

JD 08 Job Description for Officer, Training Services

Job Title	Officer, Training Services
Grade	KS 8
Corporation/Organization	Kenya Bureau of Standards
Directorate	Standards Development
Department	National Quality Institute
Division	Training Services
Section / Unit	In-house courses Open courses
Location / Work Station	KEBS Headquarters, Nairobi

Reporting Relationships

Reports to	Assistant Manager, National Quality Institute
Direct Reports	N/A
Indirect Reports	N/A

Job Purpose

Implements standards-based training programs to equip the public and private sector with knowledge and skills on the understanding and application of standards to enhance effective and efficient operations for enhanced productivity. This is to promote entrenchment of a culture of quality for the realization of KEBS strategic objectives.

Key Responsibilities/ Duties / Tasks**I. Managerial / Supervisory Responsibilities**

N/A

II. Operational Responsibilities / Tasks

- a) Implements the sectional workplans, budget and medium expenditure framework and procurement plan for prudent use of resources;
- b) Participates in the implementation of generic and customized training programmes and training modules in standards, Metrology and Conformity Assessment in order to build, support and sustain a culture of quality;
- c) Participates in the development of training proposals and documents to propose NQI products and services to prospective customers in line with their training requirements;
- d) Participates in the National Quality Institute members' fora for stakeholder engagement;
- e) Develops documented reports on training programs to monitor progress in the implementation of work plans and annual targets;
- f) Markets training courses by conducting client's visits, disseminating the information via various platforms like website, social media, fliers, brochures to sensitize clients on potential courses
- g) Participates in the development and review of training calendar and training modules;
- h) Liaises with Finance department to ensure payments for services rendered to customers are facilitated;

- i) Gathers customer feedback from customer surveys and training programs to inform improvement of training services;
- j) Participates in preparation of technical and financial proposals documents for training services based on agreed training requirements as contractual evidence;
- k) Identifies resources such as trainers transport, allowances, training materials, needed to implement training programs.
- l) Implements marketing strategies for training services.
- m) Identifies existing customer training needs by conducting client database analysis to provide training that suits their needs.
- n) Liaises with clients on specific training programs by contacting clients via telephone and emails to review and confirm training requirements.
- o) Schedules trainers from the pool of trained trainers on time to execute training.
- p) Verifies training materials against checklist to ensure adequacy and relevance.
- q) Responds to client queries and offers advice on specific training requests.
- r) Implements Management systems adopted by KEBS for the purpose of ensuring efficiency, effectiveness, and sustained customer satisfaction in the section;
- s) Implements the Risk Management Framework in the section to mitigate against the negative effects of risks and take advantage of opportunities; and
- t) Implements the section's business continuity strategies to ensure resilience and sustainability of section's processes, products and services.

Job Dimensions:

I. Financial Responsibility

Participates in preparation of financial proposals.
Raises quotations on training services.

II. Responsibility for Physical Assets

Responsible for physical assets assigned by the institutions (office equipment, office furniture).

III. Decision Making / Job Influence

Makes operational decisions.

IV. Working Conditions

Works predominantly in the field.

Job Competencies (Knowledge, Experience and Attributes / Skills).

Academic qualifications

Bachelor's degree in Food Science from a recognised institution.

Professional Qualifications / Membership to professional bodies

Registration with relevant professional bodies:

- a) American Society for Quality;
- b) Chartered Quality Institute;
- c) Engineers Board of Kenya;
- d) Kenya Chemical society;
- e) Physical society of Kenya;

- f) Food Nutrition and Dietetics Board;
- g) Computer Society of Kenya;
- h) Institute of Human Resource Management;
- i) Kenya Institute of Management; and
- j) National Quality Institute.

Previous relevant work experience required.

N/A

Functional Skills, Behavioral Competencies/Attributes:

Functional

- a) Auditing /Assessor Skills;
- b) Curriculum Development skills;
- c) Negotiation skills;
- d) Project management skills;
- e) Financial management skills;
- f) Information, communication, and technology skills;
- g) Presentation skills;
- h) Report writing; and
- i) Analytical skills.

Behavioural:

- a) Problem solving skills;
- b) Time management skills; and
- c) Communication skills.