

PERSONAL DATA

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Executive Summary

A results driven skilled certified HR professional and a trained Quality Management Systems Auditor(KEBS), with affluence competencies in Human Resources, Leadership, Governance, Management and experience gained over 15 years (*10 years at Senior Level*) who thrives in change, values diversity, energetic, self-driven, and uses knowledge, skills and experiences to achieve organizational objectives, key areas of strength and expertise include:

- ❖ *Strategic Business partner:* Effectively managed people into the strategic business direction through communication, strategy monitoring & evaluation while realigning HR strategy, Learning and development programs to support the business.
- ❖ *Staffing:* Ability to Identify and define high quality candidates in a tight job market and reduce cost per hire and turnaround time. Manage succession planning and employee development programs for the future and retain quality talent and lead processes of talent mapping and talent reviews and building on employer brand initiatives.
- ❖ *Performance management:* Promoting a performance management culture that is linked to the organization strategy and performance by driving an ongoing process, focused on, effective planning, communication of expectations and continuous monitoring and feedback thus maximizing optimal individual performance through engagement and staff motivation.
- ❖ *Organization development:* Strive to build and develop capacity of stakeholders so as to achieve organization efficiency and effectiveness across the employment cycle thus enabling the organization to better respond and adapt to industry and market dynamics.
- ❖ *Executive mentoring and coaching:* Coaching and mentoring of senior management for continuous improvement and organizational effectiveness.
- ❖ *Employee Relations:* Ability to balance the organization best interest with the employees needs to achieve business goals by driving implementation of best management practices which have enriched staff engagement and compliance to legal and statutory requirements.
- ❖ *Benefits & Compensation:* Ability to Develop and implement competitive benefits and compensation programs for staff motivation and satisfaction.
- ❖ *Administration:* Providing administrative support to the organization and ensuring effective utilization of organization resources for control and accountability.
- ❖ *Quality Management Systems Lead Auditor(KEBS):* Ensure Compliance, adequacy and advisory to the organization on areas of improvement.

EDUCATION AND QUALIFICATIONS

2019 to date: **University of Nairobi** - PHD (Human Resources Management)

2015 to date: **EA School of Management** - Certified Public Secretary (CPS) Part 2

2017 to 2019: **Federation of Kenya Employers:** Female Future Leadership Program

2010 - 2014: **University of Nairobi** - MBA in Strategic Management

2008-2009: **Institute of Human Resource Management** - Higher Diploma in HRM/
Certificate in Counseling

2006-2008: **Kenya Methodist University** – BA (Human Resource)

1991 – 1993 : **Kiambu Institute of Science & Technology**
Secretarial and Administration studies (Examined by KNEC)

1987-1990 : **Mumbi Girls Secondary School** - (KCSE) Mean Grade; C (plain)

PROFESSIONAL MEMBERSHIP

- ❖ Certified HR professional, Full member of the Institute of Human Resource Management, KASNEB, KEBS Trained QMS Auditor

PROFESSIONAL EXPERIENCE

July 2019 - Current **Capacity Building Manager – Health Advisory Services**
Mission for Essential Drugs and Supplies (MEDS)

Job Purpose: To develop and manage a range of income generation initiatives, programs and services that build the capacity of health workers within the health sector in Kenya and Beyond

Key Responsibilities

- Identify training needs and design appropriate training interventions to meet client needs and expectations;
- Identify training opportunities and write proposals to ensure sustainability of the Health Advisory Services section.
- Carry out regular review and evaluation of the training programme to ensure suitability.
- Conduct market survey for benchmarking and improving customer service.
- Plan and control the sectional budget to optimize the utilization of resources and accountability.
- Ensure efficient performance management to meet operational objectives and targets.
- Assist in the development of service propositions and tender responses for the consulting business.
- Actively participate in pitch presentations and workshops.
- Approve, prepare training schedules and materials, develop and refine training tools
- Contract and supervise additional expert consultants to deliver on capacity building activities.
- Ensure delivery and impact are monitored and reports prepared for trustees, members and funders.
- Ensure appropriate information storage and retrieval systems within MEDS and compliance Data Protection legislation.
- Ensure flexibility and high quality of the capacity development support provided to the partners

June 2013 – June 2019 **Human Resources Manager/OSHE Representative**
Mission for Essential Drugs and Suppliers (MEDS)

Job Purpose: Capacity and competency development for improved organizational performance.

Key Responsibilities

- Determine the organization's competence needs and ideal complement in support of MEDS business strategy.
- Review HR procedures to ensure 100% compliance with labour laws and regulations
- Liaise with Head of Departments to implement performance management and merit review programme
- Executive coaching and mentoring
- Budgetary control to optimize utilization of resources and accountability
- Lead in Recruitment and selection process
- Identify and implement training and development of staff to enhance productivity and succession
- Manage the medical scheme in liaison with insurance brokers and hospitals
- Foster effective communication within the organization
- Organize staff welfare activities and functions for motivation and team work
- Lead in the implementation/computerizing of the HR system
- Annually analyze cost alternatives and benefits for providing employee benefits e.g. Medical

Occupational Health, Safety and Environment Representative

- To set-up, develop and implement Safety, Health & Environment (SHE) management systems to promote a safe, healthy and conducive work environment within the organization's premises in line with organizational statutory and regulatory requirements.

Additional Responsibilities

- Chairperson: - MEDS strategy Implementation, Monitoring and Evaluation Committee
- Secretary - Occupational Safety and Health Committee (OSHA)
- Member – The Risk Management Committee
- Lead Auditor - Quality Management System
- Training Facilitator on; Leadership and Governance, Supervisory Skills, Performance Management, Talent Management and all other HR related trainings to MEDS clients

Achievements

- Developed the tag line “***Driven by Quality***” with is currently used by MEDS
- Introduced monthly MEDS values drive activities thus boasting employee engagement
- Sourced, Identified and drove implementation of the HR/Payroll system
- Introduced Staff wellness programs and annual internal medical health check activities
- Reviewed the staff recognition program (Quarterly and yearly) more acceptable by employees
- Developed an Induction Training Pack for new employees
- Through team building managed to build strong relations between the executive and employees thus improving on overall business performance
- Reduced the recruitment turnaround from 5 months to 2months
- In consultation with external consultants conducted a job evaluation exercise and effectively implemented the recommendations.
- Set up and developed MEDS OSHA systems and procedures

November 2012 to May 2013

HR Consultant (self-employment)

AVID Africa – Kenya – Lead Consultant

- *HR Policies and procedures:*
 - Drafting of the HR Manual
- *Employee Management System*
 - Steered the transfer of all employee information from physical files to an employee information system.
- *Job evaluation services*
 - Trained staff on job evaluation
 - Conducted job analysis and job evaluation exercise in order to develop job descriptions and provide defensible job grading and competitive salary structure
 - Reviewed the organization structure and made appropriate recommendations

UN Women

Training Co-Facilitator

- Co-facilitated in training all Gender Focal Point Officers in Ministries and State Corporations on Gender Mainstreaming and Collection & Analysis of Sex Disaggregated Data. (over 300 participants)
- Prepared a training report that was forwarded to Permanent Secretary Ministry of Gender, Children and Social Development and the Director, National Gender and Equity Commission

April 2010 to October 2012

Deputy HR Coordinator/Acting HR Coordinator(6months)

ACF International (Somalia Mission/

Key Responsibilities

- Implementing and ensure that the ACF HR policies, guidelines and the charter are applied at all times both in Kenya and Somalia.
- Managing staff development and staff mobility
- Providing technical HR support to base officers and management team both in Kenya and Somalia

- Lead in the recruitment and selection process both in Somalia and Kenya
- Managing the financial aspects of Human Resource department including budgeting and validation of the payroll and ensuring timely payment of statutory payments
- Managing the performance management of staff, updating the appraisal plans
- Conducting the training needs analysis and developing the missions training plan and planning for its implementation
- Facilitation of trainings and capacity building activities
- Developing and managing all internal communication to staff
- Ensuring that regular meetings are organized with staff representatives and staff in general
- Participate in the disciplinary and staff conflict resolution process
- Giving HR advisory in the HR planning meetings for new projects, donor proposals and organization development.
- Managing the Employee induction processes both for national staff (Kenya & Somalia) and expert staff
- Managing and administration of the staff benefits (national staff and experts)
- Coordinating and Participation of staff welfare activities such as team building, HR Barazas and staff meetings.
- Supervising the immigration procedures both for Kenya/Somalia (briefings, visas, flight tickets and work permits)
- Managing the administrative follow-up of the expatriates on the mission
- Support the HQ (Paris), interview candidates for expatriation located in Nairobi
- Direct reports include; the HR officers, HR Assistant and Field Administrative Officers.

Achievements

- Implementation of the online recruitment module
- Developed a staff induction pack and Introduced staff welfare activities
- Participated in the formulation and implementation of Risk Assessment Policies

Additional Responsibilities

Chairperson: - Staff council

Chairperson: - Staff Education Grants committee

Chairperson: - Disciplinary Committee

March 2008 to December 2010 Human Resources Officer

Nation Media Group Limited

Key Responsibilities

- Implementation of set out company policies in area of work in line with the set standards.
- Supporting the business in Performance management, carrying out performance based salary reviews and Bonus calculations in line with company policy and employee training.
- Rendering operational support to Tanzania Office (Mwananchi Communications Ltd, a subsidiary of NMG) when need arise.
- Preparation of advertisement and notices for vacant positions in the organization and coordination of the recruitment and selection processes.
- Participation in career search fairs and scheduled HR activities.
- Management of the Employee induction processes.
- Coordinating and Participation of staff welfare activities such as team building, HR Barazas and staff meetings.
- CBA negotiations with the unions and implementation of the CBAs.

- Generation of periodic HR data on recruitment, turnover, performance appraisals and training needs analysis.
- Liaises with relevant government bodies to obtain work permits for expatriate employees.
- HRIS Super user as the system administrator giving support and training to all users

Achievements

Participated in the development of the 1st HR policy Manual

Implementation of the online leave module (trained all staff)

Participated in the Review of all the Job Descriptions

Member of the task-force that developed the NMG corporate culture model

Spear headed the HIV/Aids workplace program

Participated in the development and documentation of standard operating procedures

Additional Responsibilities

Chair/Coordinator:- HIV/Aids workplace programme

Member: NMG Corporate change committee

Member: Staff recognition committee

May 2005 to February 2008 HR Assistant/PA to Group HR Director

Nation Media Group Limited

Job Purpose: To provide executive support to the HR Director while participating in Key HR projects

2004 to April 2005: Provided secretarial and administrative support in the following departments (Nation Media Group)

- HR Department reporting to the Group HR Director
- Advertising reporting to the Group Advertising Manager
- Editorial reporting to the Group Editorial Director
- Nation Marketing & Publishing reporting to GM – NMP

Other vocational jobs

Nation Media Group – Customer service Executive

Barclays Bank – PA to the Programmes Director – Kenya

Sadolin Paints (EA) - PA to the Managing Director

Social Responsibility

Voluntary Youth Mentor and Counselor and active participation in charity events

PTA member – Alliance High School

Vice Chairperson - (Board of Management) – St. Ann's Secondary School

Treasurer – Edelvale Catholic Church, Donholm

Referees

Mwikali Muthiani Managing Consultant Millennial HR P O Box 61389, 00200 – NAIROBI Email: mwikali@millennialhr.com Mobile No.+254 733 604273	Abdillahi Mutwafy Managing Consultant Human Capital Solutions Services P O Box 5393, 00506 – NAIROBI Email: a.mutwafy@hcsskenya.co.ke Mobile No.+254 723 560688	Pauline Kiraithe Founder and Director Talentgurus254 P O Box 58967, 00200 – NAIROBI Email: pkiraithe@talentgurus254.com Mobile No.+254 726 340350
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