter six of the Constitution

#### **4.10.6 Principal Database Administrator - KTNA 5**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Planning and implementing databases
2. Establishing the needs of users and monitoring user access and security, controlling access permissions and privileges
3. Controlling access permissions and privileges of corporate databases
4. Monitoring performance and managing parameters to provide fast query response to front end users
5. Database design
6. Writing database documentation, including data standards, procedures and definitions for the data dictionary (metadata – data about data)

7. Testing back-up and recovery, ensuring that storage, archiving, backup and recovery procedures are functioning correctly
8. Ensure database integrity and security

**b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's degree Information Technology, Computer Science Business Management or related from a recognized institution
- ii. Bachelor Degree Information Technology, Computer Science or related from a recognized institution
- iii. Oracle Certified Professional (OCP) certification
- iv. Certificate in Computer Application
- v. A supervisory Course lasting not less than 2 weeks
- vi. Relevant Experience of not less than 6 years
- vii. Membership to a relevant professional body
- viii. Meets provision of chapter six of the Constitution

**4.10.7 Assistant Manager Database Administrator- KTNA 4**

**a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Planning and implementing databases
2. Establishing the needs of users and monitoring user access and security, controlling access permissions and privileges
3. Controlling access permissions and privileges of corporate databases
4. Monitoring performance and managing parameters to provide fast query response to front end users
5. Database design
6. Writing database documentation, including data standards, procedures and definitions for the data dictionary (metadata – data about data)
7. Testing back-up and recovery, ensuring that storage, archiving, backup and recovery procedures are functioning correctly
8. Ensure database integrity and security

**b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's degree Information Technology, Computer Science Business Management or related from a recognized institution
- ii. Bachelor Degree Information Technology, Computer Science, or related from a recognized institution
- iii. Oracle Certified Professional (OCP) certification
- iv. Certificate in Computer Application
- v. Leadership Course lasting not less than 2 weeks
- vi. Relevant Experience of not less than 8 years
- vii. Membership to a relevant professional body
- viii. Meets provision of chapter six of the Constitution

#### **4.1.1 Manager Information Technology Infrastructure – KTNA 3**

##### **4.1.1.1 Job purpose**

To ensure that all ICT needs of the organization are met and to provide leadership to the ICT Department.

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Formulate and implement ICT policies, procedures and plans;
2. Manage third party service providers of ICT services such as Internet to ensure that KENTRADE gets value for money;
3. Identify ICT needs of KENTRADE staff and clients;
4. Develop, implement and manage computerized information system;
5. Provide ICT services to transform KENTRADE into an automated work environment that supports efficient and effective service delivery;
6. Provide appropriate information and guidance on emerging trends and best practices in ICT to enable KENTRADE optimize usage of technology;
7. Provide support for users of KENTRADE's ICT Services;
8. Conduct and coordinate user training on various systems e.g. ERP, CRM, Single Window e.t.c.
9. Maintain KENTRADE's information systems
10. Implement, administrate and maintain KENTRADE's network infrastructure
11. Implement capabilities to ensure Information System security.

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's degree in Information Sciences, Information Systems, Information Technology, Computer Science, Business Management or related from a recognized institution.
- ii. Bachelor's Degree in, Information Sciences, Information Systems, Information Technology, Computer Science or related from a recognized institution
- iii. Certification in CISA, ITIL, and Project Management Certification e.g. PRINCE2
- iv. Certificate in computer application
- v. Leadership Course lasting not less than 4 weeks
- vi. Certificate in computer application
- vii. Membership to a relevant professional body (where applicable)
- viii. Experience of not less than 9 years, 4 of which should be in a management position
- ix. Meets provision of chapter six of the Constitution

## **4.12 Manager Innovations and Solution Development – KTNA 3**

### **4.12.1 Job purpose**

The purpose of this job is to:-

- (i) Provide input on the creation and introduction of Innovative products and solutions for Kentrade clients, as well as participating in the evolution and enhancement of the Agency existing services and offerings. Responsible for planning, coordinating and supervising all activities related to the design, development, acquisition and implementation of KENTRADE's information systems and software applications.
- (ii) To develop new products and marketable solutions that deliver measurable client value and ensure Kentrade's future success. The role holder will be expected to provide professional input on development of product ideas into new or improved product offerings, by constantly monitoring and drawing on advances in Innovation, data collection, analytics, and technology to deliver the best available solutions.
- (iii) Responsible for maintenance of the KNESWS application as well as participate in troubleshooting and issues resolution.

### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Deliver the Innovation Strategy and road-map in liaison with the respective business departments
2. Participate in the development of Innovative solutions using various project management disciplines and product process guidelines
3. Provide professional input in collaboration with the product teams in origination, to Identify, validate and develop new products and service solutions for the Bank's clients



4. Participate in the preparation of proposals for new business ideas, new lines of business and products
5. Analyze, evaluate technology trends, review and develop product features to achieve product goals and enhance financial proposition in Africa
6. Monitoring and proactively analyzing, on an ongoing basis all ideas from internal and external partners
7. Provide professional input in detailed market research and analysis to understand changing landscape of financial innovation within the market place and globally that will aid in innovation across the Bank
8. Translate business requirements information into system requirements
9. Coordinate the collection of information to analyse and evaluate existing or proposed systems
10. Develop system requirements specifications to facilitate tendering
11. Identify options for potential software solutions and assess them for both technical and business suitability
12. Coordinate system design, coding, testing, development, deployment and maintenance of software applications
13. Ensuring that the operating systems, software systems, and related procedures adhere to organizational policies and quality system
14. Liaison with vendors, service providers prior, during and after implementation of IT projects. The scope of liaison is on technical issues that arise from time to time during projects and operation of ICT infrastructure e.g internet services, server hardware maintenance
15. Develop a standards and procedures manual for systems analysts and design and software development
16. Provide second line of technical support to KENTRADE staff and visitors. This includes addressing any challenges faced by staff during the course of their duties
17. Evaluating various tenders and quotations from time to time
18. Various reports done include infrastructure gap analysis reports, status reports for various projects and tasks assigned

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree in Computer Science, Information technology , Information Systems, Business Management or related from a recognized institution
- ii. Bachelor's Degree in Computer Science, Information technology, Information Systems or related from a recognized Institution
- iii. Certificate in computer application
- iv. Certificate in Project Management, CISA

- v. System analysis, Design and Development experience
- vi. Leadership Course lasting not less than 4 weeks
- vii. Membership to a relevant professional body
- viii. Experience of not less than nine (9) years, four (4) of which should be in a management position
- ix. Meets provision of chapter six of the Constitution

## **4.13 Director Information Technology Infrastructure & Innovations – KTNA 2**

### **4.13.1 Job purpose**

The purpose of this job is to:-

- (i) Provide leadership, vision and management to the ICT department in order to fulfil KENTRADE's mandate of implementing and operationalizing the Kenya National Electronic Single Window System (KNESWS).
- (ii) Ensure cost effective adoption, implementation, use and management of ICT systems, technologies and development of ICT Solutions at KENTRADE.
- (iii) Advise the Agency on the adoption, implementation, use and management of ICT systems, technologies and development of ICT Solutions with a view to ensure cost effectiveness in its operations.
- (iv) Ensure that the Agency effectively implements and operationalizes the Kenya National Electronic Single Window System (KNESWS).

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

- 1. Develop overall ICT policies and procedures/standards and strategy
- 2. Advise senior management and the board on information technology options
- 3. Management of ICT department staff
- 4. Oversee development and implementation of automation projects in the Agency: ERP, Single Window
- 5. Oversee innovation and development of Value Adding initiatives in line with the Agency mandate
- 6. Oversee the design, development, acquisition and implementation of KENTRADE's information systems and software applications.

7. Providing overall leadership and drive towards a culture of innovation and creativity in seeking ICT solutions to organizational challenges and in business processes to facilitate efficient and effective trade transactions
8. Preparation of proposals to senior management and the board of directors in regard to ICT and Solution development
9. Preparation of reports to senior management and to the board of directors
10. Overseeing ICT service support to the organization
11. Develop and implement ICT strategy
12. Oversee the provision of ICT services to organization
13. Ensure System security
14. Ensure availability of ICT systems across KENTRADE

**b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree in Information Communication, Information Systems, Computer Sciences, Business Management or related from a recognized institution
- ii. Bachelor's Degree in Information Communication, Information Systems, Computer Sciences or related from a recognized institution
- iii. Certificate in computer application
- iv. Professional qualifications in CISA, PRINCE 2 (or any other Project Management Certification)
- v. Technical Certifications (e.g Oracle or any other database certification)
- vi. Networking certification
- vii. Leadership Course lasting not less than 4 weeks
- viii. Membership to a relevant professional body
- ix. Experience of not less than twelve (12) years, five (5) of which should be in a senior management position
- x. Meets provision of chapter six of the Constitution

## **SECTION 5**

### **5.0 Career Guidelines for the Strategy & Business Development Directorate**

#### **5.1 Function of the Directorate**

Maximizing the organization's ability to achieve its strategic goals, by translating the Corporate Strategy into a set of measurable annual targets, developing and negotiating the organizations Performance Contract and aligning the entire organization in pursuit of these targets, responsible for business development, marketing, communications, risk, compliance and stakeholder (TradeNet Users) as well as ensuring that all internal and external projects are managed to best practice standards.

The following cadres are within the Directorate:

- 1) Marketing & Business Development Officer
- 2) Market Research & Development Officer
- 3) Key Accounts Officer
- 4) Public Relations Officer/Media Relation Officer
- 5) Data Analysis Officer
- 6) Statistical Officer
- 7) Performance Management Officer
- 8) Monitoring & Evaluation Officer
- 9) Assistant Manager Risk Management and Compliance
- 10) Assistant Manager Stakeholder Capacity Building
- 11) Business Analysis Officer
- 12) Project Administrator
- 13) Quality Assurance Officer
- 14) Change Management Officer
- 15) Manager Strategy Compliance & Statistics
- 16) Manager Marketing & Communication
- 17) Manager projects
- 18) Director Strategy Compliance & Business Development

The following are career guidelines for the above cadres ;



## 5.2 Career guidelines for Marketing & Business Development Officers

### 5.2.1 Job Purpose

- (i) To identify business opportunities for the agency such as revenue streams, other government agencies and private companies and bring them on board the TradeNet System.
- (ii) To work with others to ensure successful implementation and operationalization of the Kenya National Electronic Single Window System.
- (iii) To continuously engage stakeholders in identification, development and trainings in new techniques in trade facilitation.

### 5.2.2 Grading structure

The grading structure for the position is as outlined below:

Designation	Grade
Marketing & Business Development Officer	7
Senior Marketing & Business Development Officer	6
Principal Marketing & Business Development Officer	5
or	
Assistant Manager Marketing & Business Development	4

*The position of Marketing and Business Development Officer/Senior/Principal will form common establishment for purposes of these guidelines.*

### 5.2.3 Recognized Qualifications

The recognized qualifications for this cadre are:

- (i) Master's Degree Marketing, Commerce, Sales, Business Development, Information Technology, Business Administration or any other related field
- (ii) Bachelor's Degree Business Management, Commerce, Business Administration, Social Sciences
- (iii) Certificate in computer applications
- (iv) Senior Management Course lasting not less than 2 weeks
- (v) A supervisory course lasting not less than 2 weeks
- (vi) Membership to a relevant professional body
- (vii) Relevant Experience

- (viii) Communication Skills, Presentation Skills, Interpersonal Skills, Planning and Organizational Skills and Analytical skills
- (ix) Must meet the provisions of chapter six of the constitution

#### **5.2.4 Marketing & Business Development Officer – KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:

1. Plan and carry out direct engagement/sensitization activities with the stakeholders (internal & external) on the implementation and operationalization of the Kenya National Electronic Single Window System
2. Identify new business opportunities as well as analyzing business needs
3. Collect, analyze and compile data that will assist in streamlining business processes
4. Contribute to developing the knowledge base on regional trade, transport and trade facilitation issues
5. Participate and contribute in forums aimed at addressing tariff and non-tariff barriers as well as assisting in undertaking regional trade facilitation projects.
6. Conduct stakeholder training/ sensitization and maintain and continuously update a Stakeholders database as well assist in the preparation of the Annual Business and work plan

##### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Marketing, Sales, Business Development, Commerce, IT, Computer Science or related field from a recognized institution
- ii. Certificate in computer application
- iii. Must meet the provisions of chapter six of the constitution

#### **5.2.5 Senior Marketing & Business Development Officer – KTNA 6**

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:

1. Continuously carry out research on business opportunities leveraging on the single window and product development

2. Product development
3. Plan and carry out direct sensitization activities with the stakeholder on the implementation of the KNESWS and respond to inquiries by email, telephone and personal visits to stakeholders
4. Undertaking local and regional trade facilitation projects/initiatives and contribute to developing the knowledge base on regional trade, transport and trade facilitation issues
5. Work with stakeholders (public & private) to facilitate the reduction of transaction costs and improve the business environment in the country
6. Design and specify innovative solutions to meet KENTRADE business requirements in line with regional and international best practices
7. Monitor and evaluate trade facilitation activities
8. Continuously assess the current business environment with a view to enhancing trade between public and private sector.
9. Develop the marketing strategies for the single window system and KENTRADE through promotional activities, content development for fliers, advertisement.

#### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Marketing, Sales, Business Development, Commerce, IT, Computer Science or related field from a recognized institution
- ii. A supervisory Course lasting not less than 2 weeks
- iii. Certificate in computer applications
- iv. Membership to a relevant professional body
- v. Relevant experience of not less than 3 years
- vi. Must meet the provisions of chapter six of the constitution

### **5.2.6 Principal Marketing & Business Development Officer - KTNA 5**

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:

1. Continuously carry out research on business opportunities leveraging on the single window and product development
2. Product development
3. Plan and carry out direct sensitization activities with the stakeholder on the implementation of the KNESWS and respond to inquiries by email, telephone and personal visits to stakeholders
4. Undertaking local and regional trade facilitation projects/initiatives and contribute to

developing the knowledge base on regional trade, transport and trade facilitation issues

5. Work with stakeholders (public & private) to facilitate the reduction of transaction costs and improve the business environment in the country
6. Design and specify innovative solutions to meet KENTRADE business requirements in line with regional and international best practices
7. Monitor and evaluate trade facilitation activities
8. Continuously assess the current business environment with a view to enhancing trade between public and private sector
9. Develop the marketing strategies for the single window system and KENTRADE through promotional activities, content development for fliers, advertisement

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree in Marketing, Commerce, Sales, Business Development, Commerce, IT, Computer Science, Business Management or related field from a recognized institution
- ii. Bachelor's Degree in Marketing, Sales, Business Development, Commerce, IT, Computer Science or related field from a recognized institution
- iii. A supervisory Course lasting not less than 2 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Relevant working Experience of not less than 6 years
- vii. Must meet the provisions of chapter six of the constitution

### **5.3 Career guidelines for Market Research & Development Officers**

#### **5.3.1 Job Purpose**

Responsible for planning, designing, conducting and coordinating market research studies and surveys aimed at assessing, evaluating, establishing and developing new policies, systems and strategies for Trade facilitation.

#### **5.3.2 Grading Structure**

The grading structure for this cadre is as outlined below:



<b>Designation</b>	<b>Grade</b>
Market Research & Development Officer	7
Senior Market Research & Development Officer	6
Principal Market Research & Development Officer	5
or	
Assistant Manager Marketing and Business Development	4

*The position of Market Research and Development Officer/Senior/Principal will form common establishment for purpose of these guidelines*

### **5.3.3 Recognized Qualifications**

The recognized qualifications for this cadre are:-

- i. Master's Degree in Marketing, Sales, Business Development, Commerce, Economics or related field from a recognized institution
- ii. Bachelor's Degree in Marketing, Sales, Business Development, Commerce, Economics or related field from a recognized institution
- iii. Senior Management Course lasting not less than 2 weeks
- iv. A supervisory Course lasting not less than 2 weeks
- v. Certificate in computer applications
- vi. Membership to a relevant professional body
- vii. Relevant work experience
- viii. Must meet the provisions of chapter six of the constitution

### **5.3.4 Market Research & Development Officer - KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Develop trust relationships with a portfolio of major clients to ensure they do not turn to competition
2. Acquire a thorough understanding of key customer needs and requirements
3. Expand the relationships with existing customers by continuously proposing solutions that meet their objectives

4. Ensure the correct products and services are delivered to customers in a timely manner
5. Serve as the link of communication between key customers and internal teams
6. Resolve any issues and problems faced by customers and deal with complaints to maintain trust
7. Play an integral part in generating new sales that will turn into long-lasting relationships
8. Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics

#### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Marketing, Sales, Economics, Business Development, Commerce, or related field from a recognized institution
- ii. Certificate in computer application
- iii. Must meet the provisions of chapter six of the constitution

### **5.3.5 Senior Market Research and Development Officer - KTNA 6**

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Develop trust relationships with a portfolio of major clients to ensure they do not turn to competition
2. Acquire a thorough understanding of key customer needs and requirements
3. Expand the relationships with existing customers by continuously proposing solutions that meet their objectives
4. Ensure the correct products and services are delivered to customers in a timely manner
5. Serve as the link of communication between key customers and internal teams
6. Resolve any issues and problems faced by customers and deal with complaints to maintain trust
7. Play an integral part in generating new sales that will turn into long-lasting relationships
8. Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics

#### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Marketing, Sales, Business Development, Commerce, Economics or related field from a recognized institution
- ii. A supervisory Course lasting not less than 2 weeks

- iii. Certificate in computer applications
- iv. Membership to a relevant professional body
- v. Experience of not less than 3 years
- vi. Must meet the provisions of chapter six of the constitution

### **5.3.6 Principal Market Research & Development Officer- KTNA 5**

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Develop trust relationships with a portfolio of major clients to ensure they do not turn to competition
2. Acquire a thorough understanding of key customer needs and requirements
3. Expand the relationships with existing customers by continuously proposing solutions that meet their objectives
4. Ensure the correct products and services are delivered to customers in a timely manner
5. Serve as the link of communication between key customers and internal teams
6. Resolve any issues and problems faced by customers and deal with complaints to maintain trust
7. Play an integral part in generating new sales that will turn into long-lasting relationships
8. Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics

#### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Master's Degree in Marketing, Sales, Business Development, Commerce, Economics or related field from a recognized institution
- ii. Bachelor's Degree in Marketing, Sales, Economics, Business Development, Commerce, or related field from a recognized institution
- iii. A supervisory Course lasting not less than 2 weeks
- iv. Certificate in computer applications
- v. Membership to a relevant professional body
- vi. Relevant work experience of not less than 6 years
- vii. Must meet the provisions of chapter six of the constitution

## 5.4 Career guidelines for Key Accounts Officers

### 5.4.1 Job Purpose

Responsible for new business pitches and holds responsibility for the effective on-boarding of new clients and maintaining current clients. Responsible for the development and achievement of sales through the direct sales channel. Focusing on growing and developing existing clients, together with generating new business.

### 5.4.2 Grading Structure

The grading structure for this cadre is as outlined below:-

Designation	Grade
Key Account Officer	7
Senior Key Account Officer	6
Principal Key Account Officer	5
or	
Assistant Manager Marketing and Business Development	4

*The position of Key Account Officer/Senior/Principal will form common establishment for purpose of these guidelines*

### 5.4.3 Recognized Qualifications

The recognized qualifications for this cadre are:-

- Master's Degree in Marketing, Sales, Business Development, Economics, Commerce, IT, Computer Science or related field from a recognized institution
- Bachelor's Degree in Marketing, Sales, Economics, Business Development, Commerce, IT, Computer Science or related field from a recognized institution
- Senior Management Course lasting not less than 2 weeks
- A supervisory Course lasting not less than 2 weeks
- Certificate in computer application
- Membership to a relevant professional body
- Relevant working Experience
- Communication Skills, Presentation Skills, Interpersonal Skills, Planning and Organizational Skills and Analytical skills
- Must meet the provisions of chapter six of the constitution



#### **5.4.4 Key Accounts Officer – KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Develop trust relationships with a portfolio of major clients to ensure they do not turn to competition
2. Acquire a thorough understanding of key customer needs and requirements
3. Expand the relationships with existing customers by continuously proposing solutions that meet their objectives
4. Ensure the correct products and services are delivered to customers in a timely manner
5. Serve as the link of communication between key customers and internal teams
6. Resolve any issues and problems faced by customers and deal with complaints to maintain trust
7. Play an integral part in generating new sales that will turn into long-lasting relationships
8. Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics

##### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Marketing, Sales, Economics, Business Development, Commerce, IT, Computer Science or related field from a recognized institution
- ii. Certificate in computer application
- iii. Must meet the provisions of chapter six of the constitution

#### **5.4.5 Senior Key Accounts Officer - KTNA 6**

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Develop trust relationships with a portfolio of major clients to ensure they do not turn to competition
2. Acquire a thorough understanding of key customer needs and requirements
3. Expand the relationships with existing customers by continuously proposing solutions that meet their objectives
4. Ensure the correct products and services are delivered to customers in a timely manner

5. Serve as the link of communication between key customers and internal teams
6. Resolve any issues and problems faced by customers and deal with complaints to maintain trust
7. Play an integral part in generating new sales that will turn into long-lasting relationships
8. Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics

**b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Marketing, Sales, Economics, Business Development, Commerce, IT, Computer Science or related field from a recognized institution
- ii. A supervisory Course lasting not less than 2 weeks
- iii. Certificate in computer application
- iv. Membership to a relevant professional body
- v. Relevant work experience of not less than 3 years
- vi. Must meet the provisions of chapter six of the constitution

**5.4.6 Principal Key Accounts Officer - KTNA 5**

**a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Develop trust relationships with a portfolio of major clients to ensure they do not turn to competition
2. Acquire a thorough understanding of key customer needs and requirements
3. Expand the relationships with existing customers by continuously proposing solutions that meet their objectives
4. Ensure the correct products and services are delivered to customers in a timely manner
5. Serve as the link of communication between key customers and internal teams
6. Resolve any issues and problems faced by customers and deal with complaints to maintain trust
7. Play an integral part in generating new sales that will turn into long-lasting relationships
8. Prepare regular reports of progress and forecasts to internal and external stakeholders using key account metrics

**b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Master's Degree in Marketing, Sales, Economics, Business Development, Commerce, IT, Computer Science or related field from a recognized institution
- ii. Bachelor's Degree in Marketing, Sales, Economics, Business Development, Commerce, IT, Computer Science or related field from a recognized institution
- iii. A supervisory Course lasting not less than 2 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Relevant working Experience of not less than 6 years
- vii. Must meet the provisions of chapter six of the constitution

#### **5.4.7 Assistant Manager Marketing & Business Development, KTNA 4**

##### **Job Purpose**

- To identify business opportunities for the agency such as revenue streams, other government agencies and private companies and bring them on board
- To work with others to ensure successful implementation and operationalization of the Kenya National Electronic Single Window System.
- To continuously engage stakeholders in identification, development and trainings in new techniques in trade facilitation.

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Continuously carry out research on business opportunities leveraging on the single window and product development
2. Product development
3. Plan and carry out direct sensitization activities with the stakeholder on the implementation of the KNESWS and respond to inquiries by email, telephone and personal visits to stakeholders
4. Undertaking local and regional trade facilitation projects/initiatives and contribute to developing the knowledge base on regional trade, transport and trade facilitation issues
5. Work with stakeholders (public & private) to facilitate the reduction of transaction costs and improve the business environment in the country
6. Design and specify innovative solutions to meet KENTRADE business requirements in line with regional and international best practices
7. Monitor and evaluate trade facilitation activities
8. Continuously assess the current business environment with a view to enhancing trade between public and private sector

9. Develop the marketing strategies for the single window system and KENTRADE through promotional activities, content development for fliers, advertisement, etc

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree Marketing, Sales, Economics, Commerce, Business Development, Information Technology, Business Management or related field from a recognized institution
- ii. Bachelor's Degree Business Management, Economics, Commerce, Business Administration, Social Sciences or related field from a recognized institution
- iii. Senior Management Course lasting not less than 2 weeks
- iv. Certificate in computer applications
- v. Membership to a relevant professional body
- vi. Relevant work experience of not less than 8 years
- vii. Communication Skills, Presentation Skills, Interpersonal Skills, Planning and Organizational Skills and Analytical skills
- viii. Must meet the provisions of chapter six of the constitution

### **5.5 Career guidelines for Public/Media Relations Officers**

#### **5.5.1 Job Purpose**

To promote KENTRADE's image, reputation and communication among its stakeholders and publics through all forms of media.

#### **5.5.2 Grading Structure**

The grading structure for this cadre is as outlined below:-

<b>Designation</b>	<b>Grade</b>
Public/ Media Relation Officer	7
Senior Officer Public/ Media Relations Officer	6
Principal Public /Media Relations Officer	5
or	
Assistant Manager Corporate Communications	4



*The position of Public/ Media Relations Officer/Senior/Principal will form common establishment for purpose of these guidelines*

### **5.5.3 Recognized Qualifications**

The recognized qualifications for this cadre are:-

- i. Master's Degree in any of the following disciplines: - Mass Communication, Communication Studies, Public Relations, Journalism or any relevant and equivalent qualifications from a recognized institution;
- ii. Bachelor's Degree in any of the following disciplines: - Mass Communication, Communication Studies, Public Relations, Journalism or any relevant and equivalent qualifications from a recognized institution;
- iii. Certificate in computer proficiency;
- iv. Senior Management course lasting not less than two (2) weeks from a recognized institution;
- v. A supervisory course lasting not less than 2 weeks
- vi. Relevant Experience
- vii. Must meet the provisions of chapter six of the constitution

### **5.5.4 Public/Media Relations Officer – KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Media monitoring (all news outlet both social media, TV and print) – and briefing the CEO/management
2. Content generation for KENTRADE social media platforms – twitter, Facebook, Flickr, YouTube TV, LinkedIn and the website
3. Media Liaison: organizing/coordinating media publicity
4. Photography and filming of KENTRADE official events
5. Coordinating outdoor publicity (e.g. bill boards, signage and maintenance)
6. Editing the e-news letter
7. Overseeing resource centre and suggestion box
8. Coordinating the design, publication, printing/distribution of publicity materials (banners/fliers, etc)
9. Support the implementation of CSR projects

## **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in any of the following disciplines: - Mass Communication, Communication Studies, Public Relations, Journalism or any relevant and equivalent qualifications from a recognized institution;
- ii. Certificate in computer application
- iii. Must meet the provisions of chapter six of the constitution

### **5.5.5 Senior Public/Media Relations Officer - KTNA 6**

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Media monitoring (all news outlet both social media, TV and print) – and briefing the CEO/management
2. Content generation for KENTRADE social media platforms – twitter, Facebook, Flicker, YouTube TV, LinkedIn and the website
3. Media Liaison: organizing/coordinating media publicity
4. Photography and filming of KENTRADE official events
5. Coordinating outdoor publicity (e.g. bill boards, signage and maintenance)
6. Overseeing resource centre and suggestion box
7. Coordinating the design, publication, printing/distribution of publicity materials (banners/fliers, etc)
8. Support the implementation of CSR projects
9. Assisting in sourcing for appropriate television and radio programs to disseminate information on activities of the Agency;
10. Documenting the Agency's events through video, photography and press cuttings; preparing and placement of radio and TV infomercials;
11. Assisting in the preparation of the Agency's newsletter and materials;
12. Assisting in the preparation of exhibitions and trade fairs; and
13. Preparing and placement of radio and TV infomercials;
14. Providing input in the preparation of official speeches, newsletter and materials;
15. Providing support in the development of communications and media strategy.

## **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in any of the following disciplines: - Mass Communication, Communication Studies, Public Relations, Journalism or any relevant and equivalent qualifications from a recognized institution;
- ii. Any or the qualification at post graduate or Diploma in communication or Public relations, or Journalism
- iii. A supervisory Course lasting not less than 2 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body (where applicable)
- vi. Experience of not less than 3 years
- vii. Must meet the provisions of chapter six of the constitution

## **5.5.6 Principal Public/Media Relations Officer - KTNA 5**

### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

1. Overseeing general protocol at the Agency; coordinating the organization of public events;
2. Advising on media issues and acting as a link between the media key stakeholders and the Agency;
3. Media monitoring; ensuring appropriate branding and visibility within and without the Agency; arranging for media coverage of all the Agency's events;
4. Ensuring appropriate branding and visibility within and without the Agency;
5. Arranging for media coverage of all the Agency's events;
6. Sourcing for appropriate television and radio programs to disseminate information on activities of the Agency documenting the Agency's events through video, photography and press cuttings;
7. Preparing and placement of radio and TV infomercials;
8. Overseeing the preparation of official speeches and the Agency's newsletter and materials;
9. Coordinating the development of communications and media strategy;
10. Ensuring that appropriate feedback mechanisms are in place at the Agency.
11. Documenting the Agency's events through video, photography and press cuttings;
12. Preparation of official speeches and the Agency's newsletter and materials;
13. Providing input in the development of communications and media strategy.
14. Advising on media issues and acting as a link between the media key stakeholders and the Agency;
15. Ensuring that appropriate feedback mechanisms are in place at the Agency.

## **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Master's degree in any of the following; Mass Communication, Communication Studies, Public Relations, Journalism or any relevant and equivalent qualifications from a recognized institution;
- ii. Bachelor's Degree in any of the following disciplines: - Mass Communication, Communication Studies, Public Relations, Journalism or any relevant and equivalent qualifications from a recognized institution;
- iii. Must have served in the grade of Senior Public/Media Relations Officer for at least of (3) years in the public service or in a reputable organization;
- iv. A supervisory course lasting not less than 2 weeks from a recognized institution;
- v. Certificate in computer proficiency; and
- vi. Must meet the provisions of chapter six of the constitution

### **5.5.7 Assistant Manager Corporate Communications - KTNA 4**

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Plan, develop and implement strategies that will build KENTRADE's brand.
2. Establish and maintain regular contacts with media practitioners with a view to enhancing good will and promoting KENTRADE's key mandate
3. Take lead in organizing all KENTRADE's major events
4. Responsible for the production of the agency's publicity materials e.g documentaries, newsletters and brochures
5. Develop, coordinate and implement corporate social responsibility strategies
6. Develop and ensure implementation of the agency's corporate identity
7. To conduct brand audit survey to determine how the agency is viewed by prospects, stakeholders, employees and the general public
8. Prepare and monitor the corporate communications departments budget
9. Develop the corporate communication policy and strategy
10. Manage the agency's image and reputation
11. Manage the website's content
12. Develop and manage information resource centre

#### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-



- i. Master's Degree in Communications, Public Relations, Marketing or related field from a recognized institution
- ii. Bachelor's Degree in Business Administration/Management, Commerce, Social Sciences or related field from a recognized institution
- iii. Senior Management Course lasting not less than 2 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body (where applicable)
- vi. Experience of not less than eight (8) years,
- vii. Must meet the provisions of chapter six of the constitution

## **5.6 Career guidelines for Assistant Manager Risk Management & Compliance - KTNA 4**

### **5.6.1 Job Purpose**

To advise KENTRADE on any potential risks of the effectiveness and/or of the Agency, under the guidance of the Manager. The Risk Management Officer will guide departmental heads to identify and assess threats, put plans in place if things go wrong and decide how to avoid, reduce or transfer risks.

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Implement the management process for the organization, this will also involve establishing and quantifying the organization's risks appetite - the level of risk kentrade is prepared to accept.
2. Carry out risk assessment, which involves analyzing risks as well as identifying, describing and estimating the risks affecting the business and come up with a risk plan and register
3. In concert with concerned management and staff, design, implement and renew risk mitigation mechanisms. The officer will review insurance plans, backups plan and business continuity arrangements to ensure they are adequate to ensure effective performance, lower costs and organizational existence were a risk factor to be realized.
4. Prepare risks reports from different levels of the organizations. For example, strategic risk areas and recommendations for long term risk management and staff role in risk management and personal risk exposure.
5. Carry out review of various decisions and activities as part of staff of the Agency, take part in meetings, recruitments and all other activities essential for the effective performance of the Agency's core mandate.
6. Coordinate risk management training for staff.

## **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Master's Degree Strategic Management, Business Management, Risk Management
- ii. Bachelor's Degree in Commerce, Statistics, Mathematics, Computer Science, Information Technology, Business Management
- iii. Senior Management Course lasting not less than 2 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Experience of not less than 8 years
- vii. Attention to detail and Good interpersonal skills
- viii. Must meet the provisions of chapter six of the constitution

## **5.7 Career guidelines for Data Analysis Officers**

### **5.7.1 Job Purpose**

Responsible for analyzing a range of relevant data to assist in decision-making within the Agency in line with its mandate

### **5.7.2 Grading Structure**

The Grading structure for this cadre is as outlined below:-

<b>Designation</b>	<b>Grade</b>
Data Analysis Officer	7
Senior Data Analyst	6
Principal Data Analyst	5
or	
Assistant Manager Strategy & Planning	4

*The position of Data Analysis Officer/Senior/Principal will form common establishment for purpose of these guidelines*

### **5.7.3 Recognized Qualifications**

- i. Master's Degree in any of the following disciplines: - Statistics, Mathematics, Applied Sciences, Economics, Social Sciences and equivalent qualifications from a recognized institution;

- ii. Bachelor's Degree in any of the following disciplines: - Statistics, Mathematics, Applied Sciences, Economics, Social Sciences and equivalent qualifications from a recognized institution;
- iii. Senior Management Course lasting for not less than 2 weeks
- iv. A supervisory Course lasting not less than 2 weeks
- v. Certificate in computer application
- vi. Membership to a relevant professional body
- vii. Experience of not less than 6 years
- viii. Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy
- ix. Must meet the provisions of chapter six of the constitution

#### **5.7.4 Data Analysis Officer – KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

- 1. Interpret Agency data, analyze results using statistical techniques and provide ongoing reports
- 2. Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality
- 3. Acquire data from primary or secondary data sources and maintain databases/data systems
- 4. Identify, analyze, and interpret trends or patterns in complex data sets
- 5. Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems
- 6. Work with management to prioritize business and information needs
- 7. Locate and define new process improvement opportunities

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in any of the following disciplines: - Statistics, Mathematics, Applied Sciences, Economics, Social Sciences and equivalent qualifications from a recognized institution;
- ii. Certificate in computer application
- iii. Must meet the provisions of chapter six of the constitution

### **5.7.5 Senior Data Analysis Officer - KTNA 6**

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Interpret Agency data, analyze results using statistical techniques and provide ongoing reports
2. Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality
3. Acquire data from primary or secondary data sources and maintain databases/data systems
4. Identify, analyze, and interpret trends or patterns in complex data sets
5. Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems
6. Work with management to prioritize business and information needs
7. Locate and define new process improvement opportunities

#### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor’s Degree in any of the following disciplines: - Statistics, Mathematics, Applied Sciences, Economics, Social Sciences and equivalent qualifications from a recognized institution;
- ii. A supervisory Course lasting not less than 2 weeks
- iii. Certificate in computer application
- iv. Membership to a relevant professional body
- v. Experience of not less than 3 years
- vi. Must meet the provisions of chapter six of the constitution

### **5.7.6 Principal Data Analysis Officer - KTNA 5**

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Interpret Agency data, analyze results using statistical techniques and provide ongoing reports
2. Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality
3. Acquire data from primary or secondary data sources and maintain databases/data systems



4. Identify, analyze, and interpret trends or patterns in complex data sets
5. Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems
6. Work with management to prioritize business and information needs
7. Locate and define new process improvement opportunities

## **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Master’s Degree in any of the following disciplines: - Statistics, Mathematics, Applied Sciences, Economics, Social Sciences and equivalent qualifications from a recognized institution;
- ii. Bachelor’s Degree in any of the following disciplines: - Statistics, Mathematics, Applied Sciences, Economics, Social Sciences and equivalent qualifications from a recognized institution;
- iii. A supervisory Course lasting not less than 2 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Relevant experience of not less than 6 years
- vii. Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy
- viii. Must meet the provisions of chapter six of the constitution

## **5.8 Career guidelines for Statistics officers, KTNA 7**

### **5.8.1 Job Purpose**

The position will be responsible for producing a range of statistical analysis to help shape decision-making within the Agency and Government. Producing weekly, monthly, quarterly and annual outputs, using a range of statistical packages and share the findings through accompanying reports and visual aids.

### **5.8.2 Grading Structure**

The grading structure of this cadre is as outlined below:

<b>Designation</b>	<b>Grade</b>
Statistics Officer	7
Senior Statistics Officer	6

Principal Statistics Officer	5
or	
Assistant Manager Strategy and Planning	4

*The position of Statistics Officer/Senior/Principal will form common establishment for purpose of these guidelines*

### **5.8.3 Recognized qualifications**

For appointment to this grade, an officer must have:-

- i. Master's Degree in any of the following disciplines: - Statistics, Mathematics, Applied Sciences, Economics, Social Sciences and equivalent qualifications from a recognized institution;
- ii. Bachelor's Degree in any of the following disciplines: - Statistics, Mathematics, Applied Sciences, Economics, Social Sciences and equivalent qualifications from a recognized institution;
- iii. Senior Management Course lasting not less than 2 weeks
- iv. A supervisory Course lasting not less than 2 weeks
- v. Certificate in computer application
- vi. Membership to a relevant professional body
- vii. Relevant experience of not less than 6 years
- viii. Strong knowledge of and experience with reporting packages (Business Objects etc), databases (SQL etc), programming (XML, Javascript, or ETL frameworks)
- ix. Knowledge of statistics and experience using statistical packages for analyzing datasets (Excel, SPSS, SAS etc)
- x. Adept at queries, report writing and presenting findings
- xi. Good leadership qualities with excellent interpersonal relations
- xii. Effective Planning, organizational and good negotiation skills
- xiii. Must meet the provisions of chapter six of the constitution

### **5.8.4 Statistics Officer – KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

- I. Interpret Agency data, analyze results using statistical techniques and provide ongoing reports

2. Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality
3. Acquire data from primary or secondary data sources and maintain databases/data systems
4. Identify, analyze, and interpret trends or patterns in complex data sets
5. Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems
6. Work with management to prioritize business and information needs

#### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor’s Degree in any of the following disciplines: - Statistics, Mathematics, Applied Sciences, Economics, Social Sciences and equivalent qualifications from a recognized institution;
- ii. Certificate in computer application
- iii. Must meet the provisions of chapter six of the constitution
- iv. Adept at queries and report writing
- v. Good Communication and presentation skills
- vi. Good leadership qualities with excellent interpersonal relations
- vii. Effective Planning and organization
- viii. Good negotiation skills

### **5.8.5 Senior Statistics Officer - KTNA 6**

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Interpret Agency data, analyze results using statistical techniques and provide ongoing reports
2. Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality
3. Acquire data from primary or secondary data sources and maintain databases/data systems
4. Identify, analyze, and interpret trends or patterns in complex data sets
5. Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems
6. Work with management to prioritize business and information needs
7. Quality assurance including checking and cleaning data

## **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in any of the following disciplines: - Statistics, Mathematics, Applied Sciences, Economics, Social Sciences and equivalent qualifications from a recognized institution;
- ii. A supervisory Course lasting not less than 2 weeks
- iii. Certificate in computer application
- iv. Membership to a relevant professional body
- v. Experience of not less than 3 years
- vi. Strong knowledge of and experience with reporting packages (Business Objects etc), databases (SQL etc), programming (XML, Javascript, or ETL frameworks)
- vii. Knowledge of statistics and experience using statistical packages for analyzing datasets (Excel, SPSS, SAS etc)
- viii. Adept at queries, report writing and presenting findings
- ix. Effective Planning and organization
- x. Good negotiation skills
- xi. Must meet the provisions of chapter six of the constitution

## **5.8.6 Principal Statistics Officer - KTNA 5**

### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Interpret Agency data, analyze results using statistical techniques and provide ongoing reports
2. Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality
3. Identify, analyze, and interpret trends or patterns in complex data sets
4. Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems
5. Work with management to prioritize business and information needs
6. Developing statistical tools for future data collection
7. Designing ways of collecting data through surveys or using administrative data for statistical purposes
8. Identifying customer needs and ensuring data delivery is fit for purpose
9. Interpreting statistical analysis for policy development
10. Help to build confidence in statistics by applying the Code of Practice for Official Statistics



## **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Master's Degree in any of the following disciplines: - Statistics, Mathematics, Applied Sciences, Economics, Social Sciences and equivalent qualifications from a recognized institution;
- ii. Bachelor's Degree in any of the following disciplines: - Statistics, Mathematics, Applied Sciences, Economics, Social Sciences and equivalent qualifications from a recognized institution;
- iii. A supervisory Course lasting not less than 2 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Experience of not less than 6 years
- vii. Strong knowledge of and experience with reporting packages (Business Objects etc), databases (SQL etc), programming (XML, Javascript, or ETL frameworks)
- viii. Knowledge of statistics and experience using statistical packages for analyzing datasets (Excel, SPSS, SAS etc)
- ix. Adept at queries, report writing and presenting findings
- x. Good leadership qualities with excellent interpersonal relations
- xi. Effective Planning, organizational and good negotiation skills
- xii. Must meet the provisions of chapter six of the constitution

## **5.9 Career guidelines for Performance Management Officers**

### **5.9.1 Job Purpose**

The service has the responsibility for supporting delivery of the performance management framework for the Agency including providing support to establish and update performance metrics across all KenTrade Services and projects that track performance against the Agency's priorities and objectives

### **5.9.2 Grading Structure**

The grading structure for this cadre is as outlined below:-

<b>Designation</b>	<b>Grade</b>
Performance Management Officer	7
Senior Performance Management Officer	6
Principal Performance Management Officer	5
or	
Assistant Manager Strategy and Planning	4

*The position of Performance Management Officer/Senior/Principal will form common establishment for purpose of these guidelines*

### **5.9.3 Recognized Qualifications**

The recognized qualifications for this cadre are:-

- (i) Master's Degree in Social Sciences, Economics, Commerce, Business, Information Technology, Human Resource Management Strategic Management, Business Management or related field from a recognized institution
- (ii) Bachelor's Degree in Social Sciences, Economics, Commerce, Business, Information Technology, Human Resource Management or related field from a recognized institution
- (iii) A senior Management Course lasting not less than 2 weeks
- (iv) A supervisory Course lasting not less than 2 weeks
- (v) Certificate in computer application
- (vi) Membership to a relevant professional body
- (vii) Relevant work experience
- (viii) Experience with quality management systems
- (ix) Experience in public sector performance management
- (x) Excellent analytical skills
- (xi) Good planning and organization skills
- (xii) Must meet the provisions of chapter six of the constitution

### **5.9.4 Performance Management Officer – KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. To implement policies and guidelines for the development preparation of departmental annual work plans
2. To manage the monitoring systems for departmental performance indicators and standards, including ensuring data quality and compliance with internal and external requirements
3. Liaise with the Head of Department to arrange for meetings on Performance contract and reporting
4. To coordinate and facilitate the communication to Management on performance contracting including the preparation of quarterly reports
5. Maintain records relating to the Corporate Performance contracts and Annual work

Plans

6. Liaise with all departments to ensure implementation/maintenance of the ISO Certification Process

## **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- (i) Bachelor's Degree in Social Sciences, Economics, Commerce, Business, Information Technology, Human Resource Management or related field from a recognized institution
- (ii) Certificate in computer application
- (iii) Excellent analytical skills
- (iv) Good planning and organization skills
- (v) Must meet the provisions of chapter six of the constitution

## **5.9.5 Senior Performance Management Officer - KTNA 6**

### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Review and maintain the corporate performance management framework
2. Support promotion and embedding of a performance management culture throughout all levels of the Agency.
3. Maintain familiarity with developments in performance management practice and develop and share best practice, and support the development of Service based performance champions.
4. Actively promote good working relationships with staff in other departments to ensure the smooth and efficient delivery of the Agency's performance management framework.
5. Collation and preparing of performance reports and provide assurance that these are recorded appropriately within the Corporate System.
6. Liaise with other Services such as Internal Audit, Human Resources, Finance, Quality Assurance and Customer Services to develop and ensure their contribution to the regular performance reports.
7. Provide support to service managers regarding reports, queries and general updates on performance management.
8. Deliver performance management training to staff through workshops, on a one to one basis and through the Agency's Knowledge Management system.
9. Provide support to Service and project teams with advice, guidance and information on effective performance management.
10. Assist the Risk Management and Quality Assurance teams in the review, reporting and assurance of the Agency's compliance with the performance contracting guidelines,

performance standards and performance targets through the Agency's performance management system.

#### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- (i) Bachelor's Degree in Social Sciences, Economics, Commerce, Business, Information Technology, Human Resource Management or related field from a recognized institution
- (ii) A supervisory Course lasting not less than 2 weeks
- (iii) Certificate in computer application
- (iv) Membership to a relevant professional body
- (v) Relevant work experience of not less than 3 years
- (vi) Experience in public sector performance management
- (vii) Excellent analytical skills
- (viii) Good planning and organization skills
- (ix) Must meet the provisions of chapter six of the constitution

#### **5.9.6 Principal Performance Management Officer - KTNA 5**

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:

1. Identify, analyze and interpret performance and benchmarking information onto Agency systems, and actively drive improvements.
2. Develop and maintain the Agency's Performance Management System and working with staff to ensure that these continue to meet the needs of the Agency and enhance the current performance management framework.
3. Ensure all relevant information including service plans, strategies, performance indicators and actions are set up correctly.
4. Analyze performance information and produce regular performance reports for Corporate Management Team and Departments as required.
5. Attend performance Management meetings, provide advice and produce reports of agreed outcomes and actions.
6. Review and maintain the corporate performance management framework
7. Support promotion and embedding of a performance management culture throughout all levels of the Agency.
8. Maintain familiarity with developments in performance management practice and develop and share best practice, and support the development of Service based performance champions.



9. Actively promote good working relationships with staff in other departments to ensure the smooth and efficient delivery of the Agency's performance management framework.
10. Liaise with Managers to ensure such plans, strategies and indicators are reviewed and updated in a quality, timely manner.
11. Oversee the collation & recording of performance reports and provide assurance that these are recorded appropriately within the Corporate System.
12. Liaise with other departments such as Internal Audit, Human Resources, Finance, Quality Assurance and Customer Services to ensure their contribution to the regular performance reports.
13. Provide support to service managers regarding reports, queries and general updates on performance management.
14. Deliver performance management training to staff through workshops, on a one to one basis and through the Agency's Knowledge Management system.
15. Provide support to Service and project teams with advice, guidance and information on effective performance management.
16. Assist the Risk Management and Quality Assurance teams in the review, reporting and assurance of the Agency's compliance with the performance requirements through the Agency's performance management system.

#### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- (i) Master's Degree in Social Sciences, Economics, Commerce, Business, Information Technology, Human Resource Management Strategic Management, Business Management or related field from a recognized institution
- (ii) Bachelor's Degree in Social Sciences, Economics, Commerce, Business, Information Technology, Human Resource Management or related field from a recognized institution
- (iii) A supervisory Course lasting not less than 2 weeks
- (iv) Certificate in computer application
- (v) Membership to a relevant professional body
- (vi) Relevant work experience of not less than 6 years
- (vii) Experience with quality management systems
- (viii) Experience in public sector performance management
- (ix) Excellent analytical skills
- (x) Good planning and organization skills
- (xi) Must meet the provisions of chapter six of the constitution

## 5.10 Career guidelines for Monitoring & Evaluation Officers

### 5.10.1 Job Purpose

Support in monitoring and evaluating ongoing Kentrade projects and initiatives and come up with findings based on real data to show performance of the projects/ initiatives and promoting of key learnings for the improvement of the project and for wider learning of the organisation.

### 5.10.2 Grading Structure

The grading Structure for this cadre is as outlined below:-

Designation	Grade
Monitoring & Evaluation Officer	7
Senior Monitoring & Evaluation Officer	6
Principal Monitoring & Evaluation Officer	5
or	
Assistant Manager Strategy and Planning	4

*The position of M & E Officer/Senior/Principal will form common establishment for purpose of these guidelines*

### 5.10.3 Recognized Qualifications

- i. Master's Degree Social Sciences, Applied Sciences, Business Management, Information Technology, Project Management or related field from a recognized institution
- ii. Bachelor's Degree in Social Sciences, applied Sciences, Business Management, Information Technology, Project Management or related field from a recognized institution
- iii. A Senior Management Course lasting not less than 2 weeks
- iv. A supervisory Course lasting not less than 2 weeks
- v. Certificate in computer application
- vi. Membership to a relevant professional body
- vii. Experience of not less than 6 years
- viii. Knowledge and understanding of project monitoring and evaluation
- ix. Understanding of the current Monitoring & Evaluation trends
- x. Experience in monitoring and evaluating , field data collection and report writing
- xi. Monitoring and evaluation techniques and processes
- xii. Analytical and interpersonal skills
- xiii. Time management and ability to prioritize multiple tasks
- xiv. Self-motivated and able to work without close supervision

- xv. Able to work effectively in a diverse team environment
- xvi. Must meet the provisions of chapter six of the constitution

#### **5.10.4 Monitoring & Evaluation Officer – KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Monitor all project activities and progress towards achieving the project output
2. Develop monitoring and impact indicator for the project success;
3. Monitor and evaluate overall progress on achievement of results;
4. Monitor the sustainability of the project's results;
5. Suggest strategies for improving the efficiency and developing plans to minimize or eliminate such bottlenecks;
6. Draft periodic reports on all project activities to KENTRADE Strategic Plan implementation and Performance Contracting ;
7. Conduct capacity assessment on existing monitoring and evaluation system and indicators and a monitoring strategy for the project;
8. Provide inputs, information and statistics for quarterly, annual and other reports to MSP
9. Assist coordination of the implementation of the Quality Management System

##### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Social Sciences, applied Sciences, Business Management, Information Technology, Project Management or related field from a recognized institution
- ii. Certificate in computer application
- iii. Data collection and management
- iv. Analytical and research skills
- v. Good command of report writing
- vi. Must meet the provisions of chapter six of the constitution

#### **5.10.5 Senior Monitoring & Evaluation Officer - KTNA 6**

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Develop and strengthen monitoring, inspection and evaluation procedures
2. Monitor all project activities and progress towards achieving the project output
3. Recommend further improvement of the logical frame work;
4. Develop monitoring and impact indicator for the project success;
5. Monitor and evaluate overall progress on achievement of results;
6. Monitor the sustainability of the project's results;
7. Provide feedback to the Strategy & Planning Manager (MSP) on KENTRADE's strategies and activities;
8. Suggest to MSP strategies for improving the efficiency and effectiveness of the project by identifying bottlenecks in completing KENTRADE's activities and developing plans to minimize or eliminate such bottlenecks;
9. Conduct capacity assessment on existing monitoring and evaluation system and indicators and a monitoring strategy for the project;
10. Develop and strengthen monitoring, inspection and evaluation procedures for the Agency
11. Monitor all Kentrade project/Programme activities, expenditures and progress towards achieving the project output;
12. Collect, synthesize and analyze Programme data and information into a coherent and accessible management information system;
13. Monitor and evaluate overall progress on achievement of results and monitor the sustainability of the project's results;

#### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Social Sciences, applied Sciences, Business Management, Information Technology, Project Management or related field from a recognized institution
- ii. A supervisory Course lasting not less than 2 weeks
- iii. Certificate in computer application
- iv. Membership to a relevant professional body
- v. Relevant work experience of not less than 3 years
- vi. Understanding of the current M&E trends
- vii. Experience in monitoring and evaluating ,field data collection and report writing
- viii. Analytical and Good interpersonal skills
- ix. Time management and ability to prioritize multiple tasks
- x. Self-motivated person able to work without close supervision
- xi. Must meet the provisions of chapter six of the constitution



### 5.10.6 Principal Monitoring & Evaluation Officer- KTNA 5

#### a. Duties and Responsibilities

Duties and responsibilities will entail:-

1. Develop and strengthen monitoring, inspection and evaluation procedures
2. Monitor all project activities and progress towards achieving the project output
3. Recommend further improvement of the logical frame work;
4. Develop monitoring and impact indicator for the project success;
5. Monitor and evaluate overall progress on achievement of results;
6. Monitor the sustainability of the project's results;
7. Provide feedback to the Strategy & Planning Manager (MSP) on KENTRADE's strategies and activities;
8. Report monthly, quarterly, half-yearly and annual progress on all project activities, Strategic Plan implementation and Performance Contracting
9. Conduct capacity assessment on existing monitoring and evaluation system and indicators and a monitoring strategy for projects;
10. Provide inputs, information and statistics for quarterly, annual and other reports.
11. Provide feedback to the on project strategies and activities; regular reporting to the project/programme team,
12. Participate in annual project reviews and planning workshops and assist the Project Manager in preparing relevant reports;
13. Assist the project personnel with M&E tools and in supporting them in their use.

#### b. Requirements for Appointments

For appointment to this grade, an officer must have:-

- i. Master's Degree Social Sciences, Applied Sciences, Business Management, Information Technology, Project Management or related field from a recognized institution
- ii. Bachelor's Degree in Social Sciences, applied Sciences, Business Management, Information Technology, Project Management or related field from a recognized institution
- iii. A supervisory Course lasting not less than 2 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Experience of not less than 6 years
- vii. Knowledge and understanding of project monitoring and evaluation
- viii. Understanding of the current Monitoring & Evaluation trends
- ix. Experience in monitoring and evaluating , field data collection and report writing
- x. Monitoring and evaluation techniques and processes

- xi. Analytical and interpersonal skills
- xii. Time management and ability to prioritize multiple tasks
- xiii. Self-motivated and able to work without close supervision
- xiv. Able to work effectively in a diverse team environment
- xv. Must meet the provisions of chapter six of the constitution

#### **5.10.7 Assistant Manager Strategy and Planning – KTNA 4**

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Develop and strengthen monitoring, inspection and evaluation procedures
2. Monitor all project activities and progress towards achieving the project output
3. Recommend further improvement of the logical frame work;
4. Develop monitoring and impact indicator for the project success;
5. Monitor and evaluate overall progress on achievement of results;
6. Monitor the sustainability of the project's results;
7. Provide feedback to the Strategy & Planning Manager (MSP) on KENTRADE's strategies and activities;
8. Report monthly, quarterly, half-yearly and annual progress on all project activities, Strategic Plan implementation and Performance Contracting
9. Conduct capacity assessment on existing monitoring and evaluation system and indicators and a monitoring strategy for projects;
10. Provide inputs, information and statistics for quarterly, annual and other reports.
11. Provide feedback to the on project strategies and activities; regular reporting to the project/programme team,
12. Participate in annual project reviews and planning workshops and assist the Project Manager in preparing relevant reports;
13. Assist the project personnel with M&E tools and in supporting them in their use.

##### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Master's Degree Social Sciences, Applied Sciences, Business Management, Information Technology, Project Management or related field from a recognized institution
- ii. Bachelor's Degree in Social Sciences, applied Sciences, Business Management, Information Technology, Project Management or related field from a recognized institution
- iii. A Senior Management Course lasting not less than 2 weeks
- iv. Certificate in computer application

- v. Membership to a relevant professional body
- vi. Experience of not less than 8 years
- vii. Knowledge and understanding of project monitoring and evaluation
- viii. Understanding of the current Monitoring & Evaluation trends
- ix. Experience in monitoring and evaluating , field data collection and report writing
- x. Monitoring and evaluation techniques and processes
- xi. Analytical and interpersonal skills
- xii. Time management and ability to prioritize multiple tasks
- xiii. Self-motivated and able to work without close supervision
- xiv. Able to work effectively in a diverse team environment
- xv. Must meet the provisions of chapter six of the constitution

## **5.11 Career guidelines Change Management Officers**

### **5.11.1 Job Purpose**

To address change arising from issues both internal and external due to introduction of technology or other changes in the organization and among stakeholder in order to ensure quick adoption and ownership of such technological changes and Value Added Services. To lead change management initiatives for the KNESWS project and other projects carried out by the Agency.

### **5.11.2 Grading Structure**

The grading structure for this cadre is as outlined below:-

<b>Designation</b>	<b>Grade</b>
Change Management Officer	7
Senior Change Management Officer	6
Principal Change Management Officer	5
Assistant Manager Change Management	4

### **5.11.3 Recognized Qualifications**

The recognized qualifications for this cadre are:

- (i) Master's Degree in Social Sciences, Human Resource Management, Business Management, Information Technology or related field from a reputable institution.
- (ii) Bachelor's Degree in Social Sciences, Human Resource Management, Business Management, Information Technology or related field from a reputable institution.

- (iii) A Senior Management Course lasting not less than 2 weeks
- (iv) A Supervisory Course lasting for not less than 2 weeks
- (v) Certificate in computer application
- (vi) Membership to a relevant professional body
- (vii) Relevant work experience of not less than 8 years
- (viii) Must meet the provisions of chapter six of the constitution

#### **5.1.1.4 Change Management Officer – KTNA 7**

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Apply a structured change management approach and methodology for the people side change caused by projects and change efforts
2. Develop a change management strategy based on situational awareness of the details of the change and the stakeholders being impacted by the change
3. Identify anticipated points of resistance, and develop specific plans to mitigate or address the concerns
4. Conduct readiness assessments, evaluate results and present findings
5. Develop the system training programme and roll out plan
6. Develop a set of actionable and targeted change management plans – including communication plan, sponsor road map and resistance management plan
7. Create and manage measurements systems to track adoption, utilization and proficiency of stakeholder changes
8. Identify resistance and performance gaps, and work to develop and implement corrective actions
9. Work with project teams to integrate change management activities into the overall project plan
10. Work with communication, training, HR and OD specialists in the formulation of particular plans and activities to support project implementation.
11. Identify and document stakeholder impacts and manage the required change efforts resulting from the stakeholder analysis
12. Maintaining a database of all stakeholders

##### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Master's Degree in Social Sciences, Human Resource Management, Business Management, Information Technology or related field from a reputable institution.



- i. Bachelor's Degree in Social Sciences, Human Resource Management, Business Management, Information Technology or related field from a reputable institution.
- ii. Senior Management Course lasting not less than 2 weeks
- iii. Certificate in computer application
- iv. Membership to a relevant professional body
- v. Relevant work experience of not less than 8 years
- vi. Must meet the provisions of chapter six of the constitution

### **5.11.5 Senior Change Management Officer - KTNA 6**

#### **a) Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Apply a structured change management approach and methodology for the people side change caused by projects and change efforts
2. Develop a change management strategy based on situational awareness of the details of the change and the stakeholders being impacted by the change
3. Identify anticipated points of resistance, and develop specific plans to mitigate or address the concerns
4. Conduct readiness assessments, evaluate results and present findings
5. Develop the system training programme and roll out plan
6. Develop a set of actionable and targeted change management plans – including communication plan, sponsor road map and resistance management plan
7. Create and manage measurements systems to track adoption, utilization and proficiency of stakeholder changes
8. Identify resistance and performance gaps, and work to develop and implement corrective actions
9. Work with project teams to integrate change management activities into the overall project plan
10. Work with communication, training, HR and OD specialists in the formulation of particular plans and activities to support project implementation.
11. Identify and document stakeholder impacts and manage the required change efforts resulting from the stakeholder analysis
12. Maintaining a database of all stakeholders

#### **b) Requirements for Appointments**

For appointment to this grade, an officer must have:-

- ii. Master's Degree in Social Sciences, Human Resource Management, Business Management, Information Technology or related field from a reputable institution.

- vii. Bachelor's Degree in Social Sciences, Human Resource Management, Business Management, Information Technology or related field from a reputable institution.
- viii. Senior Management Course lasting not less than 2 weeks
- ix. Certificate in computer application
- x. Membership to a relevant professional body
- xi. Relevant work experience of not less than 8 years
- xii. Must meet the provisions of chapter six of the constitution

### **5.11.6 Principal Change Management Officer - KTNA 5**

#### **a) Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Apply a structured change management approach and methodology for the people side change caused by projects and change efforts
2. Develop a change management strategy based on situational awareness of the details of the change and the stakeholders being impacted by the change
3. Identify anticipated points of resistance, and develop specific plans to mitigate or address the concerns
4. Conduct readiness assessments, evaluate results and present findings
5. Develop the system training programme and roll out plan
6. Develop a set of actionable and targeted change management plans – including communication plan, sponsor road map and resistance management plan
7. Create and manage measurements systems to track adoption, utilization and proficiency of stakeholder changes
8. Identify resistance and performance gaps, and work to develop and implement corrective actions
9. Work with project teams to integrate change management activities into the overall project plan
10. Work with communication, training, HR and OD specialists in the formulation of particular plans and activities to support project implementation.
11. Identify and document stakeholder impacts and manage the required change efforts resulting from the stakeholder analysis
12. Maintaining a database of all stakeholders

#### **b) Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Master's Degree in Social Sciences, Human Resource Management, Business Management, Information Technology or related field from a reputable institution.

- ii. Bachelor's Degree in Social Sciences, Human Resource Management, Business Management, Information Technology or related field from a reputable institution.
- iii. Senior Management Course lasting not less than 2 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Relevant work experience of not less than 8 years
- vii. Must meet the provisions of chapter six of the constitution

#### **5.11.7 Assistant Manager Change Management - KTNA 4**

##### **a) Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Apply a structured change management approach and methodology for the people side change caused by projects and change efforts
2. Develop a change management strategy based on situational awareness of the details of the change and the stakeholders being impacted by the change
3. Identify anticipated points of resistance, and develop specific plans to mitigate or address the concerns
4. Conduct readiness assessments, evaluate results and present findings
5. Develop the system training programme and roll out plan
6. Develop a set of actionable and targeted change management plans – including communication plan, sponsor road map and resistance management plan
7. Create and manage measurements systems to track adoption, utilization and proficiency of stakeholder changes
8. Identify resistance and performance gaps, and work to develop and implement corrective actions
9. Work with project teams to integrate change management activities into the overall project plan
10. Work with communication, training, HR and OD specialists in the formulation of particular plans and activities to support project implementation.
11. Identify and document stakeholder impacts and manage the required change efforts resulting from the stakeholder analysis
12. Maintaining a database of all stakeholders

##### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Masters Degree in Social Sciences, Human Resource Management, Business Management, Information Technology or related field from a reputable institution.

- ii. Bachelors Degree in Social Sciences, Human Resource Management, Business Management, Information Technology or related field from a reputable institution.
- iii. Senior Management Course lasting not less than 2 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Relevant work experience of not less than 8 years
- vii. Must meet the provisions of chapter six of the constitution

## **5.12 Career guidelines for Project Administrators**

### **5.12.1 Job Purpose**

To provide administrative and logistical support to the Project Teams.

### **5.12.2 Grading Structure**

The grading structure for this cadre is as outlined below:

<b>Designation</b>	<b>Grade</b>
Project Administrator	7
Senior Project Administrator	6

### **5.12.3 Recognized Qualifications**

The recognized qualifications for this cadre are:

- (i) Bachelor's Degree in Social Sciences, Commerce, Business, Information Technology or related field from a recognized institution
- (ii) A supervisory Course lasting not less than 2 weeks
- (iii) Certificate in computer application
- (iv) Membership to a relevant professional body
- (v) Relevant work experience of not less than 3 years
- (vi) Attention to detail
- (vii) Accurate and well organized
- (viii) Cooperative and willing to assist others and work in a team environment
- (ix) Ability to communicate both verbally and in writing in a professional manner
- (x) Must meet the provisions of chapter six of the constitution



#### **5.12.4 Project Administrator – KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Drafting reports and records keeping,
2. Resource coordination and making logistical arrangements in liaison with relevant departments,
3. Scheduling of meetings and activities as advised by the supervisor
4. Providing clerical support for project teams
5. Proofread, distribute and file all Project Manager correspondences
6. Assist with managing the Projects schedules and project meetings schedules

##### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Social Sciences, Commerce, Business, Information Technology or related field from a recognized institution
- ii. Certificate in computer application
- iii. Good typing skills and ability to use computer applications
- iv. Attention to detail
- v. Accurate and well organized
- vi. Cooperative and willing to assist others and work in a team environment
- vii. Ability to communicate both verbally and in writing in a professional manner
- viii. Must meet the provisions of chapter six of the constitution

#### **5.12.5 Senior Project Administrator - KTNA 6**

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:

1. Drafting reports and records keeping for the Projects,
2. Resource coordination and making logistical arrangements in liaison with relevant departments,
3. Scheduling of meetings and activities as advised by the supervisor
4. Providing clerical support for project teams
5. Proofread, distribute and file all Project Manager correspondences

6. Assist with managing the Projects schedules and project meetings schedules
7. Participating in project quality reviews together with the Quality assurance team.
8. Establishing and maintaining the project documentation library.
9. maintaining and integrating project plans
10. Maintaining the project documentation library.

## **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Social Sciences, Commerce, Business, Information Technology or related field from a recognized institution
- ii. A supervisory Course lasting not less than 2 weeks
- iii. Certificate in computer application
- iv. Membership to a relevant professional body
- v. Relevant work experience of not less than 3 years
- vi. Attention to detail
- vii. Accurate and well organized
- viii. Cooperative and willing to assist others and work in a team environment
- ix. Ability to communicate both verbally and in writing in a professional manner
- x. Must meet the provisions of chapter six of the constitution

## **5.13 Career guidelines for Business Analysis Officers**

### **5.13.1 Job Purpose**

Responsible for ensuring that information systems requirements and processes are gathered, analysed, designed and implemented thereby ensuring the organization operates more efficiently and effectively. Responsible for re-engineering processes and procedures in use by the Kenya TradeNet System stakeholders. This position is in charge of business analysis which includes analyzing information documenting discussions and changes in process flows and evaluating proposed solutions and sensitizing stakeholders.

### **5.13.2 Grading Structure**

The grading structure for this cadre is as outlined below:-

<b>Designation</b>	<b>Grade</b>
Business Analysis Officer	7
Senior Business Analysis Officer	6

Principal Business Analysis Officer	5
or	
Assistant Manager Projects and BPR	4

*The position of Business Analysis Officer/Senior/Principal will form common establishment for purpose of these guidelines*

### **5.13.3 Recognized Qualifications**

For appointment to this grade, an officer must have:-

- i. Master's Degree Information Technology. Computer Science, Commerce, Social Sciences, Economics, Business Administration or related field from a recognized institution
- ii. Bachelor's Degree in Information Technology. Computer Science, Commerce, Social Sciences, Economics or related field from a recognized institution
- iii. A Senior Management Course lasting for not less than 2 years
- iv. A supervisory Course lasting not less than 2 weeks
- v. Certificate in computer application
- vi. Membership to a relevant professional body
- vii. Relevant work experience of not less than 6 years
- viii. Project Management Professional (PMP)
- ix. Communication and Presentation skills
- x. An analytical skills with great attention to detail
- xi. Must meet the provisions of chapter six of the constitution

### **5.13.4 Business Analysis Officer – KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Analysing KENTRADE and stakeholders existing systems to identify opportunities that can improve efficiency of business processes
2. Translating business requirements of the TradeNet into highly specified project briefs
3. Identifying options for potential solutions and assessing them for both technical and business suitability
4. Drawing up specific proposals for modifying or replacing certain processes in the TradeNet
5. Ensuring technical compatibility and user satisfaction

## **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Information Technology. Computer Science, Commerce, Social Sciences, Economics
- ii. Certificate in computer application
- iii. Must meet the provisions of chapter six of the constitution

### **5.13.5 Senior Business Analysis Officer - KTNA 6**

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:

1. Analysing KENTRADE and stakeholders existing systems to identify opportunities that can improve efficiency of business processes
2. Translating business requirements of the TradeNet into highly specified project briefs
3. Identifying options for potential solutions and assessing them for both technical and business suitability
4. Drawing up specific proposals for modifying or replacing certain processes in the TradeNet
5. Ensuring technical compatibility and user satisfaction

## **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Information Technology. Computer Science, Commerce, Social Sciences, Economics
- ii. Project Management Professional (PMP)
- iii. Communication and Presentation skills
- iv. An analytical skills
- v. Attention to detail
- vi. Must meet the provisions of chapter six of the constitution

### **5.13.6 Principal Business Analysis Officer - KTNA 5**

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:



1. Analysing KENTRADE and stakeholders existing systems to identify opportunities that can improve efficiency of business processes
2. Translating business requirements of the TradeNet into highly specified project briefs
3. Identifying options for potential solutions and assessing them for both technical and business suitability
4. Drawing up specific proposals for modifying or replacing certain processes in the TradeNet
5. Ensuring technical compatibility and user satisfaction

## **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Master's Degree Information Technology. Computer Science, Commerce, Social Sciences, Economics, Business Administration or related field from a recognized institution
- ii. Bachelor's Degree in Information Technology. Computer Science, Commerce, Social Sciences, Economics or related field from a recognized institution
- iii. A supervisory Course lasting not less than 2 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Experience of not less than 6 years
- vii. Project Management Professional (PMP)
- viii. Communication and Presentation skills
- ix. An analytical skills with great attention to detail
- x. Must meet the provisions of chapter six of the constitution

## **5.14 Career guidelines for Quality Assurance officers, KTNA 7**

### **5.14.1 Job Purpose**

To assist in determining and establishing procedures and quality standards and to monitor the same against agreed targets and to ensure that all Kentrade projects and internal systems have been delivered as per standard quality in line with best practice.

### **5.14.2 Grading Structure**

The grading Structure for this cadre is as outlined below:

<b>Designation</b>	<b>Grade</b>
Quality Assurance Officer	7

Senior Quality Assurance Officer	6
Principal Quality Assurance Officer	5
OR	
Assistant Manager Projects and BPR	4

*The position of Quality Assurance Officer/Senior/Principal will form common establishment for purpose of these guidelines*

### **5.14.3 Recognized Qualifications**

- i. Master's' Degree in Information Technology, Business, Social Science, Business Management, Quality Management or related field from a recognized institution
- ii. Bachelor's' Degree in Information Technology, Business, Social Science or related field from a recognized institution
- iii. A supervisory Course lasting not less than 2 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Experience of not less than 6 years
- vii. Meets the provision of chapter six of the constitution.

### **5.14.4 Quality Assurance Officer – KTNA 7**

This is the entry and training grade for this cadre. An officer at this level will work under supervision of a senior officer.

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:

1. Assist in Carrying out quality checks of good and materials and other supplies delivered to Kentrade Stores;
2. Carrying out quality checks on services procured or produced by Kentrade
3. Prepare defective books' reports and corrective action plan on monthly basis for decision making;
4. Assist in Developing defective books' reports and corrective action plan on monthly basis; and
5. Assist in Carrying out internal audits on quality compliance and follow-up audits;

#### **b. Requirement for the job**

For appointment to this grade, an officer must have:-

- i. Bachelor's' Degree in Information Technology, Business, Commerce, Social Sciences or related field from a recognized institution
- ii. Certificate in Computer proficiency.
- iii. Analytical, Interpersonal, Negotiation
- iv. Problem Solving, communication and Organisational Skills
- v. Meets the provision of chapter six of the constitution.

#### **5.14.5 Senior Quality Assurance Officer - KTNA 6**

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Quality assurance of the Agency products and services and maintenance of the Quality Management System in accordance with the applicable Standard;
2. Manage the functions of the Quality Assurance section to ensure attainment of Agency goals and objectives;
3. Manage Departmental internal processes for compliance with the quality management system;
4. Collaborate with process owners and user departments to ensure delivery of quality goods and services;
5. Participate in inspections and acceptance of supplied goods and services to ensure compliance with TORs and specifications;
6. Co-ordinate in-process checks at all stages of service development for quality assurance;
7. Organise quality checks on for quality assurance;
8. Prepare defective books' reports and corrective action plan on monthly basis for decision making;
9. Liaise with Quality Management Representative to organise for quality audits of the QMS;
10. In collaboration with Quality Management Representative sensitise staff on awareness of customer requirements to comply with set standards; and
11. Prepare and monitor implementation of annual budgets for resource allocation and control.

##### **b. Requirement for the Job**

For appointment to this grade, an officer must have:-

- i. Bachelor's' Degree in Information Technology, Business, Social Science or related field from a recognized institution
- ii. A supervisory Course lasting not less than 2 weeks
- iii. Certificate in computer application

- iv. Membership to a relevant professional body (where applicable)
- v. Experience of not less than 3 years in ISO or other Quality Management System Training
- vi. CISA/CISM
- vii. Analytical Skills, Interpersonal Skills and Negotiation Skills
- viii. Problem Solving Skills, Communication Skills and Organisational Skills
- ix. Meets the provision of chapter six of the constitution.

#### **5.14.6 Principal Quality Assurance Officer – KTNA 5**

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Quality assurance of the Agency products/services and maintenance of the Quality Management System in accordance with the applicable Standard.
2. Manage the functions of the Quality Assurance section to ensure to comply with set standards;
3. Manage the defective books' reports and corrective action plan on monthly basis for decisionmaking;
4. Liaise with Quality Management Representative to organise for quality audits of the QMS;
5. In collaboration with Quality Management Representative sensitise staff on awareness of customer requirements to comply with set standards;
6. Coordinate internal audits and follow-up audits; and
7. determining, negotiating and agreeing on in-house quality procedures, standards and specifications;
8. setting customer service standards and working with operating staff to establish standards' or quality;
9. ensuring that document processes comply with standards at both national and international level;
10. writing management and technical reports and customers' charters; and determining training needs

##### **b. Requirement for the Job**

For appointment to this grade, an officer must have:-

- i. Master's' Degree in Information Technology, Business, Social Science, Business Management, Quality Management or related field from a recognized institution
- ii. Bachelor's' Degree in Information Technology, Business, Social Science or related field from a recognized institution



- iii. A supervisory Course lasting not less than 2 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Experience of not less than 6 years
- vii. Meets the provision of chapter six of the constitution.

#### **5.14.7 Assistant Manager Projects and BPR - KTNA 4**

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Manage and lead a team of Business Analysts in process modelling in conducting Business Process Re-engineering (BPR) for different projects in KENTRADE.
2. Carry out interviews with the internal and external stakeholders and determine areas that need to be addressed in line with the changing business environment.
3. Develop work procedures, perform training sessions, construct new procedure manuals, institute new procedures and take any other important and necessary steps towards resolving any problems within the business environment.
4. Serve as liaison between KENTRADE business community and technical business solution providers on issues relating to Business Processes.
5. Communicate effectively with internal and external stakeholders by describing the relevance of process analysis being provided.
6. Report to the Trade Facilitation Manager on a monthly basis the status of key activities relating to process improvement.
7. Prepare final reports at the end of every business analysis exercise undertaken by the team indicating what steps of improvement were taken as a result of the analysis.
8. Liaise with the Head of ICT and SYSTEMS Analysts for the necessary support
9. Work with the quality assurance team to monitor the systems requirement lifecycle to ensure that the delivered solutions meet business needs

##### **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- (i) Master's Degree Information Technology, Computer Science, Business Administration or related field from a recognized institution
- (ii) Bachelor's Degree in Information Technology, Computer Science, Business Administration or related field from a recognized institution
- (iii) Senior Management Course lasting not less than 2 weeks
- (iv) Certificate in computer application
- (v) Membership to a relevant professional body

- (vi) Experience of not less than 8 years
- (vii) Business Analysis/Business modelling
- (viii) CISA, Project Management
- (ix) Experience in logical and physical data modelling, relational database experience, writing formal and cases, other UML tools, Project management and Business Analysis.
- (x) Good communication skills, leadership skills and interpersonal skills
- (xi) Must meet the provisions of chapter six of the constitution

## **5.15 Career guidelines for Assistant Manager Risk and Compliance – KTNA 4**

### **5.15.1 Job Purpose**

To monitor and report on the attainment of the Corporate Performance Contract targets and compliance with government directives affecting business and support services as well as oversee the risk management function

### **5.15.2 Grading structure**

The grading structure for this cadre is as outlined below:-

<b>Designation</b>	<b>Grade</b>
Assistant Manager Risk & Compliance	4

### **5.15.3 Recognized Qualifications**

For appointment to this grade, an officer must have:-

- i. Master's Degree in Business Administration, Information Technology, Finance or related field from a recognized institution
- ii. Bachelor's Degree Commerce, Information Technology, Accounting, Social Sciences or related field from a recognized institution
- iii. Senior Management Course lasting not less than two (2) weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Relevant work experience of not less than 8 years
- vii. CPA, ACCA, CISA, CIA
- viii. Analytical Skills, Interpersonal skills, Negotiation skills, Attention to detail
- ix. Networking skills, Organizational skills
- x. Meets the provision of chapter six of the constitution

### **a. Duties and Responsibilities**

Duties and responsibilities will entail:

1. To implement policies and guidelines for the development preparation of departmental annual work plans
2. To manage the monitoring systems for departmental performance indicators and standards, including ensuring data quality and compliance with internal and external requirements
3. Liaise with the Head of Department to arrange for meetings on Performance contract and reporting
4. To coordinate and facilitate the communication to Management on performance contracting including the preparation of quarterly reports
5. Maintain records relating to the Corporate Performance contracts and Annual work Plans
6. Conduct risk based preliminary review of all areas of the Agency to establish a risk based work plan of action at the beginning of each financial year. The plan includes audit activities, risk management coordination, quality management and compliance reviews.
7. Ensure the implementation of the approved work plan, directly and through subordinates, by undertaking activities which include audit and compliance reviews, risk management coordination and quality management system activities and prepare reports of the same
8. Develop, implement and review audit and risk management policies for the agency.
9. Provide leadership to management and staff on compliance and risk aspects on various decisions and activities.
10. Prepare and implement risk register and implement it in line with the approved work plan
11. Monitor developments in various regulations, laws and developments that affect the Agency to ensure up to date advice on compliance and risk

### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's Degree in Business Administration, Information Technology, Finance or related field from a recognized institution
- ii. Bachelor's Degree Commerce, Information Technology, Accounting, Social Sciences or related field from a recognized institution
- iii. Senior Management Course lasting not less than two (2) weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Relevant work experience of not less than 8 years

- vii. CPA, ACCA, CISA, CIA
- viii. Analytical Skills, Interpersonal skills, Negotiation skills, Attention to detail
- ix. Networking skills, Organizational skills

## **5.16 Career guidelines for Manager Marketing & Communications - KTNA 3**

### **5.16.1 Job Purpose**

To identify business opportunities for Kentrade and continuously engage customers in identification and development of new brands and revenue streams

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:

1. Prepare business models, annual budgets and business and performance work plans to enable marketing and Business Development function
2. Preparing annual marketing budget and planning activities for Kentrade
3. Scout for business opportunities leveraging on the already rolled out TradeNet
4. Design and specify innovative solutions to meet Kentrade's business requirements in line with regional and international best practices
5. Continuously assess the current business environment with a view to growing the revenue base
6. Carrying out all marketing, communication, branding and advertising activities
7. Ensuring marketing and business development programs are in place as required;

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Business Management, Marketing, Public Relations, Communications, Commerce
- ii. Master's Degree Business Management, Marketing, Public Relations, Communications, Commerce
- iii. Leadership Course lasting not less than 4 weeks
- iv. Certificate in computer applications
- v. Membership to a relevant professional body (where applicable)
- vi. Experience of not less than 8 years, three of which should be in a management position
- vii. Meets the provision of chapter six of the Constitution.
- viii. Excellent Presentation Skills, Excellent Influencing and negotiations Skills, Good Analytical skills, Ability to work under pressure and meet deadlines, Computer literacy, Ability to lead, guide, inspire and motivate staff , Consistently approaches work with



energy and a positive, constructive attitude, integrity and good character especially in the stewardship of resources, transparency and accountability, Good Communication and Interpersonal skills

- ix. Must meet the provisions of chapter six of the constitution

## **5.17 Career guidelines for Manager Strategy & Planning - KTNA 3**

### **5.17.1 Job Purpose**

To oversee the effective development and implementation of the organization's strategic planning processes and the corporate performance contracting process as well as the performance contract monitoring and compliance for the organization.

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Develop the Agency's strategic plan
2. Co-ordinate the strategic implementation, monitoring and review
3. Lead the annual performance contracting process by designing the agency's annual work plan as derived from the strategic plan, the vision 2030 development plan and the performance contracting guidelines
4. Ensure effective cascading of the corporate annual work plan and performance contract of the respective decisions and departments.
5. Lead the design and implementation of a monitoring and evaluation framework of the agency and in liaison with other divisions/departments
6. Oversee effective periodic monitoring, evaluation and reporting of the agencies activities as outlined in the strategic plan, annual work plan and performance contract
7. Collate and monitor the budget to support delivery of the agency's strategic objectives in consultation with finance and technical departments.
8. Identify strategic opportunities and risks and advising management on the appropriate course of action
9. Liaising with other departments to develop or review various strategies to support programmes/projects under KENTRADE
10. Developing and implementing appropriate and strategic networks, collaboration, linkages and partnerships with the stakeholders nationally and internationally to support KENTRADE in liaison with other divisions
11. Ensure Reports relating to trade and logistics statistics are prepared and analysed to inform Management decisions

## **b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Master's Degree in Economics, Strategic Management, Business Administration/Management
- ii. Bachelor's Degree in Social Sciences, Economics, Business Management, Commerce or related field from a recognized institution.
- iii. Leadership Course lasting not less than 4 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Experience of not less than nine (9) years, four (4) of which should be in a management position
- vii. Professional certification in Economics, strategic management
- viii. Experience with quality management systems
- ix. Experience in public sector performance management
- x. Excellent analytical skills
- xi. Good planning and organization skills
- xii. Must meet the provisions of chapter six of the constitution

## **5.18 Career guidelines for Manager Projects - KTNA 3**

### **5.18.1 Job Purpose**

To manage the Agency's programmes and/or projects to ensure that all projects and technology development initiatives are fully documented and have positive financial and operational results for KENTRADE.

### **a) Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Perform programme and portfolio management including project prioritization
2. Develop and maintain project management processes standards and methodologies.
3. Provide project administration support including business case development, planning, budgeting and risk management
4. Consistently review ongoing projects to ensure they are meeting baselines or standards set for them
5. Provide direct project management oversight for project assignments are required
6. Establish effective professional business relationships with all levels of management in KENTRADE
7. Arrange and coordinate project management training and professional development

8. Develop regular project status reports for decision makers
9. Manage regular quality assurance for all projects in the agency
10. Lead project post - implementation reviews
11. Create and maintain a centralized archive of lessons learned
12. Manage change initiatives to ensure ownership and buy in of the various projects
13. Manage contracts for various projects
14. supervise KENTRADE's business analysts in an effort to ensure sound business practices are followed and processes optimized
15. Responsible for Systems Quality Assurance.

**b. Requirements for Appointments**

For appointment to this grade, an officer must have:-

- i. Master's Degree in Information Technology, Computer Science, Project Management, Business Administration, Economics, Social Sciences or related field from a recognized institution.
- ii. Bachelor's Degree in Information Technology, Project Management, Business Administration, Economics, Social Sciences or related field from a recognized institution.
- iii. Leadership Development Programme lasting not less than 4 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Experience of not less than 8 years, three (3) of which should be in a management position
- vii. PRINCE 2 or any other leading Project Management Certification
- viii. Thorough knowledge of project management life cycle, methodologies and support tools e.g., MS Project
- ix. Strong analytical skills, systematic and orderly planning abilities, and high attention to details with strong communication & presentation skills.
- x. Ability to create and conduct presentations effectively
- xi. Ability to establish and manage complex and effective relationships
- xii. Must meet the provisions of chapter six of the constitution

**5.19 Career guidelines for Director Strategy Compliance & Business Development - KTNA 2**

**5.19.1 Job purpose**

Maximizing the organization's ability to achieve its strategic goals, the General Manager, Corporate Services translates the Corporate Strategy into a set of measurable annual targets, developing and negotiating the Company's Performance Contract and aligning the entire

organization in pursuit of these targets, responsible for marketing and communications and ensuring all internal and external projects are managed to best practice standards

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Responsible for development of organizational strategies, policies and systems that help deliver value in the areas of:
2. Projects Performance:
3. Systems Performance:
4. Work performance:
5. Coordinate the development and implementation of strategic initiatives that ensure Quality compliance
6. Coordinate and ensure sustainability and continuous improvement of the Agency quality management system
7. Building a sustainable positive work environment and culture that promotes performance accountability and success in all divisions:
8. Develop and implement strategies for creating a high performing organizational culture based on transparency, integrity, accountability, performance measurement and results to ensure that programme activities are undertaken on sound management principles and practices:
9. Ensure the implementation of the Agency Projects in a timely and efficient manner
10. Ensure change programs are implemented effectively and efficiently for quick adoption of initiatives
11. Establish and maintain appropriate community relations with various groups and stakeholders relevant to the Company's project activities:
12. Coordinate and ensure understanding of the Company's communication strategy and the protection of the KenTrade brand among its critical stakeholders.
13. Ensure the Agency marketing of its products is efficient, effective and result oriented by employing progressive go to market strategies
14. Develop the Agency capacity for collation and dissemination of trade statistics
15. Perform any other duties as may be required from time to time.

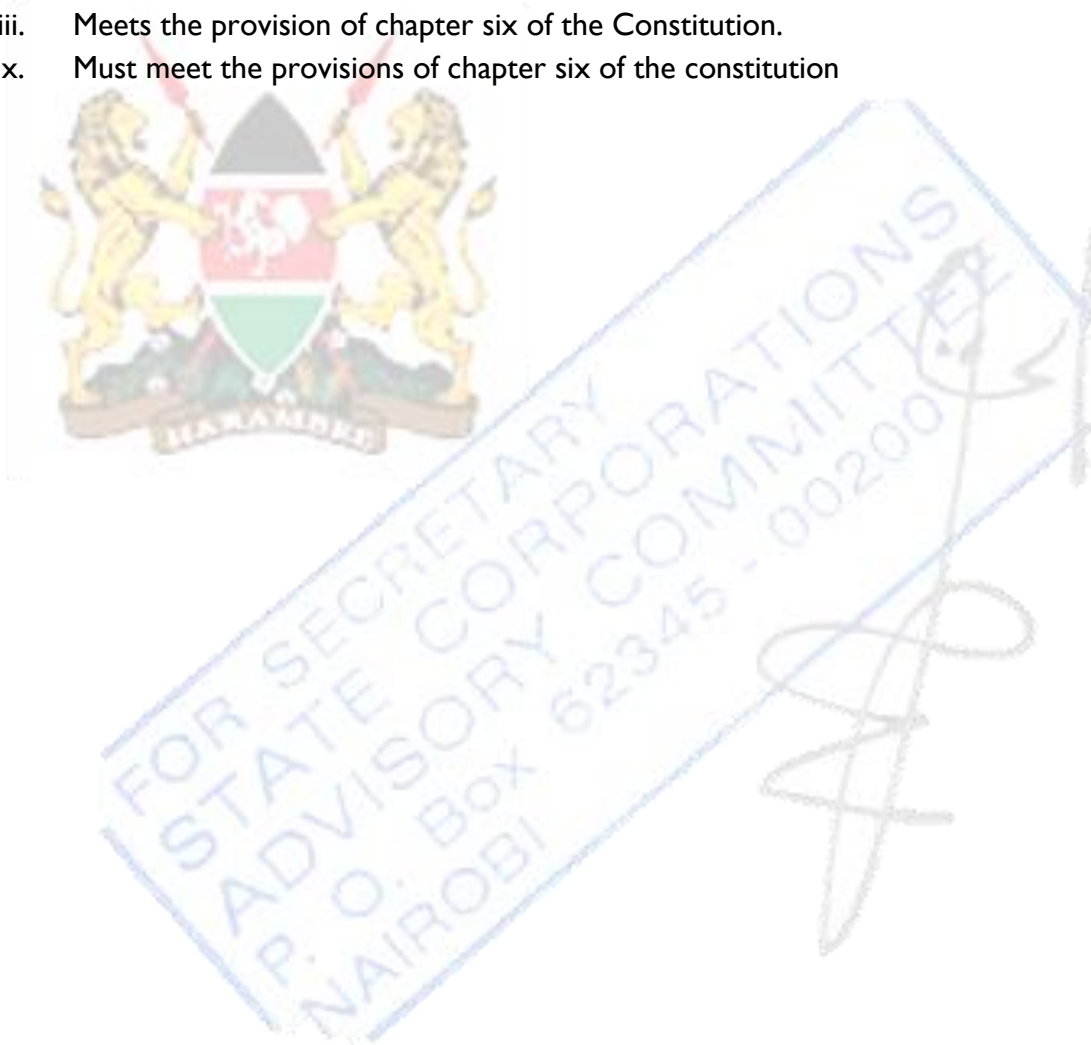
#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Master's degree in Business Administration, Economics, Strategy, Computer Science, Information Systems or related field from a recognized institution
- ii. Bachelor's degree Business Administration, Economics, Strategy, Computer Science, Information Systems or related field from a recognized institution



- iii. Leadership Programme lasting not less than 4 weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Experience of not less than twelve (12) years, seven (7) of which should be in a senior management position
- vii. Negotiation Skills, Good Communication Skills, Project Management Skills and Leadership Skills
- viii. Meets the provision of chapter six of the Constitution.
- ix. Must meet the provisions of chapter six of the constitution



## **SECTION SIX**

### **6.0 Career Guidelines for the Corporate Services Directorate**

#### **6.1 Function of the Directorate**

To advise the Agency on all aspects of management of corporate services on matter of Human Resource & Administration function and the Finance function.

The following cadres are within the Corporate Services directorate:

- 1) Records Management Assistants
- 2) Receptionists
- 3) Drivers
- 4) Administration Officers
- 5) Executive Assistants
- 6) Assistant Manager Administration
- 7) Office Assistants
- 8) Human Resource Officers
- 9) Manager Human Resource and Administration
- 10) Accounts Assistant
- 11) Accountants
- 12) Assistant Manager Finance and Budgeting
- 13) Manager Finance
- 14) Director Corporate Services

The following are career guidelines for the above cadres:

#### **6.2 Career Guidelines for Records Management Assistant**

##### **6.2.1 Job Purpose**

Officers in this job are expected to effectively manage the Agency's records and documents as per policy and procedure guidelines.

##### **6.2.2 Grading Structure**

The Career Guidelines establish two (2) grades in this cadre who will be designated as follows:-

Records Management Assistant	KTNA 9
Senior Records Management Assistant	KTNA 8

### 6.2.3 Recognized qualifications

- i. Diploma in Records Management or other relevant Diploma from a recognized institution
- ii. A certificate in computer application
- iii. Demonstrable competence, ability and relevant experience of not less than three (3) years in the position of Records Management Assistant in the Agency or in a relevant and comparable position in the Public Service
- iv. Meets the requirements of Chapter Six of the Constitution

### 6.2.4 Records Management Assistant, - KTNA 9

This is the entry level for Diploma holders in this cadre. An officer at this level will work under the supervision of the Assistant Manager, Administration and Facilities Management.

#### a. Duties and Responsibilities:

Duties and responsibilities will entail:-

1. Letters are appropriately filed and marked to action officers;
2. Controlling and opening of files and updating the file index;
3. Ensuring security of information/files in the registry;
4. Up-dating and maintaining up-to-date file movement records and ascertaining the general cleanliness of the registry.
5. Processing incoming and outgoing mail as appropriate
6. Implementing the Records Management policy and procedures
7. Coordinating the off-site/archiving document storage and retrieval

#### b. Requirement for appointment

For appointment to this grade, an officer must have:-

- i. Diploma in Records Management or other relevant Diploma from a recognized institution
- ii. A certificate in computer application
- iii. Meets the requirements of chapter six of the Constitution

### **6.2.5 Senior Records Management Assistant, KTNA 8**

An officer at this level will be responsible for efficient management of registry services in KenTrade. An officer at this level will work under the supervision of the Assistant Manager, Administration and Facilities Management.

#### **a. Duties and Responsibilities:-**

Duties and responsibilities will entail:-

1. Letters and documents are appropriately filed and marked to action officers;
2. Controlling and opening of files and updating the file index;
3. Ensuring security of information/files in the registry;
4. Up-dating and maintaining up-to-date file movement records and ascertaining the general cleanliness of the registry.
5. Processing incoming and outgoing mail as appropriate
6. Coordinating the off-site/archiving document storage and retrieval

#### **b. Requirements for appointment**

For appointment to this grade, an officer must have:-

- i. Diploma in Records Management or other relevant Diploma from a recognized institution
- ii. A certificate in computer application
- iii. Demonstrable competence, ability and relevant experience of not less than three (3) years in the position of Records Management Assistant in the Agency or in a relevant and comparable position in the Public Service
- iv. Meets the requirements of Chapter Six of the Constitution

## **6.3 Career Guidelines for Receptionists**

### **6.3.1 Job Purpose**

To provide front office services to incoming calls and to receive and direct calls, visitors and service providers as appropriate.

### **6.3.2 Grading Structure**

The Career Guidelines establish two (2) grades of Receptionists who will be designated as follows:-



<b>Designation</b>	<b>Grade</b>
Receptionist	9
Senior Receptionist	8

### **6.3.3 Recognized qualifications**

- i. Diploma in Front Office operations or other relevant Diploma from a recognized institution
- ii. A certificate in Computer Application
- iii. Meets the requirements of chapter six of the Constitution

### **6.3.4 Receptionist - KTNA 9**

This is the entry level for Diploma holders. An officer at this level will work under the supervision of the Assistant Manager, Administration and Facilities Management.

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Attending to all visitors to Kentrade Offices;
2. Receiving all incoming calls and directing them to the appropriate recipients
3. Making outgoing calls as requested
4. Receiving incoming and dispatching outgoing postal mail
5. Ensuring the reception area is tidy;

#### **b. Requirement for appointment**

For appointment to this grade, an officer must have:-

- i. Diploma in Front Office Operations or other relevant Diploma from a recognized institution
- ii. A certificate in Computer Application
- iii. Meets the requirements of Chapter Six of the Constitution

### **6.3.5 Senior Receptionist - KTNA 8**

An officer at this level will be responsible for efficient provision of front office services at in KenTrade. An officer at this level will work under the supervision of the Assistant Manager, Administration and Facilities Management.

### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Attending to all visitors to Kentrade Offices;
2. Receiving all incoming calls and directing them to the appropriate recipients
3. Making outgoing calls as requested
4. Receiving incoming and dispatching outgoing postal mail
5. Ensuring the reception area is tidy;

### **b. Requirements for appointment**

For appointment to this grade, an officer must have:-

- i. Diploma in Front Office operations or other relevant Diploma from a recognized institution
- ii. A certificate in Computer Application
- iii. Demonstrable competence, ability and relevant experience of not less than three (3) years in the position of Receptionist in the Agency or in a relevant and comparable position in the Public Service
- iv. Meets the requirements of chapter six of the Constitution

## **6.4 Career Guidelines for Drivers**

### **6.4.1 Job Purpose**

To drive company vehicles and transport authorized personnel for official purposes, and any other errands assigned from time to time.

### **6.4.2 Grading Structure**

The Career Guidelines establish two (2) grades of Drivers who will be designated and graded as follows:-

<b>Designation</b>	<b>Grade</b>
Driver	10
Senior Driver	9

### **6.4.3 Recognized qualifications**

- i. Kenya Certificate of Secondary Education (KCSE) minimum mean grade 'C-' (C-minus) plain or its equivalent;

- ii. Valid Class BCE Driving License free from any endorsement;
- iii. Defensive Driving Certificate from a recognized institution;
- iv. Driving Grade Tests III and II
- v. Certificate in computer applications from a recognized institution.
- vi. A refresher course for drivers lasting not less than one (1) week from a recognized institution; and
- vii. Shown merit and ability as reflected in work performance and results.
- viii. Meets the provisions of Chapter Six of the constitution

#### **6.4.4 Driver -KTNA 10**

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

This is the entry grade for this cadre. Duties and responsibilities will entail:

1. carrying out routine checks on vehicle's cooling, oil, electrical and brake systems and tyre pressure;
2. detecting and reporting vehicle defects on time; ensuring vehicle cleanliness;
3. driving the vehicle as authorized;
4. ensuring security and safety of the vehicle on and off the road, passengers and goods therein;
5. maintaining daily work ticket;
6. ensuring routine service and maintenance of the vehicle;
7. timely reporting of accidents and follow up of police abstract; and
8. Vehicle inspection and keeping up-to-date insurance documents.
9. Maintain strict confidentiality in matters learnt inadvertently or otherwise from phone calls, conversations and other interactions with the passengers or between the passengers and other parties.

##### **b. Requirements for Appointment**

For appointment to this grade an officer must have:-

- i. Kenya Certificate of Secondary Education (KCSE) minimum mean grade 'C-' (C minus) or its equivalent;
- ii. Certificate in computer applications from a recognized institution.
- iii. Relevant experience of not less than three (3) years
- iv. Valid Class BCE Driving License free from any endorsement;
- v. Occupational Trade Test Grade III for drivers;
- vi. Meets the provisions of Chapter Six of the constitution

### **6.4.5 Senior Driver - KTNA 9**

#### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

1. carrying out routine checks on vehicle's cooling, oil, electrical and brake systems and tyre pressure;
2. detecting and reporting vehicle defects on time;
3. ensuring vehicle cleanliness;
4. driving the vehicle as authorized;
5. ensuring security and safety of the vehicle on and off the road, passengers and goods therein;
6. maintaining daily work ticket;
7. ensuring routine service and maintenance of the vehicle;
8. timely reporting of accidents and follow up of police abstract; and
9. vehicle inspection and keeping up-to-date insurance documents.
10. Maintain strict confidentiality in matters learnt inadvertently or otherwise from phone calls, conversations and other interactions with the passengers or between the passengers and other parties

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Served in the grade of Driver for at least three (3) years in KenTrade or a comparable position in the public service or in a reputable private sector organization;
- ii. Kenya Certificate of Secondary Education (KCSE) minimum mean grade 'C-' (C-minus) plain or its equivalent;
- iii. Valid Class BCE Driving License free from any endorsement;
- iv. Defensive Driving Certificate from a recognized institution;
- v. Certificate in computer applications from a recognized institution.
- vi. A refresher course for drivers lasting not less than one (1) week from a recognized institution; and
- vii. Shown merit and ability as reflected in work performance and results.
- viii. Meets the provisions of Chapter Six of the constitution

### **6.5 Career guidelines for Office Assistants**

#### **6.5.1 Purpose of the job**

This job performs diverse errands including mail delivery and maintaining office cleanliness. It also includes preparing and serving tea to staff on time and ensuring that food or snacks orders



are delivered on time during meetings

### 6.5.2 Grading Structure

The career guidelines establish two (2) grades of Office Assistants as below:

Designation	Grade
Office Assistant	11
Senior Office Assistant	10

### 6.5.3 Recognized Qualifications

- i. Kenya Certificate of Secondary Education (KCSE) mean grade C- (C minus);
- ii. Certificate in computer proficiency from a recognized institution;
- iii. A relevant professional/trade certificate; and
- iv. Meets the provisions of Chapter Six of the constitution

### 6.5.4 Office Assistant - KTNA 11

The holder of the office will report to a Human Resource Officer

#### a. Duties and Responsibilities

This is the entry grade for this cadre. Duties and responsibilities at this level will entail:-

1. Preparing and serving tea.
2. Clearing and cleaning utensils
3. Ensuring beverages are distributed in offices
4. Ensuring that visitors and meetings are served adequately
5. Maintain cleanliness in the kitchen
6. Preparation a shopping list for beverages
7. Ensuring that beverages are purchased on time
8. Custodian of kitchen equipment and their maintenance
9. Deliver mail, parcels and cheques to various destinations
10. Making telephone, electricity and water bill payments at the relevant offices.
11. Making Company cheque deposits at banks.
12. Post office-picking and dropping of mail
13. Making photocopy of office documents as required
14. Purchase of office consumables as needed
15. Other office duties as assigned

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Kenya Certificate of Secondary Education (KCSE) mean grade C- (C minus);
- ii. Certificate in computer application from a recognized institution; and
- iii. Meets the provisions of Chapter Six of the constitution.

### **6.5.5 Senior Office Assistant - KTNA 10**

The holder of the office will report to the Human Resource Officer

#### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

1. Preparing and serving tea.
2. Clearing and cleaning utensils
3. Ensuring beverages are distributed in offices
4. Ensuring that visitors and meetings are served adequately
5. Maintain cleanliness in the kitchen
6. Preparation a shopping list for beverages
7. Ensuring that beverages are purchased on time
8. Custodian of kitchen equipment and their maintenance
9. Deliver mail, parcels and cheques to various destinations
10. Making telephone, electricity and water bill payments at the relevant offices.
11. Making Company cheque deposits at banks.
12. Post office-picking and dropping of mail
13. Making photocopy of office documents as required
14. Purchase of office consumables as needed
15. Other office duties as assigned

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. served in the grade of Office Assistant for at least three (3) years in the public service or in a reputable organization;
  - a. Or
- ii. Kenya Certificate of Secondary Education (KCSE) mean grade C- (C minus);
- iii. Certificate in computer proficiency from a recognized institution;
- iv. A relevant professional/trade certificate; and
- v. Meets the provisions of Chapter Six of the constitution

## **6.6 Career guidelines for Administration Officers**

### **6.6.1 Purpose of the Job**

The purpose of this job is to ensure that the Agency facilities are in a secure state and to supervise drivers, receptionists, front office staff and secretarial services.

### **6.6.2 Grading Structure**

The Career Guidelines establish three (3) grades of Administration Officers who will be designated and graded as follows:-

<b>Designation</b>	<b>Grade</b>
Administration Officer	7
Senior Administration Officer	6
Principal Administration Officer	5
Assistant Manager, Administration and Facilities Management	4

*The position of Administration Officer/Senior/Principal will form common establishment for purpose of these guidelines.*

### **6.6.3 Recognized Qualifications**

For appointment to this grade, an officer must have:-

1. A Master's degree in Business Administration, Management, Business Administration or any other relevant degree from a recognized institution
2. A Bachelor's degree in a relevant field
3. A senior management course lasting not less than two (2) weeks
4. Certificate in computer application
5. Membership to a relevant professional body
6. Meets the requirements of Chapter Six of the Constitution

### **6.6.4 Administration Officer - KTNA 7**

This will be the entry and training grade for degree holders in Administration. The officer at this level will work under the supervision and guidance of a more senior officer.

### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Complying with administrative services policies and procedures;
2. Ensuring general cleanliness in offices is undertaken;
3. Ensuring provision of office equipment and materials;
4. Advising the management on the security requirements for the Agency and developing sound security and procedures.
5. Directing and controlling security operations within and around the Agency premises.
6. Working closely with the out-sourced security service providers to ensure effective security for the Agency and effective management of necessary service level agreement.
7. Managing any internal investigations and acting as liaison officer with all other interested parties, including the police, regulators and auditors.
8. Identifying security risks and evaluating alternative ways of addressing them.
9. Improving security surveillance, detection and prevention of crime in liaison with the police and other security agencies.
10. Preparing and monitoring security budgets and evaluating new technology based security solutions.
11. Maintaining comprehensive records of all occurrences and investigations findings and follow-up on action plans.
12. Gather security information (security intelligence) for quick decision making
13. Install and maintain the necessary security systems aimed at avoiding thefts, pilferage and sabotage.
14. Liaison with Government departments, law enforcement and other external agents and safety departments on security matters i.e. government security and safety departments, provincial administration, fire brigade etc.
15. Establish and implement strategies to prevent unauthorized entry of persons, cars and goods to restricted areas by carrying out security checks.
16. Plan and carry out security awareness training and sensitization briefs to all staff.
17. Identify and manage activities of the firm team (fire Marshalls); coordinate drills and ensure that adequate measures are taken to prevent fire risks.
18. Manage all transport needs of the Agency staff, coordinate the Agency vehicle fleet
19. Supervise Agency drivers,
20. Ensure all Agency vehicles meet all the traffic regulations and requirements and security requirements.
21. Coordinate the maintenance of the Agency vehicles



## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's' degree in any of the following disciplines:- Public Administration; Business Administration; Office Management or equivalent qualification from a recognized institution;
- ii. Certificate in computer application from a recognized institution; and
- iii. Meets the provision of chapter six of the Constitution.

### **6.6.5 Senior Administration Officer - KTNA 6**

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Complying with administrative services policies and procedures;
2. Ensuring general cleanliness in offices is undertaken;
3. Ensuring provision of office equipment and materials;
4. Advising the management on the security requirements for the Agency and developing sound security and procedures.
5. Directing and controlling security operations within and around the Agency premises.
6. Working closely with the out-sourced security service providers to ensure effective security for the Agency and effective management of necessary service level agreement.
7. Managing any internal investigations and acting as liaison officer with all other interested parties, including the police, regulators and auditors.
8. Identifying security risks and evaluating alternative ways of addressing them.
9. Improving security surveillance, detection and prevention of crime in liaison with the police and other security agencies.
10. Preparing and monitoring security budgets and evaluating new technology based security solutions.
11. Maintaining comprehensive records of all occurrences and investigations findings and follow-up on action plans.
12. Gather security information (security intelligence) for quick decision making
13. Install and maintain the necessary security systems aimed at avoiding thefts, pilferage and sabotage.
14. Liaison with Government departments, law enforcement and other external agents and safety departments on security matters i.e. government security and safety departments, provincial administration, fire brigade etc.
15. Establish and implement strategies to prevent unauthorized entry of persons, cars and goods to restricted areas by carrying out security checks.
16. Plan and carry out security awareness training and sensitization briefs to all staff.

17. Identify and manage activities of the firm team (fire Marshalls); coordinate drills and ensure that adequate measures are taken to prevent fire risks.
18. Manage all transport needs of the Agency staff, coordinate the Agency vehicle fleet
19. Supervise Agency drivers
20. Ensure all Agency vehicles meet all the traffic regulations and requirements and security requirements.
21. Coordinate the maintenance of the Agency vehicles
22. Supervise junior staff performing administrative functions

#### **b. Requirements for appointment**

For appointment to this grade, an officer must have:-

- i. Served as an Administrative Officer for a minimum period of three (3) years in the Agency, in a comparable position in the public service or in a reputable organization;
- ii. Bachelor's' degree in any of the following disciplines:- Public Administration; Business Administration; Office Management or equivalent qualification from a recognized institution;
- iii. Management/supervisory course lasting not less than two (2) weeks from a recognized institution;
- iv. Certificate in computer proficiency from a recognized institution; and
- v. Meets the provision of Chapter Six of the Constitution.

#### **6.6.6 Principal Administration Officer - KTNA 5**

##### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. Complying with administrative services policies and procedures;
2. Ensuring general cleanliness in offices is undertaken;
3. Ensuring provision of office equipment and materials;
4. Advising the management on the security requirements for the Agency and developing sound security and procedures.
5. Directing and controlling security operations within and around the Agency premises.
6. Working closely with the out-sourced security service providers to ensure effective security for the Agency and effective management of necessary service level agreement.
7. Managing any internal investigations and acting as liaison officer with all other interested parties, including the police, regulators and auditors.
8. Identifying security risks and evaluating alternative ways of addressing them.
9. Improving security surveillance, detection and prevention of crime in liaison with the police and other security agencies.

10. Preparing and monitoring security budgets and evaluating new technology based security solutions.
11. Maintaining comprehensive records of all occurrences and investigations findings and follow-up on action plans.
12. Gather security information (security intelligence) for quick decision making
13. Install and maintain the necessary security systems aimed at avoiding thefts, pilferage and sabotage.
14. Liaison with Government departments, law enforcement and other external agents and safety departments on security matters i.e. government security and safety departments, provincial administration, fire brigade etc.
15. Establish and implement strategies to prevent unauthorized entry of persons, cars and goods to restricted areas by carrying out security checks.
16. Plan and carry out security awareness training and sensitization briefs to all staff.
17. Identify and manage activities of the firm team (fire Marshalls); coordinate drills and ensure that adequate measures are taken to prevent fire risks.
18. Manage all transport needs of the Agency staff, coordinate the Agency vehicle fleet
19. Supervise Agency drivers
20. Ensure all Agency vehicles meet all the traffic regulations and requirements and security requirements.
21. Coordinate the maintenance of the Agency vehicles
22. Supervise junior staff performing administrative functions

#### **a. Requirements for appointment**

For appointment to this grade, an officer must have:-

- i. Served as an Administrative Officer for a minimum period of six (6) years in the Agency, in a comparable position in the public service or in a reputable organization;
- ii. A relevant Master's degree
- iii. Bachelor's' degree in any of the following disciplines:- Public Administration; Business Administration; Office Management or equivalent qualification from a recognized institution;
- iv. Management/supervisory course lasting not less than two (2) weeks from a recognized institution;
- v. Membership to a relevant professional body
- vi. Certificate in computer proficiency from a recognized institution; and
- vii. Meets the provision of Chapter Six of the Constitution.

## **6.7 Career guidelines for Executive Assistants**

### **6.7.1 Purpose of the Job**

To provide high-level administrative support to the CEO and other directorates and departments in order to ensure that services are provided in an effective and timely manner.

### **6.7.2 Grading Structure**

The Career Guidelines establish three (3) grades of Executive assistants who will be designated and graded as follows:-

<b>Designation</b>	<b>Grade</b>
Executive Assistant	9
Senior Executive Assistant	8
Executive Assistant Officer	7

### **6.7.3 Recognized Qualifications**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in a relevant field
- ii. A certificate in Computer Application
- iii. Diploma in Secretarial studies or other relevant Diploma from a recognized institution
- iv. A certificate in Computer Application
- v. Meets the requirements of Chapter Six of the Constitution

### **6.7.4 Executive Assistant - KTNA 9**

This is the entry level for officers in Executive Assistant positions. These officers will report to the Assistant Manager, Administration and Facilities Management, while under direction of the officers they are assigned to.

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Drafts correspondence, reports and proof read of official documents and ensure adherence to administrative guidelines and overall quality of outputs requiring the Executives signature.
2. Respond to telephone inquiries, route calls to appropriate officers and place outgoing calls.



3. Management of appointments, itinerary, initiative and coordinate all travel arrangements. Establish and maintain relevant storage and retrieval of files/documents for easy access and security.
4. Maintain effective communication channels and ensure quality and timelines of information emanating from the office, independently decides and follows through information as necessary.
5. Receive, sort and route all incoming mail to the office and highlight important calls.
6. Serve as first point of contact and liaison with an extensive network of contacts at senior levels, both internally, externally and Government officials.
7. Receive and screen incoming, visitors and correspondence and direct to the relevant department/office
8. Maintain office calendars of events, plan and coordinate meetings and take minutes on needs basis

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Diploma in Secretarial Studies or other relevant Diploma from a recognized institution
- ii. A certificate in Computer Application
- iii. Meets the requirements of chapter six of the Constitution

### **6.7.5 Senior Executive Assistant - KTNA 8**

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Drafts correspondence, reports and proof read of official documents and ensure adherence to administrative guidelines and overall quality of outputs requiring the Executives signature.
2. Respond to telephone inquiries, route calls to appropriate officers and place outgoing calls.
3. Management of appointments, itinerary, initiative and coordinate all travel arrangements. Establish and maintain relevant storage and retrieval of files/documents for easy access and security.
4. Maintain effective communication channels and ensure quality and timelines of information emanating from the office, independently decides and follows through information as necessary.
5. Receive, sort and route all incoming mail to the office and highlight important calls.
6. Serve as first point of contact and liaison with an extensive network of contacts at senior levels, both internally, externally and Government officials.

7. Receive and screen incoming, visitors and correspondence and direct to the relevant department/office
8. Maintain office calendars of events, plan and coordinate meetings and take minutes on needs basis

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Relevant experience of not less than three (3) years in the position of Executive Assistant or a comparable position in the Public Service or other reputable organization
- ii. Diploma in Secretarial studies or other relevant Diploma from a recognized institution
- iii. A certificate in Computer Application
- iv. Meets the requirements of chapter six of the Constitution

#### **6.7.6 Executive Assistant Officer - KTNA 7**

This will be an entry level position for degree holders employed as Executive Assistants. Growth to this position by officers already within the Agency in this line will require meeting the minimum qualifications as set herein.

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Drafts correspondence, reports and proof read of official documents and ensure adherence to administrative guidelines and overall quality of outputs requiring the Executives signature.
2. Respond to telephone inquiries, route calls to appropriate officers and place outgoing calls.
3. Management of appointments, itinerary, initiative and coordinate all travel arrangements. Establish and maintain relevant storage and retrieval of files/documents for easy access and security.
4. Maintain effective communication channels and ensure quality and timelines of information emanating from the office, independently decides and follows through information as necessary.
5. Receive, sort and route all incoming mail to the office and highlight important calls.
6. Serve as first point of contact and liaison with an extensive network of contacts at senior levels, both internally, externally and Government officials.
7. Receive and screen incoming, visitors and correspondence and direct to the relevant department/office

8. Maintain office calendars of events, plan and coordinate meetings and take minutes on needs basis

### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in a relevant field
- ii. A certificate in Computer Application
- iii. Meets the requirements of Chapter Six of the Constitution

### **6.8 Career guidelines for Assistant Manager, Administration and Facilities Management – KTNA 4**

There is established one grade for the Assistant Manager, Administration and Facilities Management. It is provided that direct appointments can be made into this position while officers in the Human Resource and Administration Department can also grow into this position having met the minimum requirements.

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Drafting of the Administration Unit Work plan and implementation of performance contract targets relating to Administration Function.
2. Daily coordination of Transport Facilities and services (work tickets, vehicle cleaning, repairs and maintenance, allocation, insurance, fueling, accident handling etc.
3. Facilities management( repair & maintenance, management of lease agreement, office space planning, furniture layout, photocopying and printing facilities, office parking slots, washrooms, lightings, air circulation etc.)
4. Work environment management in liaison with contractors and service providers(cleanliness, fumigation, emergency procedures, health, fire protection/safety and waste management)
5. Efficient staff welfare services such as office tea, drinking water, washrooms facilities
6. Oversee implementation of service provider's contracts (cleaning, courier, outside catering etc)
7. Providing feedback, direction and guidance; answering questions and /or implementing administration actions.
8. Monitoring relevant insurance policy and lodging claims
9. Supervising Administration Officers, Executive Assistants, Records Management Assistants and Front Office Services

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. A Master's degree in Business Administration, Management, Business Administration or any other relevant degree from a recognized institution
- ii. A Bachelor's degree in a relevant field
- iii. A senior management course lasting not less than two (2) weeks
- iv. Certificate in computer application
- v. Membership to a relevant professional body
- vi. Experience of not less than eight (8) years
- vii. Meets the requirements of Chapter Six of the Constitution

## **6.9 Career guidelines for Human Resource Officers**

### **6.9.1 Purpose of the Job**

Responsible for providing support in the various human resources functions which include recruitment & selection, employee development, performance management, benefits administration, employee welfare and management of personal files.

### **6.9.2 Grading Structure**

The career guideline establishes four (4) grades of Human Resource Development Officers.

Human Resource Development Officer	7
Senior Human Resource Development Officer	6
Principal Human Resource Development Officer	5
OR	
Assistant Manager Human Resource	4

*The position of Human Resource Development Officer/Senior/Principal will form common establishment for purpose of these guidelines.*

### **6.9.3 Recognized Qualifications**

- i. Master's Degree in any of the following disciplines:- Human Resource Management/Development/Planning, Public Administration, Business Administration, Political Science/Government, Anthropology, Social Sciences or equivalent qualification from a recognized institution;



- ii. Bachelor's Degree in any of the following disciplines:- Human Resource Management/Development/Planning, Public Administration, Business Administration, Political Science/Government, Anthropology, Social Science or equivalent qualification from a recognized institution;
- iii. Management/Supervisory Course lasting not less than two (2) weeks from a recognized institution;
- iv. Membership to a relevant professional body;
- v. Certificate in computer application and
- vi. Meets the provision of Chapter Six of the Constitution.

#### **6.9.4 Human Resource Officer - KTNA 7**

This is an entry level position for university graduates into the Human Resource Development line.

##### **a. Duties and responsibilities**

Duties and responsibilities at this level will entail:-

1. Recruitment through: drafting of notices and advertisements for vacant staff positions, schedule and organize interviews, participate in applicant interviews, inform unsuccessful applicants, induction
2. Coordinates the performance management process and ensures effective implementation of the performance management system
3. Implementation of the various staff welfare activities as outlined in the policies and procedures e.g., staff parties, LSA
4. Creation and updating of employee records and files
5. Monitor staff attendance including punctuality and absenteeism
6. Process employee leave applications and maintenance of leave schedules
7. Provide basic counselling to staff who have performance related obstacles
8. Make effective arrangements for various HR activities such as job interviews, performance reviews, performance reviews/appraisals and staff meetings
9. Implement the formalities of employee separation such as conduct exit interviews for lower level staff, issue clearance forms, updating employee records, calculation of final pay, etc
10. Administration of the staff pension scheme activities in liaison with the service providers
11. Be the contact person for employee medical group life schemes and health & safety programmes
12. Implementation of the performance contract activities relating to human resources
13. Updating payroll data for processing salaries and rewards; and administration of statutory deductions e.g. HELB, NSSF, NHIF, PAYE

14. Identifying training and development needs within the organization through training needs analysis, appraisal schemes and regular consultation with other managers.
15. Designing and expanding training and development programs based on both the organizations' and individual's needs.
16. Serve as the Agency's contact person with Trainers, Training Institutions and Consultants.
17. Implement the career plans and succession planning activities
18. Ensure development programmes such as internship, management trainees, coaching and mentoring are going on as planned.
19. Conducting effective induction programmes.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in any of the following disciplines: - Human Resource Management/Development/Planning, Public Administration, Business Administration, Political Science/Government, Anthropology or equivalent qualification from a recognized institution;
- ii. Certificate in computer application
- iii. Meets the provision of Chapter Six of the Constitution.

#### **6.9.5 Senior Human Resource Officer - KTNA 6**

##### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

1. Recruitment through: drafting of notices and advertisements for vacant staff positions, schedule and organize interviews, participate in applicant interviews, inform unsuccessful applicants, induction
2. Coordinates the performance management process and ensures effective implementation of the performance management system
3. Implementation of the various staff welfare activities as outlined in the policies and procedures e.g., staff parties, LSA
4. Creation and updating of employee records and files
5. Monitor staff attendance including punctuality and absenteeism
6. Process employee leave applications and maintenance of leave schedules
7. Provide basic counselling to staff who have performance related obstacles
8. Make effective arrangements for various HR activities such as job interviews, performance reviews, performance reviews/appraisals and staff meetings
9. Implement the formalities of employee separation such as conduct exit interviews for lower level staff, issue clearance forms, updating employee records, calculation of final pay, etc

10. Administration of the staff pension scheme activities in liaison with the service providers
11. Be the contact person for employee medical group life schemes and health & safety programmes
12. Implementation of the performance contract activities relating to human resources
13. Updating payroll data for processing salaries and rewards; and administration of statutory deductions e.g. HELB, NSSF, NHIF, PAYE
14. Identifying training and development needs within the organization through training needs analysis, appraisal schemes and regular consultation with other managers.
15. Designing and expanding training and development programs based on both the organizations' and individual's needs.
16. Serve as the Agency's contact person with Trainers, Training Institutions and Consultants.
17. Implement the career plans and succession planning activities
18. Ensure development programmes such as internship, management trainees, coaching and mentoring are going on as planned.
19. Conducting effective induction programmes.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Experience as a Human Resource Development Officer for at least three (3) years in the Agency or in a comparable position in the public service or in a reputable organization;
- ii. Bachelor's Degree in any of the following disciplines: - Human Resource Management/Development/Planning, Public Administration, Business Administration, Political Science/Government, Anthropology or equivalent qualification from a recognized institution;
- iii. Management/Supervisory course lasting not less than two (2) weeks from a recognized institution;
- iv. Membership to a relevant professional body;
- v. Certificate in computer application
- vi. Meets the provision of Chapter Six of the Constitution.

### **6.9.6 Principal Human Resource Officer, KTNA Grade 5**

#### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

- I. Recruitment through: drafting of notices and advertisements for vacant staff positions, schedule and organize interviews, participate in applicant interviews, inform unsuccessful applicants, induction

2. Coordinates the performance management process and ensures effective implementation of the performance management system
3. Implementation of the various staff welfare activities as outlined in the policies and procedures e.g., staff parties, LSA
4. Creation and updating of employee records and files
5. Monitor staff attendance including punctuality and absenteeism
6. Process employee leave applications and maintenance of leave schedules
7. Provide basic counselling to staff who have performance related obstacles
8. Make effective arrangements for various HR activities such as job interviews, performance reviews, performance reviews/appraisals and staff meetings
9. Implement the formalities of employee separation such as conduct exit interviews for lower level staff, issue clearance forms, updating employee records, calculation of final pay, etc
10. Administration of the staff pension scheme activities in liaison with the service providers
11. Be the contact person for employee medical group life schemes and health & safety programmes
12. Implementation of the performance contract activities relating to human resources
13. Updating payroll data for processing salaries and rewards; and administration of statutory deductions e.g. HELB, NSSF, NHIF, PAYE
14. Identifying training and development needs within the organization through training needs analysis, appraisal schemes and regular consultation with other managers.
15. Designing and expanding training and development programs based on both the organizations' and individual's needs.
16. Serve as the Agency's contact person with Trainers, Training Institutions and Consultants.
17. Implement the career plans and succession planning activities
18. Ensure development programmes such as internship, management trainees, coaching and mentoring are going on as planned.
19. Conducting effective induction programmes.

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Working experience of not less than 6 years, three (3) of which were served in the grade of Senior Officer in the Agency or in the public service or in other reputable organization;
- ii. Master's Degree in any of the following disciplines:- Human Resource Management/Development/Planning, Public Administration, Business Administration, Political Science/Government, Anthropology or equivalent qualification from a recognized institution;
- iii. Bachelor's Degree in any of the following disciplines:- Human Resource Management/Development/Planning, Public Administration, Business Administration,



- Political Science/Government, Anthropology or equivalent qualification from a recognized institution;
- iv. Management/Supervisory Course lasting not less than two (2) weeks from a recognized institution;
  - v. Membership to a relevant professional body;
  - vi. Certificate in computer application and
  - vii. Meets the provision of Chapter Six of the Constitution.

#### **6.9.7 Assistant Manager Human Resource - KTNA 4**

This is a management position to be filled competitively by candidates who meet the minimum requirements set herein.

##### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

1. Recruitment through: drafting of notices and advertisements for vacant staff positions, schedule and organize interviews, participate in applicant interviews, inform unsuccessful applicants, induction
2. Coordinates the performance management process and ensures effective implementation of the performance management system
3. Implementation of the various staff welfare activities as outlined in the policies and procedures e.g., staff parties, LSA
4. Creation and updating of employee records and files
5. Monitor staff attendance including punctuality and absenteeism
6. Process employee leave applications and maintenance of leave schedules
7. Provide basic counselling to staff who have performance related obstacles
8. Make effective arrangements for various HR activities such as job interviews, performance reviews, performance reviews/appraisals and staff meetings
9. Implement the formalities of employee separation such as conduct exit interviews for lower level staff, issue clearance forms, updating employee records, calculation of final pay, etc
10. Administration of the staff pension scheme activities in liaison with the service providers
11. Be the contact person for employee medical group life schemes and health & safety programmes
12. Implementation of the performance contract activities relating to human resources
13. Updating payroll data for processing salaries and rewards; and administration of statutory deductions e.g. HELB, NSSF, NHIF, PAYE
14. Identifying training and development needs within the organization through training needs analysis, appraisal schemes and regular consultation with other managers.

15. Designing and expanding training and development programs based on both the organizations' and individual's needs.
16. Serve as the Agency's contact person with Trainers, Training Institutions and Consultants.
17. Implement the career plans and succession planning activities
18. Ensure development programmes such as internship, management trainees, coaching and mentoring are going on as planned.
19. Conducting effective induction programmes.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Working experience of not less than 8 years, three (3) of which were served in the grade of Principal Human Resource Officer in the Agency or in the public service or in other reputable organization;
- ii. Master's Degree in any of the following disciplines:- Human Resource Management/Development/Planning, Public Administration, Business Administration, Political Science/Government, Anthropology or equivalent qualification from a recognized institution;
- iii. Bachelor's Degree in any of the following disciplines:- Human Resource Management/Development/Planning, Public Administration, Business Administration, Political Science/Government, Anthropology or equivalent qualification from a recognized institution;
- iv. Management/Supervisory Course lasting not less than two (2) weeks from a recognized institution;
- v. Membership to a relevant professional body;
- vi. Certificate in computer application and
- vii. Meets the provision of Chapter Six of the Constitution.

### **6.10 Manager Human Resources and Administration - KTNA 3**

#### **6.10.1 Purpose of the Job**

To provide technical expertise, advice, strategic partnership and leadership on matters relating to human resource management and administration services in support of the overall organizational aims and objectives

#### **6.10.2 Grading Structure**

The guidelines establish one (I) grade for officers in this grade with duties and requirements for appointment as set herein;

Designation	Grade
Manager, Human Resources and Administration	4

#### **a. Duties and Responsibilities**

This will be the highest grade in this cadre. The Manager, Human Resources and Administration will be responsible to the Director, Corporate Services for the overall management of the Human Resources and Administration function. Duties and responsibilities will entail:

1. coordinating the formulation, review, harmonization and implementation of human resource and administration policies, guidelines and regulations;
2. building capacity of human resource and administration for effective execution of human resource and administration function;
3. developing human resource management plans to ensure effective succession management;
4. ensuring institutionalization of performance management including performance appraisal system;
5. interpreting and advising on human resource and administration policies and regulations;
6. monitoring the implementation of human resource and administration policies, rules and regulations and analyzing their impact on staff;
7. facilitating human resource planning, communication, discipline, employee relations, remuneration and staff welfare;
8. overseeing the development and maintenance of an up-to-date human resource and administration database;
9. spearheading the monitoring, evaluation and auditing of human resource and administration activities and programmes; and
10. overseeing the preparation of Board papers relating to human resource and administration for deliberation and decision making by the Board ;
11. overseeing allocation and utilization of office space; supervising office management services and staff;
12. facilitating prompt payment of electricity, water bills and other utilities; ensuring adherence to Government regulations and procedures on vehicle usage;
13. devising and implementing security procedures and policies;
14. investigating all security incidences and liaising with the Police and other security services;
15. undertaking prompt settlement of accident vehicle cases; coordinating rental management;
16. ensuring safe custody of the Board's assets;

17. liaising with relevant legal entities to acquire legal documents such as motor vehicle and assets insurances and licenses;
18. ensuring implementation and promotion of best human resource and administration standards and practices;

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Not less than eight (8) years working experience, three of which should be in a management position in the Agency or in a comparable position in the public service or in other reputable organization;
- ii. Bachelor's Degree in any of the following disciplines:- Human Resource Management/Development/Planning, Public Administration, Business Administration, Political Science/Government, Anthropology or equivalent qualification from a recognized institution;
- iii. Master's Degree in any of the following disciplines:- Human Resource Management/Development/Planning, Public Administration, Business Administration, Political Science/Government, Anthropology or equivalent qualification from a recognized institution;
- iv. Leadership development programme lasting not less than four (4) weeks from a recognized institution;
- v. Membership to a relevant professional body;
- vi. Certificate in computer application and
- vii. Meets the provisions of Chapter Six of the constitution.

## **6.11 Career Guidelines for Accountants**

### **6.11.1 Job purpose**

To manage daily financial management services and provides strategic input regarding the financial affairs of the Council and ensures compliance with Government policy and International Financial Reporting Standards.

### **6.11.2 Grading Structure**

The Career guideline establishes seven (7) grades of Finance personnel who will be designated and graded as follows:

<b>Designation</b>	<b>Job Grade</b>
Accounts Assistant	9
Senior Accounts Assistant	8
OR	



Accountant	7
Senior Accountant	6
Principal Accountant	5
OR	
Assistant Manager Finance and Budgeting	4
Manager Finance	3

Note:

- The position of Accountant Officer/Senior/Principal will form common establishment for purpose of these guidelines
- The position of Accountants Assistant/Senior will form common establishment for purpose of these guidelines.
- The Accountants can be deployed to the following Sections: – Management Accounting, Financial Accounting and Revenue Accounting.

### 6.11.3 Recognized qualifications

For appointment to this grade, an officer must have:-

- Bachelor's degree in Commerce (Accounting or Finance option), Business Administration (Accounting option), or equivalent qualification from a recognized institution;
- Master's degree in any of the following fields:- Finance, Accounting, Business Administration, Commerce or equivalent qualification from a recognized institution;
- Certified Public Accountant (CPA) Examination offered by Kenya Accounts and Secretaries Examination Board (KASNEB) or equivalent qualification from a recognized institution;
- Diploma in any of the following disciplines, Accounting, Business Administration (Accounting option), or equivalent qualification from a recognized institution;
- Certificate in any of the following disciplines: Accounting, Finance option, Business Administration (Accounting option), or equivalent qualification from a recognized institution;
- Management Course lasting not less than four (4) weeks from a recognized institution;
- Leadership course lasting not less than four (4) weeks from a recognised institution;
- Management course lasting not less than two (2) weeks from a recognized institution;
- Computer certificate from a recognized institution.

### 6.11.4 Account Assistant - KTNA 9

This is the entry and training grade for this cadre. An Officer at this level will work under the supervision and guidance of a senior officer.

#### **a. Duties and responsibilities**

Duties and responsibilities will entail:-

1. preparing vouchers and committal documents in accordance with laid down rules and regulations;
2. capturing primary data;
3. Filing accounting documents;
4. Preparing simple financial reports such as bank reconciliations and on-demand reports;
5. Preparing invoices;
6. Ensuring safe custody of accountable documents and
7. Maintaining primary records such as cashbooks, ledgers and registers.
8. Post invoices, payments expense accruals and other expenditure journals into the accounting system
9. Make postings to the Accounting System for Accounts receivables and reconciliations of receivables to the general Ledger.
10. Prepare adequate supporting Schedules in support of Revenue account balances in the Financial Statements on weekly, monthly, quarterly and annual basis

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:

- i. Diploma in Commerce (Accounting or Finance option), Business Administration (Accounting option), CPA (Finalist), ACCA or any other equivalent qualification from a recognized institution;
- ii. Certificate in computer proficiency from a recognized institution; and
- iii. Meets the provisions of Chapter Six of the constitution.

### **6.11.5 Senior Account Assistant – KTNA 8**

#### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

1. Examining payment vouchers and committal documents to ensure compliance to approved procedures, rules and regulations;
2. Reviewing of data capture within the system;
3. Verifying data recorded in the cash book and posting of transactions as per approved systems;
4. Validating bank reconciliations;
5. Validating receipts and payments;
6. Preparing financial reports;

7. Verifying balanced cashbooks, imprest, and advance ledgers; and
8. Ensuring correct maintenance of records for the purpose of payment.
9. Processing VAT and other statutory obligations payments

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. served in the grade of Accounts Assistant for at least three (3) years in the Agency, in the public service or in a reputable organization;
- ii. CPA /ACCA (Finalist), Diploma in Commerce (Accounting or Finance option), Business Administration (Accounting option), or equivalent qualification from a recognized institution;
- iii. certificate in computer proficiency from a recognized institution; and
- iv. Meeting the requirements of Chapter Six of the Constitution.

#### **6.11.6 Accountant - KTNA 7**

This will be an entry level position for graduates in the line of finance and accounting. Accounts assistant within the Agency can be appointed into this line having met the minimum requirements for this position.

#### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

1. Processing payment vouchers;
2. Examining payment vouchers
3. Preparing financial management reports for internal and external use ;
4. Complying with financial processes procedures and regulations;
5. Balancing cashbooks on daily basis and providing cash liquidity analysis;
6. Ensuring projects overheads remittances are done;
7. Preparing bank reconciliations and maintaining general ledger accounts;
8. Preparing customers and suppliers records for payment;
9. Filing and retrieving of accountable documents;
10. Undertaking daily banking;
11. Preparing statutory payments.
12. maintaining an inventory on all bank accounts of the Agency and their approved signatories;
13. facilitate internal and external audits
14. revenue reporting and management
15. credit management and control

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's degree in Commerce (Accounting or Finance option), Business Administration (Accounting option), or equivalent qualification from a recognized institution;
- ii. Completed the Certified Public Accountant (CPA) Examination offered by Kenya Accounts and Secretaries Examination Board (KASNEB) or that offered by the Association of Certified Chartered Accountants (ACCA) or other equivalent qualification from a recognized institution;
- iii. Certificate in computer Application from a recognized institution; and
- iv. Meets the provision of chapter six of the Constitution.

### **6.11.7 Senior Accountant - KTNA 6**

#### **a. Duties and responsibilities**

Duties and responsibilities at this level will entail:-

1. preparing cash flow forecasts statements;
2. Complying with financial processes and procedures;
3. Complying with regulations pertaining to financial management and controls;
4. Ensuring projects overheads remittances are done;
5. Carrying out data analysis to support preparation of accounting reports;
6. Preparing bank reconciliations and maintaining general ledger accounts;
7. Maintaining of customers and suppliers records for the purpose of payment; Handling petty cash;
8. Maintaining all the funds and cash records;
9. Writing cheques and posting payments and receipt vouchers in the cashbooks;
10. Issuing withholding and Value Added Tax certificate to suppliers;
11. Submitting withholding and Value Added Tax returns to Kenya Revenue Authority and
12. Overseeing the risk management of financial resources.
13. facilitate internal and external audits
14. revenue reporting and management
15. credit management and control

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. served in the grade of Accountant for at least three (3) years in the Agency or a comparable position in the public service or in a reputable organization;



- ii. Bachelor's degree in Commerce (Accounting or Finance option), Business Administration (Accounting option), or equivalent qualification from a recognized institution;
- iii. Completed the Certified Public Accountant (CPA) Examination offered by Kenya Accounts and Secretaries Examination Board (KASNEB) or that of the Association of Certified Chartered Accountants (ACCA) or equivalent qualification from a recognized institution;
- iv. Membership to the relevant professional body
- v. Management Course lasting not less than two (2) weeks from a recognized institution;
- vi. Certificate in computer applications;
- vii. Proficiency and experience in computerized accounting systems
- viii. Meets the provision of Chapter Six of the Constitution.

#### **6.1.1.8 Principal Accountant - KTNA 5**

##### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

- 1. preparing cash flow forecasts statements;
- 2. Complying with financial processes and procedures;
- 3. Complying with regulations pertaining to financial management and controls;
- 4. Ensuring projects overheads remittances are done;
- 5. Carrying out data analysis to support preparation of accounting reports;
- 6. Preparing bank reconciliations and maintaining general ledger accounts;
- 7. Maintaining of customers and suppliers records for the purpose of payment; Handling petty cash;
- 8. Maintaining all the funds and cash records;
- 9. Writing cheques and posting payments and receipt vouchers in the cashbooks;
- 10. Issuing withholding and Value Added Tax certificate to suppliers;
- 11. Submitting withholding and Value Added Tax returns to Kenya Revenue Authority
- 12. facilitate internal and external audits
- 13. revenue reporting and management
- 14. credit management and control

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Work experience of at least six (6) years, three (3) of which were served in the grade of Senior Accountant in the Agency or in a comparable position in the public service or in a reputable organization;

- ii. Master's degree in any of the following fields:- Finance, Accounting, Business Administration, Commerce or equivalent qualification from a recognized institution Bachelor's degree in Commerce (Accounting or Finance option), Business Administration (Accounting option), or equivalent qualification from a recognized institution;
- iii. Completed the Certified Public Accountant (CPA) examination offered by Kenya Accounts and Secretaries Examination Board (KASNEB) or that of the Association of Certified Chartered Accountants (ACCA) or equivalent qualification from a recognized institution;
- iv. Management Course lasting not less than two (2) weeks from a recognized institution;
- v. Membership to a relevant professional body;
- vi. Certificate in computer applications;
- vii. Be proficient in computerized accounting systems; and
- viii. Meets the requirements of Chapter Six of the constitution

#### **6.11.9 Assistant Manager Finance and Budgeting - KTNA 4**

##### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

- 1. Deputize the Manager, Finance in running the Finance Department
- 2. Coordinate Finance functions to ensure efficient and effective operations
- 3. Lead in financial reporting
- 4. Ensuring compliance with financial processes, procedures and regulations pertaining to financial management and controls;
- 5. Carrying out data analysis to support preparation of accounting reports;
- 6. Supervise the maintenance of general ledger accounts;
- 7. Supervising the maintenance of customers and suppliers records for the purpose of payment;
- 8. Ensuring statutory payments are done on time and accurately
- 9. Overseeing the risk management of financial resources.
- 10. facilitate internal and external audits
- 11. revenue reporting and management
- 12. credit management and control

##### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Work experience of at least eight years in the Agency or in a comparable position in the public service or in a reputable organization;

- ii. Master's degree in any of the following fields:- Finance, Accounting, Business Administration, Commerce or equivalent qualification from a recognized institution Bachelor's degree in Commerce (Accounting or Finance option), Business Administration (Accounting option), or equivalent qualification from a recognized institution;
- iii. Completed the Certified Public Accountant (CPA) examination offered by Kenya Accounts and Secretaries Examination Board (KASNEB) or that of the Association of Certified Chartered Accountants (ACCA) or equivalent qualification from a recognized institution;
- iv. Management Course lasting not less than two (2) weeks from a recognized institution;
- v. Membership to a relevant professional body;
- vi. Certificate in computer applications;
- vii. Be proficient in computerized accounting systems; and
- viii. Meets the requirements of Chapter Six of the constitution

### **6.12 Manager Finance - KTNA 3**

This is the highest grade for this cadre. The Manager, Finance will be responsible to the Director, Corporate Services for the overall management of the Finance Function.

#### **a. Duties and Responsibilities**

Duties and responsibilities will entail:-

- 1. providing advisory services on all financial and accounting matters to the Agency;
- 2. Ensuring compliance with the Constitution, the Public Finance Management Act 2012 and other laws guiding public finance.
- 3. ensuring proper interpretation and implementation of financial regulations and procedures, Treasury circulars, letters and instructions;
- 4. Liaise with other Departments so as to ensure that financial and related regulations are complied with and where applicable give procedural guidance, treasury circulars, letters and instructions;
- 5. developing supplementary financial regulations and procedures to enhance internal controls established through normal Treasury regulations and procedures;
- 6. Preparation of the Agency's annual budget by consolidation of all departmental budgets as per Government Policy and presentation to the Board for approval;
- 7. ensuring provision of quality and timely accounting services;
- 8. develop and implement budget and expenditure controls so as to ensure that financial expenditure is planned, controlled and properly authorized
- 9. authorizing payments and signing cheques;

10. monitoring expenditure on projects and programme implementation on a periodic basis and ensuring that timely corrective measures are taken;
11. Mentor, train and appraise staff;
12. Ensure that payments to suppliers are made on a timely and accurate basis and creditors' accounts reconciled;
13. Ensuring requirements of partners funding the Agency in any project are adhered to;
14. Risk management for all aspects of finance in the Agency
15. Ensuring all statutory reports are prepared as per the required law.
16. Ensure accurate and timely internal reporting
17. As part of senior management be involved in policy formulation and other senior management duties.

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Work experience of at least nine (9) years, four (4) of which must have been at a management level;
- ii. Master's degree in any of the following fields:- Finance, Accounting, Business Administration, Commerce or equivalent qualification from a recognized institution;
- iii. Bachelor's degree in Commerce (Accounting or Finance option), Business Administration (Accounting option), or equivalent qualification from a recognized institution;
- iv. Completed Certified Public Accountant (CPA)K by Kenya Accounts and Secretaries Examination Board (KASNEB); Association of Certified Chartered Accountants (ACCA) or equivalent qualification from a recognized institution;
- v. Certificate in computer application;
- vi. Experience and proficiency in working with computerized accounting systems
- vii. Leadership management course lasting not less than four (4) weeks from a recognized institution;
- viii. Membership to a relevant professional body;
- ix. Meets the provisions of chapter six of the constitution;

## **6.13 Director Corporate Services**

### **6.13.1 Purpose of the Job**

To advise the Agency on all aspects of management of corporate services which are human resource and administration function and the finance function. To strategically lead, co-ordinate and direct the Directorate of Corporate Services for efficient and effective delivery services to the Agency in an integrated way



<b>Designation</b>	<b>Grade</b>
Director, Corporate Services	<b>2</b>

**a. Duties and responsibilities**

The duties for this position include:-

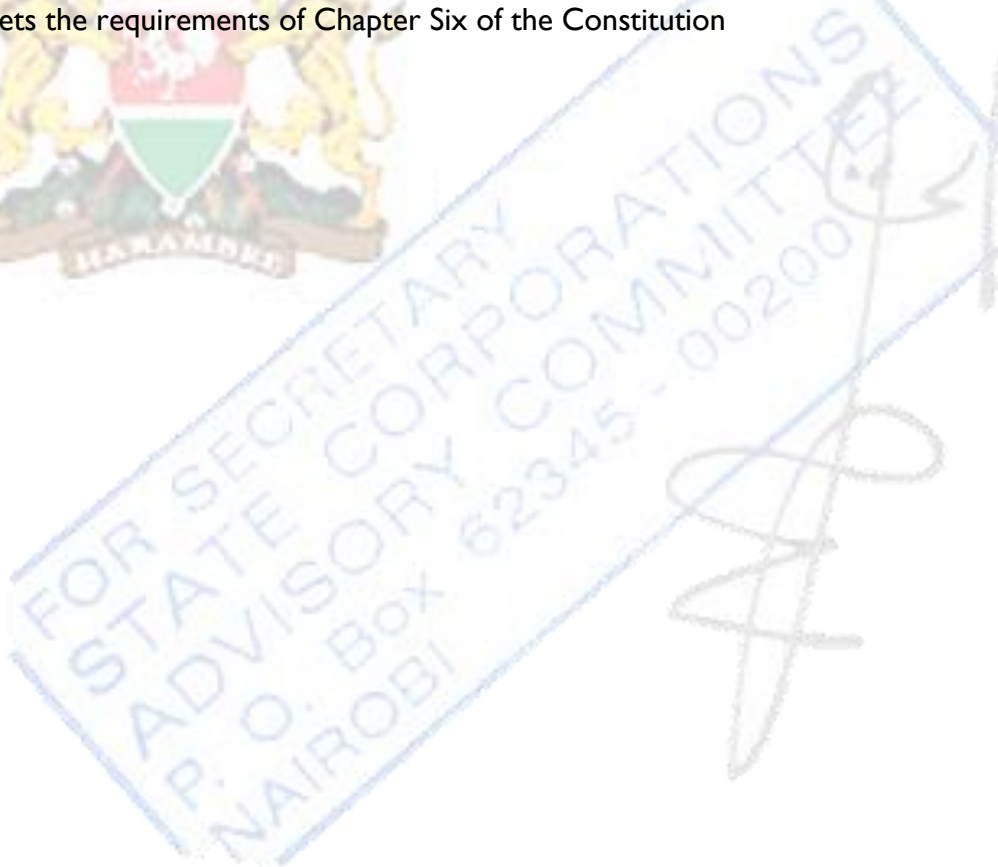
1. Oversee and coordinate development and operationalisation of the Agency's Finance Strategy and Budgets;
2. Monitor development, implementation and review of financial policies, procedures and guidelines;
3. Coordinate the development, implementation and review of Human Resources Management Strategies that support the Corporate Vision, Mission and Strategic Objectives of the Agency;
4. Monitor the development, implementation and review of effective human resources policies, plans and procedures to guide employment practices; as well as staff Job Descriptions and Specifications;
5. Manage the development of and coordinating the implementation of commensurate compensation and benefits packages for attraction and retention of qualified and competent staff;
6. Oversee and coordinate the development and implementation of pre-requisite occupational health and safety programs to ensuring a conducive work environment and culture
7. Facilitate salary administration, reward management and staff payroll administration;
8. Enforce compliance to the Labour Laws and Government regulations;
9. Coordinate the administrative function in the broader areas of Transport and Logistics; Document Production; Office logistics and services for the entire Agency
10. Oversee the Strategy, Planning, Monitoring and Evaluation function of support services;
11. Monitor the preparation of Board Papers on Finance, Human Resources and Administration matters.
12. Motivate and supervise all staff in the Corporate Services Directorate to deliver effectively and efficiently

**b. Requirements for appointment**

For appointment to this grade, an officer must have:-

- i. Master's degree in any of the following disciplines: A bachelor degree in Commerce, Business Administration, Public Administration; Office Management, Education, Human Resource Management, Law, Criminology, Security Management and any other

- Master's degree with relevant specialization or an equivalent qualification from a recognized institution;
- ii. Bachelor's degree in any of the following disciplines: Commerce, Finance, Business Administration, Public Administration; Office Management, Education, Human Resource Management, Law, Criminology, Security Management and any other Bachelor's' degree in any field or an equivalent qualification from a recognized institution;
  - iii. Relevant work experience of not less than twelve (12) years, seven (7) of which must be in a senior management position
  - iv. Membership to a relevant professional body
  - v. Leadership course lasting not less than four (4) weeks from a recognized institution;
  - vi. Certificate in computer application;
  - vii. Meets the requirements of Chapter Six of the Constitution



## SECTION SEVEN

### 7.0 Career guidelines for Supply Chain Management Officers

#### 7.1.1 Purpose of the Job

The Supply Chain Management services is responsible for the overall coordination and management of the Supply Chain Management function, advising the Agency on Procurement laws and Regulations, overseeing the Procurement process, giving opinion on tender process and guide on disposal of assets

#### 7.1.2 Grading structure

The Career Guidelines establishes five (5) grades of Supply Chain Management Officers and the Manager as follows:-

DESIGNATION	GRADE
Supply Chain Officer	KTNA 7
Senior Supply Chain Officer	KTNA 6
Principal Supply Chain Officer	KTNA 5
OR	
Assistant Manager Supply Chain Management	KTNA 4
Manager Supply Chain Management	KTNA 3

**Note:**

- The position of Supply Chain Officer/Senior/Principal will form common establishment for purpose of these guidelines.
- The supply Chain Officers shall be deployed to the Procurement or Stores Sections

#### 7.1.3 Recognized Qualifications

For appointment to this grade, an officer must have:-

- i. Master's degree in any of the following disciplines: - Logistics and Supply Chain Management; Business Administration (Purchasing and Supplies) or equivalent qualification from a recognized institution.
- ii. Bachelor's degree in any of the following disciplines: - Procurement and Supply Chain Management; Purchasing and Supplies Management. Supply Chain Management;

Procurement and Contract Management; Logistics and Supply Chain Management; Procurement and Logistics Management or equivalent qualification from a recognized institution.

- iii. Diploma in any of the following disciplines: - Purchasing and Supplies or Chartered Institute of Purchasing and Supplies (CIPS) Final.
- iv. Post Graduate Diploma in Supply Chain Management or equivalent qualification from a recognized institution.
- v. Supervisory/Management Course lasting not less than two (2) weeks from a recognized institution.
- vi. Leadership course lasting not less than four (4) weeks from a recognized institution.
- vii. Membership of professional bodies.
- viii. Certificate in computer applications from a recognized institution.

## **7.2 Supply Chain Management Officer - KTNA 7**

### **a. Duties and Responsibilities**

This will be the entry grade for graduates in this Cadre. An Officer at this level will work under the supervision and guidance of a senior officer. Duties and responsibilities will entail:-

- 1. analyzing supply chain management data;
- 2. preparation of reports
- 3. implementing and enforcing regulations and policies on supply chain management;
- 4. preparing procurement estimates of expenditure and controlling vote;
- 5. verifying and disposing stores;
- 6. coordinating the material receipt from suppliers and issues to contractors;
- 7. providing support in stock taking exercise; preparing stocks reconciliations; and
- 8. providing input in the preparation of procurement plans.
- 9. Providing secretarial services to various procurement committees

### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's degree in any of the following disciplines:- Supply Chain Management and Logistics, Commerce/Business Administration (Supplies Management option) or equivalent qualification from a recognized institution; and
- ii. Certificate in computer applications from a recognized institution.
- iii. Meets the requirements of Chapter Six of the Constitution



### **7.3 Senior Supply Chain Management Officer - KTNA 6**

#### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

1. compiling supply chain management data;
2. implementing and enforcing regulations and policies on supply chain management;
3. preparing procurement estimates of expenditure and controlling vote;
4. verifying and disposing stores;
5. coordinating the material receipt from suppliers and issues to contractors; carrying out internal monitoring and evaluation of goods and services;
6. leading stock taking exercise;
7. preparing stocks reconciliations;
8. following up payment of suppliers of goods and services; and
9. supervising stores

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. served in the grade of Supply Chain Management Officer within the Agency or a comparable position in the public service for at least three (3) years;
- ii. Bachelor's degree in any of the following disciplines:- Supply Chain Management and Logistics, Commerce/Business Administration (Supplies Management option) or equivalent and relevant qualification from a recognized institution;
- iii. Supervisory course lasting not less than two weeks from a recognized institution
- iv. Member of the relevant professional body
- v. Certificate in computer applications
- vi. Shown merit and ability as reflected in work performance and results.
- vii. Meets the provisions of chapter six of the constitution

### **7.4 Principal Supply Chain Management Officer - KTNA 5**

#### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

1. analyzing supply chain management data;
2. preparation of reports
3. implementing and enforcing regulations and policies on supply chain management;
4. preparing procurement estimates of expenditure and controlling vote;
5. verifying and disposing stores;
6. coordinating the material receipt from suppliers and issues to contractors;

7. providing support in stock taking exercise; preparing stocks reconciliations; and
8. Providing input in the preparation of procurement plans.
9. Providing secretarial services to various procurement committees

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Work experience of at least six (6) years, three (3) of which as a Senior Supply Chain Management Officer in the Agency or in a comparable position in the public service or in other reputable organization in the private sector;
- ii. Master's degree in any of the following disciplines: - Logistics and Supply Chain Management; Business Administration (Purchasing and Supplies) or equivalent qualification from a recognized institution.
- iii. Bachelor's degree in any of the following disciplines: - Procurement and Supply Chain Management; Purchasing and Supplies Management. Supply Chain Management; Procurement and Contract Management; Logistics and Supply Chain Management; Procurement and Logistics Management or equivalent qualification from a recognized institution.
- iv. Management/Supervisory course lasting not less than two(2) weeks from a recognized institution;
- v. Certificate in computer applications;
- vi. Member of a professional body
- vii. Meets the provisions of Chapter Six of the Constitution

### **7.5 Assistant Manager Supply Chain Management - KTNA 4**

This is a senior position in the Supply Chain Management subject to competitive recruitment and not an automatic growth position by junior officers in the department.

#### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

1. Coordinating Supply Chain Management functions;
2. Supervising junior officers in the department;
3. analyzing supply chain management data;
4. preparation of reports
5. implementing and enforcing regulations and policies on supply chain management;
6. preparing procurement estimates of expenditure and controlling vote;
7. verifying and disposing stores;
8. coordinating the material receipt from suppliers and issues to contractors;

9. providing support in stock taking exercise; preparing stocks reconciliations; and
10. providing input in the preparation of procurement plans.
11. Providing secretarial services to various procurement committees

## **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Working experience of not less than eight (8) years in the Agency or in a comparable position in the public service or in other reputable organization;
- ii. Master's degree in any of the following disciplines: - Logistics and Supply Chain Management; Business Administration (Purchasing and Supplies) or equivalent qualification from a recognized institution.
- iii. Bachelor's degree in any of the following disciplines: - Procurement and Supply Chain Management; Purchasing and Supplies Management. Supply Chain Management; Procurement and Contract Management; Logistics and Supply Chain Management; Procurement and Logistics Management or equivalent qualification from a recognized institution.
- iv. Management/Supervisory course lasting not less than two(2) weeks from a recognized institution;
- v. Certificate in computer applications;
- vi. Member of a professional body
- vii. Meets the provisions of Chapter Six of the Constitution

## **7.6 Manager Supply Chain Management – KTNA 3**

This is the highest grade in this cadre. The Manager, Supply Chain Management is the head of this department and reports to the Chief Executive Officer.

### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

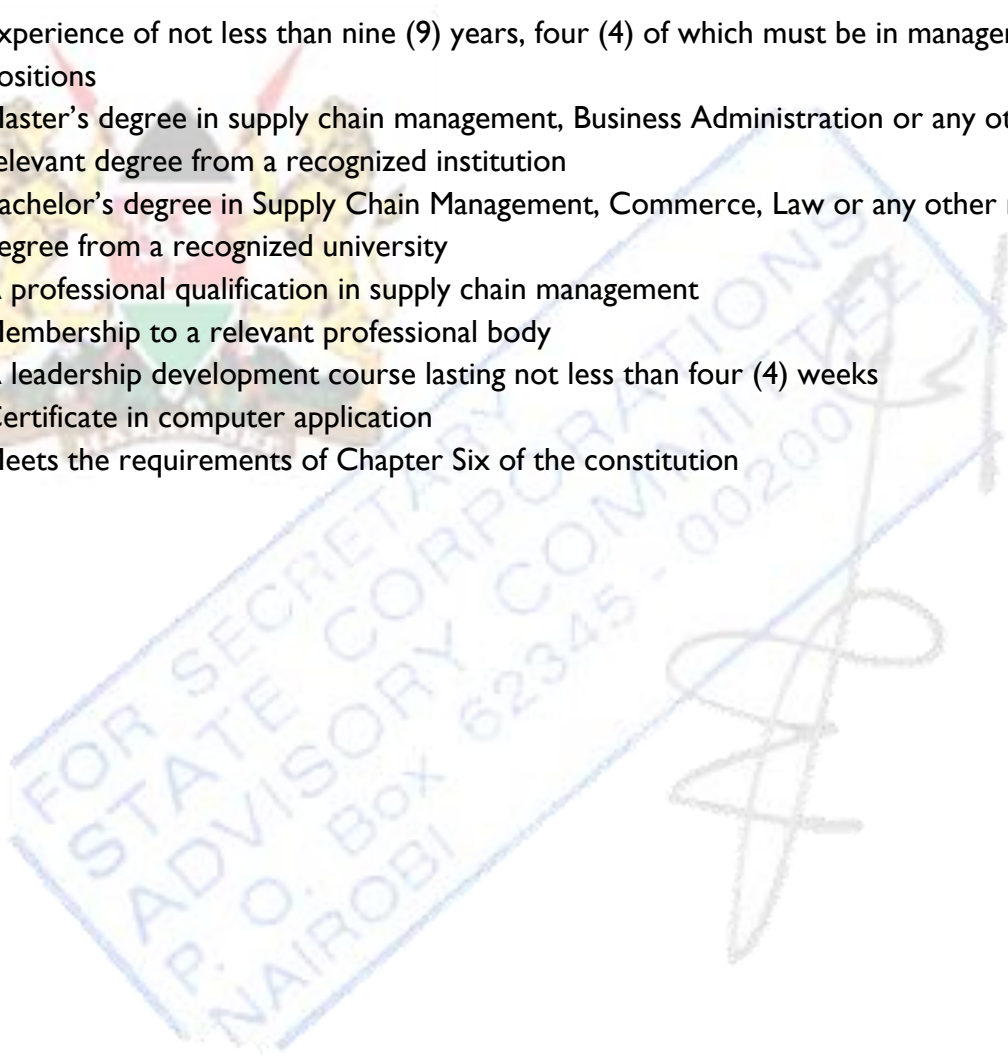
1. Prepare and implement the procurement plan
2. Prepare and implement procurement policy and procedures
3. Endorse and monitor the movement of orders (LPOs and LSOs)
4. Preparation of tender documents
5. Secretary to procurement related committees, preparation of agendas, minutes, communications, award and regret letters etc
6. Advise management and staff on procurement related matters as required in the Act.
7. Coordinate negotiations with vendors
8. Coordinate prequalification of suppliers for each financial year

9. Prepare reports to PPRA and other government organizations as and when required
10. Supervision and mentoring of staff in the procurement department
11. Manage the disposal of assets

**b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Experience of not less than nine (9) years, four (4) of which must be in management positions
- ii. Master's degree in supply chain management, Business Administration or any other relevant degree from a recognized institution
- iii. Bachelor's degree in Supply Chain Management, Commerce, Law or any other relevant degree from a recognized university
- iv. A professional qualification in supply chain management
- v. Membership to a relevant professional body
- vi. A leadership development course lasting not less than four (4) weeks
- vii. Certificate in computer application
- viii. Meets the requirements of Chapter Six of the constitution





## SECTION EIGHT

### 8.0 Career Guidelines for Corporation Secretary and Legal Affairs Department

#### 8.1 Purpose of the Job

The Legal Services is responsible for playing an advisory role to the Management and Board on legal issues. The Department also ensures that the Agency's legal obligations are met in accordance with its mandate.

#### 8.2 Grading Structure

The Career Guideline establishes five (5) grades of Legal Services as follows:-

Designation	Job Grade
Legal Officer	KTNA 7
Senior Legal Officer	KTNA 6
Principal Legal Officer	KTNA 5
Assistant Manager Legal Affairs	KTNA 4
Corporation Secretary and Legal Affairs Manager	KTNA 3

**Note:** The position of Legal Officer/Senior/Principal will form common establishment for purposes of these guidelines.

#### 8.3 Recognized qualifications

For appointment to this grade, an officer must have:-

- i. Bachelor's degree in Law and Postgraduate diploma in Law
- ii. Master's degree in Law, Master's in Business Administration, Economics or related field
- iii. Members, LSK are registered as a Certified Public Secretary by ICPSK.
- iv. relevant working experience,
- v. IT proficiency
- vi. Specialized legal management Skills
- vii. Appropriate and diligent legal management practices
- viii. Report and Minutes writing skills
- ix. Litigation skills
- x. Certificate of computer application
- xi. Strong leadership, planning and Supervisory skills

- xii. Excellent Communication skills
- xiii. Excellent analytical and interpersonal skills
- xiv. Provision of Chapter Six

## 8.4 Legal Officer- KTNA 7

This is the entry level for graduates in the legal line.

### a. Duties and Responsibilities

Duties and responsibilities at this level will entail:-

1. Receiving sermons for litigation matters and opening court files;
2. Managing court diaries and files
3. Managing bring ups on all legal matters
4. Drafting of court pleadings
5. Responding to correspondences and issues arising out of court matters
6. Open files for new cases and keep an up to date record of all court cases;
7. Develop and maintain the filing registry
8. Manage and update the court diary
9. Update the record on laws of Kenya
10. Preparation of contracts for procurements entered into
11. Review of contracts
12. Assist the corporation secretary in preparing board papers including photocopying binding and circulation;
13. Assist in attending to claimants and external advocates queries;
14. Following up payments of judgments award, claimant lawyers and claimant from finance ;
15. Prepare reports on litigation matters;
16. Ensure that insurance policies and performance bonds for contractors are always up to date;
17. To inform contractors to renew performance bonds and insurance;

### b. Requirement for appointment

For appointment to this grade, an officer must have:-

- i. Bachelor's Degree in Law (LLB ) and Postgraduate diploma in Law
- ii. Registered with relevant professional Board
- iii. Certificate in computer application
- iv. Meet requirements of Chapter Six of the Constitution

## **8.5 Senior Legal Officer - KTNA 6**

### **a. Duties and responsibilities**

Duties and responsibilities at this level will entail:-

1. Receiving summons for litigation matters and opening court files;
2. Managing court diaries and files
3. Managing bring ups on all legal matters
4. Drafting of court pleadings
5. Responding to correspondences and issues arising out of court matters
6. Open files for new cases and keep an up to date record of all court cases;
7. Develop and maintain the filing registry
8. Manage and update the court diary
9. Update the record on laws of Kenya
10. Preparation of contracts for procurements entered into
11. Review of contracts
12. Assist the corporation secretary in preparing board papers including photocopying binding and circulation;
13. Assist in attending to claimants and external advocates queries;
14. Following up payments of judgments award, claimant lawyers and claimant from finance ;
15. Prepare reports on litigation matters;
16. Ensure that insurance policies and performance bonds for contractors are always up to date;
17. To inform contractors to renew performance bonds and insurance;

### **b. Requirement for appointment**

For appointment to this grade, an officer must have:-

- i. Master's degree in a relevant field from a recognized institution
- ii. Bachelor's Degree in Law (LLB ) and Postgraduate diploma in Law;
- iii. Be an advocate of the High Court and a member of the Law Society of Kenya
- iv. Served for a minimum period of 3 years as a legal officer in the Agency or a comparable position in the public service or in other reputable organization;
- v. Attended a supervisory course lasting not less than two (2) weeks;
- vi. Certificate of computer application;
- vii. Meets the requirements of chapter six of the Constitution

## **8.6 Principal Legal Officer - KTNA 5**

### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

1. Receiving sermons for litigation matters and opening court files;
2. Managing court diaries and files
3. Managing bring ups on all legal matters
4. Drafting of court pleadings
5. Responding to correspondences and issues arising out of court matters
6. Open files for new cases and keep an up to date record of all court cases;
7. Develop and maintain the filing registry
8. Manage and update the court diary
9. Update the record on laws of Kenya
10. Preparation of contracts for procurements entered into
11. Review of contracts
12. Assist the corporation secretary in preparing board papers including photocopying binding and circulation;
13. Assist in attending to claimants and external advocates queries;
14. Following up payments of judgments award, claimant lawyers and claimant from finance ;
15. Prepare reports on litigation matters;
16. Ensure that insurance policies and performance bonds for contractors are always up to date;
17. To inform contractors to renew performance bonds and insurance;

### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. at least six (6) years' experience, three (3) of which must be at Senior Legal Officer level in the Agency or in a comparable position in the Public Service or in other reputable organization;
- ii. Master's degree in a relevant field from a recognized institution;
- iii. Bachelor of Laws Degree or equivalent qualification from a recognized institution;
- iv. Postgraduate Diploma in Law from the Council for Legal Education;
- v. been admitted as an Advocate of the High Court of Kenya and a member of the Law Society of Kenya;
- vi. Attended a supervisory course lasting not less than two (2) weeks from a recognized institution;
- vii. Certificate in computer application;
- viii. Meet the provisions of chapter six of the constitution



## **8.7 Assistant Manager Legal Affairs - KTNA 4**

This is a senior position to be filled in a competitive process and open to both internal and external candidates who meet the minimum requirements as set herein:

### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

1. Deputize the Corporation Secretary and Legal Affairs Manager in managing the department and supervise junior staff in the department
2. Drafting, Review and provide legal advice on relevant matters and related documentations as per requirements
3. Review ongoing cases and advice management accordingly.
4. Liaise with relevant departments to ensure that where legal risks have been identified, appropriate courses of action have been taken.
5. Provide legal protection and risk management advice to management especially on contract management.
6. Handle all commercial claims against the Agency and protect the interest of the Agency
7. Monitor progress of ongoing litigation and liaise with and manage external lawyers
8. Continuously monitor compliance with statutory obligations and advise management accordingly.
9. Prepare the Board Calendar and disseminate to Management staff.
10. Follow up with Management staff to ensure all Board papers are ready and disseminated on time.
11. Collate and analyze data related to Board Members and Board activities.
12. Liaise with relevant authority for Board evaluations
13. Follow up on compliance with Mwongozo Guidelines on Board affairs.

### **b. Requirements for appointment**

For appointment to this grade, an officer must have:-

- i. Working experience of not less than eight years (8), three (3) of which must have been at Principal Legal Officer level in the Agency or in a comparable position in the Public service or in other reputable organization
- ii. Master's degree in a relevant field from a reputable institution
- iii. Bachelor's degree in Law or equivalent degree from a reputable institution
- iv. Post graduate diploma in Law from the Kenya School of Law or such similar qualification from a reputable institution
- v. An advocate of the High Court of Kenya and a member of the Law Society of Kenya
- vi. Attended a senior management course lasting not less than two (2) weeks

- vii. Certificate in Computer application'
- viii. Meets the requirements of Chapter Six of the Constitution

## **8.8 Corporation Secretary and Legal Affairs Manager, KTNA 3**

This is the highest grade in this cadre. The Corporation Secretary and Legal Affairs Manager heads the department and is responsible to both the Chief Executive Officer and the Agency Board of Directors in the performance of her duties

### **a. Duties and Responsibilities**

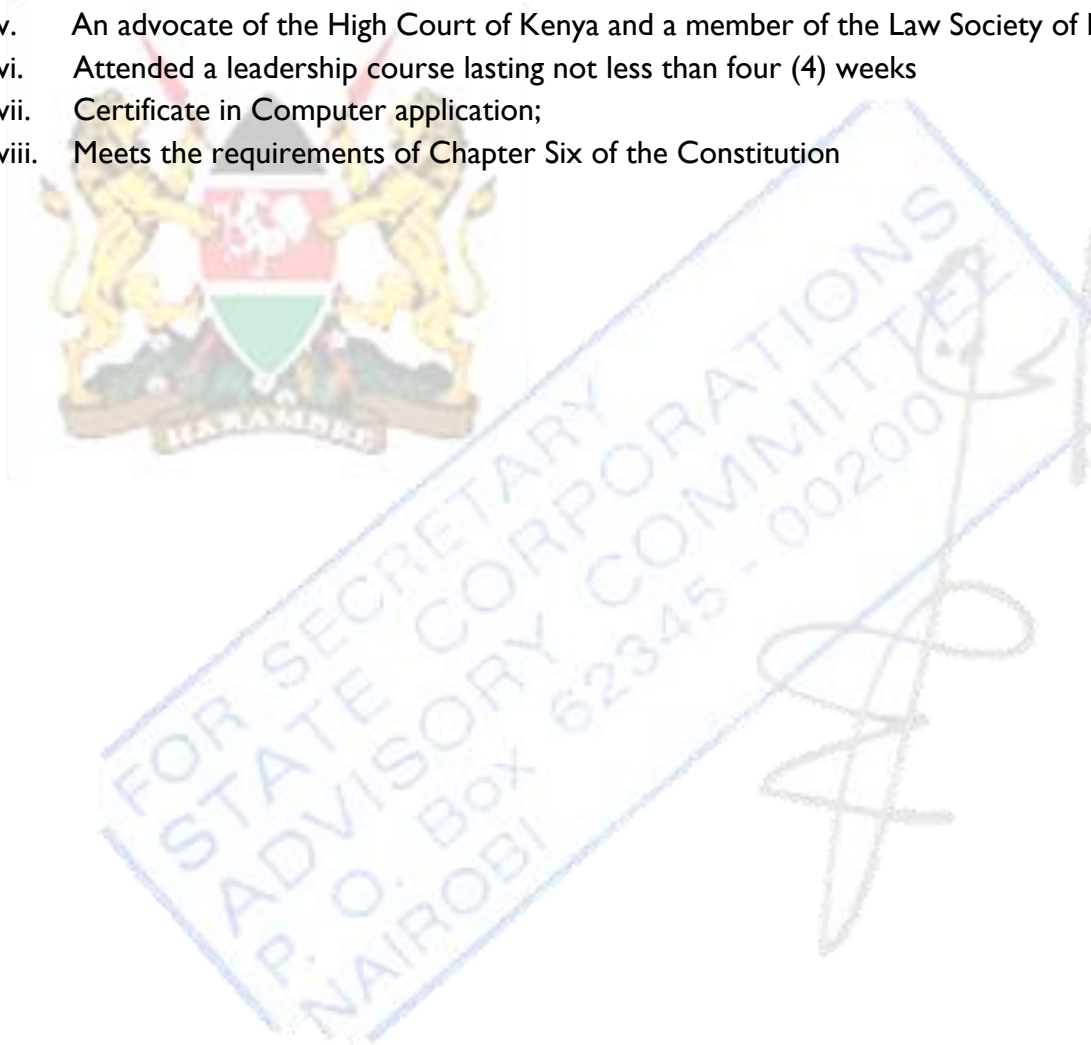
Duties and responsibilities at this level will entail:-

1. Advising the Agency on all legal matters to ensure compliance with the law, regulations and government circulars issued from time to time.
2. Managing the legal risks associated with the business of the Agency.
3. Coordinating Board matters by preparing and dispatching Board Agendas, Board papers and board minutes, board annual planner, board charter. Providing legal advice to the Board of directors as may be required from time to time. Induction of new Board members. Coordinating the directors training and payment of allowances annual returns among other functions
4. Coordination all Board activities including the directors allowances and benefits.
5. Drafting, reviewing and scrutinizing contracts, Agreements and leases in which Agency is part to
6. Ensuring safe custody of Agency's documents e.g. minutes, board papers, log books, company seal, insurance policies etc.
7. Liaising with external lawyers and other Government Agencies in all legal matters affecting the Agency.
8. Planning and coordinating all the functions of the legal department e.g Annual Performance Contracts, preparation of the departments' annual budgets, procurement plan and renewal of directors' medical cover.
9. Mentoring, motivating and offering leadership to the departmental staff.
10. Developing and ensuring implementation of the Board charter and code of conduct
11. Monitoring changes in the legal environment, appraisals of the departments staff
12. Registration of all patents/logos required by the Agency
13. Serving in the various committee in the Agency as required by the law

### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Working experience of not less than nine (9) years, four (4) of which must have been in a management position in the Agency or in a comparable position in the Public service or in other reputable organization
- ii. Master's degree in a relevant field from a reputable institution
- iii. Bachelor's degree in Law or equivalent degree from a reputable institution
- iv. Post graduate diploma in Law from the Kenya School of Law or such similar qualification from a reputable institution
- v. An advocate of the High Court of Kenya and a member of the Law Society of Kenya
- vi. Attended a leadership course lasting not less than four (4) weeks
- vii. Certificate in Computer application;
- viii. Meets the requirements of Chapter Six of the Constitution



## SECTION NINE

### 9.0 Career Guidelines for Internal Auditors

#### 9.1 Job Purpose

The Internal Audit Department is expected to provide an independent assurance, consulting and advisory function to the Board and management of KENTRADE meant to add value through the systematic evaluation of the organizations processes and operations to assure the effectiveness and efficiency of compliance, internal control, risk management and governance processes.

#### 9.2 Grading Structure

The Career Guidelines establishes five (5) grades of Internal Auditors graded as follows:-

Designation	Grade
Internal Auditor	KTNA 7
Senior Internal Auditor	KTNA 6
Principal Internal Auditor	KTNA 5
OR	
Assistant Manager Internal Audit	KTNA 4
Manager, Internal Audit	KTNA 3

*The position of Internal Auditor Officer/Senior/Principal will form common establishment for purpose of these guidelines.*

#### 9.3 Recognized Qualifications

For appointment to this grade, an officer must have:-

- Master's degree in any of the following disciplines: - Business Administration; Master of Science in Finance or equivalent qualification from a recognized institution.
- Bachelor's degree in any of the following disciplines: - Commerce (Accounting option); Commerce (Finance option); Business Administration (Accounting option), Information Systems, Computer Science or equivalent qualification from a recognized institution.
- Completed the Certified Public Accountants (CPA) qualification or the Association of Certified Chartered Accountants (ACCA) or equivalent qualification from a recognized institution.
- Certified Information System Auditors (C.I.S.A).
- Certified Internal Auditor (CIA)



- vi. Registered with the Institute of Certified Public Accountants of Kenya (ICPAK).
- vii. Supervisory/Management Course lasting not less than two (2) weeks from a recognized institution.
- viii. Leadership course lasting not less than four (4) weeks from a recognized institution.
- ix. Certificate in computer applications from a recognized institution.

#### **9.4 Internal Auditor - KTNA 7**

This is the entry grade for graduates in this cadre.

##### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

1. Participate in preliminary review of all areas of the organization to establish a risk based work plan of action at the beginning of each financial year, for presentation to the manager internal risk for approval. The plan includes audit activities, risk management coordination, quality management and compliance reviews.
2. Implement the approved work plan, directly undertaking activities which include audit and compliance reviews.
3. Prepare documentation for Audit and Risk committee.
4. Research and recommend to the manager the compliance risk aspects of various activities in KENTRADE.
5. Visit sites in evidence gathering activities
6. Prepare reports on findings for review by the manager
7. Carry out Information Systems Audit
8. Ensure compliance to Internal Audit Risk Policies

##### **b. Requirements for appointment**

For appointment to this grade, an officer must have:-

- i. A Bachelor's degree in Finance, Accounting, Information Systems or any other relevant degree or its equivalent from a recognized Institution;
- ii. Be a Certified Public Accountant of Kenya CPA(K)
- iii. Certificate in computer application;
- iv. Meets the provision of Chapter Six of the Constitution

#### **9.5 Senior Internal Auditor - KTNA 6**

##### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

1. Participate in preliminary review of all areas of the organization to establish a risk based work plan of action at the beginning of each financial year, for presentation to the manager internal risk for approval. The plan includes audit activities, risk management coordination, quality management and compliance reviews.
2. Implement the approved work plan, directly undertaking activities which include audit and compliance reviews.
3. Prepare documentation for Audit and Risk committee.
4. Research and recommend to the manager the compliance risk aspects of various activities in KENTRADE.
5. Visit sites in evidence gathering activities
6. Prepare reports on findings for review by the manager
7. Carry out Information Systems Audit
8. Ensure compliance to Internal Audit Risk Policies

**b. Requirements for appointment**

For appointment to this grade, an officer must have:-

- i. Work experience of at least three (3) years in the Agency or in a comparable position in the Public Service or other reputable organization;
- ii. Bachelor's degree in Commerce, Business Administration, Information Systems or equivalent qualification from a recognized institution;
- iii. Completed the Certified Public Accountants (CPA) qualification or the Association of Certified Chartered Accountants (ACCA) or equivalent qualification from a recognized institution.
- iv. Be member in good standing of the Institute of Certified Public Accountants of Kenya (ICPAK).
- v. Management/Supervisory Course lasting not less than two (2) weeks from a recognized institution;
- vi. Certificate in computer applications;
- vii. Proficiency and experience in computerized accounting systems
- viii. Meets the provision of Chapter Six of the Constitution.

## **9.6 Principal Internal Auditor - KTNA 5**

**a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

1. Participate in preliminary review of all areas of the organization to establish a risk based work plan of action at the beginning of each financial year, for presentation to the manager

internal risk for approval. The plan includes audit activities, risk management coordination, quality management and compliance reviews.

2. Implement the approved work plan, directly undertaking activities which include audit and compliance reviews.
3. Prepare documentation for Audit and Risk committee.
4. Research and recommend to the manager the compliance risk aspects of various activities in KENTRADE.
5. Visit sites in evidence gathering activities
6. Prepare reports on findings for review by the manager
7. Carry out Information Systems Audit
8. Ensure compliance to Internal Audit Risk Policies

#### **b. Requirements for appointment**

For appointment to this grade, an officer must have:-

- i. Bachelor's degree in Commerce, Business Administration, Information Systems or equivalent qualification from a recognized institution;
- ii. Completed the Certified Public Accountants (CPA) qualification or the Association of Certified Chartered Accountants (ACCA) or equivalent qualification from a recognized institution.
- iii. Be a member in good standing of the Institute of Certified Public Accountants of Kenya (ICPAK).
- iv. Work experience of at least six (6) years in the Agency or in a comparable position in the Public Service or other reputable organization;
- v. Management/Supervisory Course lasting not less than two (2) weeks from a recognized institution;
- vi. Certificate in computer applications;
- vii. Proficiency and experience in computerized accounting systems
- viii. Meets the provision of Chapter Six of the Constitution.

### **9.7 Assistant Manager Internal Audit- KTNA 4**

This is a management position whose holder will be engaged in a competitive process subject to meeting the minimum requirements as set out herein

#### **a. Duties and responsibilities**

Duties and responsibilities at this level will entail:-

1. Deputize the Manager, Internal Audit and supervise junior officers in the department
2. Assist in developing and reviewing operational and management systems, policies and guidelines
3. Assist in overseeing the development and implementation of fraud investigation strategy
4. Assist in developing and reviewing audit techniques and procedures
5. Assist in reviewing and recommending changes to the internal control system
6. Developing audit plans, setting targets and budgets
7. Publishing audit reports
8. Interpreting prevailing policies for sound auditing principles, practices and control
9. Compiling periodic management audit reports
10. Review the work of junior auditors for presentation to the Manager, Internal Audit
11. Can represent the Manager in the Board Audit Committee as Secretary in the Manager's absence
12. Developing and monitoring performance targets
13. Managing and developing staff.

#### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Work experience of not less than eight (8) years in the Agency or in a comparable position in the Public Service or other reputable organization
- ii. Master's' degree in a relevant field from a recognized institution
- iii. Bachelor's' degree in Commerce, Business Administration, Computer Science, Information Systems or any other relevant degree or equivalent qualification from a recognized institution
- iv. Certified Public Accountants (CPA) Examination; Certified Chartered Accountants (ACCA) or equivalent qualification from a recognized institution
- v. Be a member in good standing with the Institute of Certified Public Accountants of Kenya (ICPAK);
- vi. Have undertaken a Senior Management Course lasting not less than two (2) weeks from a recognized institution;
- vii. Have Certificate in computer applications
- viii. Meets the provision of Chapter Six of the Constitution

#### **9.8 Manager Internal Auditor - KTNA 3**

This is the highest grade in this cadre. The holder of this grade heads the department and reports functionally to the Board of Directors and administratively to the Chief Executive Officer.



### **a. Duties and Responsibilities**

Duties and responsibilities at this level will entail:-

1. Conduct risk based preliminary review of all areas of the organization to establish a risk based work plan of action at the beginning of each financial year. The plan includes audit activities, review of risk management, quality management and compliance reviews.
2. Ensure the implementation of the approved work plan, directly and through subordinates, by undertaking activities which include audit and compliance reviews, review of risk management and of quality management system activities and prepare reports of the same
3. Develop, implement and review audit policies for the agency.
4. Develop, implement and review the Board Audit and Risk committee charter. This is a onetime activity and reviews happen when need arises.
5. Organize, convene and record meetings of the audit and risk committee, having prepared reports of review exercises done in each quarter and other relevant activities affecting the compliance and risk aspects of the agency.
6. Provide leadership to management and staff on audit aspects on various decisions and activities.
7. Provide leadership and direction to the Internal Audit, Risk and Compliance Department staff.
8. Monitor developments in various regulations, laws and developments that affect the Agency to ensure up to date advice.
9. Oversee the information systems audit
10. Performance controlling targets and activities
11. In concert with the Manager, Finance, coordinate external audit activities

### **b. Requirements for Appointment**

For appointment to this grade, an officer must have:-

- i. Work experience of not less than nine (9) years, with four (4) years in a management position in the Agency or in a comparable position in the Public Service or other reputable organization
- ii. Master's' degree in a relevant field from a recognized institution
- iii. Bachelor's' degree in Commerce, Business Administration, Computer Science, Information Systems or any other relevant degree or equivalent qualification from a recognized institution
- iv. Certified Public Accountants (CPA) Examination; Certified Chartered Accountants (ACCA) or equivalent qualification from a recognized institution
- v. Be a member in good standing with the Institute of Certified Public Accountants of Kenya (ICPAK);

- vi. Have undertaken a leadership course lasting not less than four (4) weeks from a recognized institution;
- vii. Have Certificate in computer applications
- viii. Meets the provision of Chapter Six of the Constitution

