

**1. JOB REF: MPRM/NGOB3  
JOB DESCRIPTION FOR MANAGER, PARTNERSHIPS & RESOURCE  
MOBILIZATION**

<b>Job Title</b>	Manager, Partnerships & Resource Mobilization
<b>Grade</b>	NGOB 3
<b>Department</b>	Research Policy & Strategy
<b>Division</b>	Partnerships & Resource Mobilization
<b>Section / Unit</b>	Partnerships & Resource Mobilization
<b>Location / Work Station</b>	<b>NAIROBI</b>
<b>Reporting Relationships</b>	
<b>Reports to</b>	Director Research, Policy & Strategy
<b>Direct Reports</b>	Principal Partnership & Resource Mobilization Officer
<b>Indirect Reports</b>	Senior Partnership & Resource Mobilization Officer

**Job Purpose**

The role is responsible for initiating development of business partnerships, developing collaborations with development partners and Resource Mobilization for the Board in support of the Board's mandate to support regulation of NGOs activities in Kenya.

**Key Responsibilities/ Duties / Tasks**

**I. Policy/Managerial / Supervisory Responsibilities**

1. Initiate development of business partnerships and develop collaborations with development partners for Resource Mobilization
2. Manage the development, implementation and reviewing resource mobilization policies, strategies and programmes;
3. Coordinate, mobilize resources to finance the programmes of Board;
4. Supervise proposal writing for funding of Boards programmes;
5. Coordinate meetings with development partners; and
6. Spearhead and monitor the implementation of donor funded projects.

**1. Operational Responsibilities / Tasks**

2. Establish strong partnerships and communication channels with relevant agencies/stakeholders;
3. Initiate partnerships with government agencies, county governments and other relevant stakeholders
4. Identify business growth opportunities;
5. Identify and map out potential areas of resource mobilization;
6. Initiate the process negotiations and signing of new funding agreements; and
7. Create awareness of the products available at Board through pamphlets, advertisements, publications etc.

**Job Dimensions:**

<b>I. Financial Responsibility</b>
N/A
<b>II. Responsibility for Physical Assets</b>
The role is responsible for Computers and records in the department
<b>III. Decision Making / Job Influence</b>
<ol style="list-style-type: none"> <li>1. Strategic</li> <li>2. Managerial</li> <li>3. Supervisory</li> <li>4. Operational decisions</li> </ol>
<b>IV. Working Conditions</b>
<ol style="list-style-type: none"> <li>1. Normal Office environment</li> <li>2. Occasional field travels</li> </ol>

<b>Job Competencies (Knowledge, Experience and Attributes / Skills).</b>
<b>Academic qualifications</b> <ol style="list-style-type: none"> <li>1. Master Degree in any of Scheduled Sciences or in Communications, Marketing, Public Relations, Business Development, Development Studies, International Relations, Public Administration and Business Administration or equivalent qualifications from a recognized institution;</li> <li>2. Bachelor Degree in any of Scheduled Sciences or in Communications, Marketing, Public Relations, Business Development, Development Studies, International Relations, Public Administration and Business Administration or equivalent qualifications from a recognized institution;</li> </ol>
<b>Professional Qualifications / Membership to professional bodies</b> <ol style="list-style-type: none"> <li>1. Management Course lasting not less than four (4) weeks from a recognized institution;</li> <li>2. Leadership Course lasting not less than six (6) weeks from a recognized institution;</li> <li>3. Member of a relevant professional body in good standing where applicable</li> </ol>
<b>Previous relevant work experience required.</b>
A minimum period of ten (10) years relevant work experience four (4) of which should have been at the level of managerial level

<b>Functional Skills, Behavioral Competencies/Attributes:</b>
<ol style="list-style-type: none"> <li>1. Communicationskills,</li> <li>2. Leadershipsills,</li> <li>3. Negotiationskills,</li> <li>4. Problem-solvingskills,</li> <li>5. Analyticalskills,</li> <li>6. Supervisoryskills,</li> <li>7. Presentation skills</li> <li>8. Proficiency in computer applications;</li> <li>9. Fulfill the requirements of Chapter Six of the Constitution.</li> </ol>

**2. JOB REF: MRP/NGOB3****JOB DESCRIPTION FOR MANAGER, RESEARCH & POLICY**

<b>Job Title</b>	Manager Research and Policy
<b>Grade</b>	NGOB 3
<b>Department</b>	Research & Policy Strategy Department
<b>Division</b>	Research & Policy
<b>Section / Unit</b>	Research & Policy
<b>Location / Work Station</b>	Nairobi
<b>Reporting Relationships</b>	
<b>Reports to</b>	Director Research, Policy & Strategy
<b>Direct Reports</b>	Principal Research & Policy Officer
<b>Indirect Reports</b>	Senior Researcher
<b>Job Purpose</b>	
The role is responsible for coordinating research & Policy activities at the Board for effective implementation of the Board's mandate to ensure regulation & compliance by NGOs as well as NGO effectiveness & sustainability in Kenya.	
<b>Key Responsibilities/ Duties / Tasks</b>	
<b>I. Policy/Managerial / Supervisory Responsibilities</b>	
<ol style="list-style-type: none"> <li>1. Monitor and analyze national and international emerging trends in Technology Innovation;</li> <li>2. Oversee development and keeping of statistics on NGOS, and advice government on the activities of NGOs and their role in development within Kenya;</li> <li>3. Spearhead the development and implementation of the Board's research and development policy;</li> <li>4. Manage, plan and implement research programs of the Board;</li> <li>5. Lead in Mobilization of research grants from relevant institutions;</li> <li>6. Supervise collection of data, analysis and preparation of performance report of the Board's services and programs on quarterly and annual basis;</li> <li>7. Manage customer satisfaction, employee and work environment and corruption assessment surveys;</li> <li>8. Oversee formulation &amp; implementation of research policies, procedures, rules and regulations;</li> <li>9. Ensure provision of quality planning assistance and analysis services to the Board;</li> <li>10. Oversee analysis/assessment of various Government policies relevant to the Board mandate for adoption and compliance;</li> <li>11. Coordinate the assessment of prioritize needs, opportunities and demands for planning interventions in the Board;</li> <li>12. Guide the identification of innovative ideas through research which have practical significance to the Board's mandate; and</li> <li>13. Monitor the implementation of the division's budgets.</li> <li>14. Management of performance contracting activities of the Board.</li> </ol>	

<b>II. Operational Responsibilities / Tasks</b>
<ol style="list-style-type: none"> <li>1. Prepare the operational work plans and budget for the department;</li> <li>2. Prepare quarterly, biannual and annual implementation reports for the department; and</li> <li>3. Generate planning reports on implementation of Strategic Plan, Performance Contract for the purpose of review by the Executive Director and Board of Directors.</li> </ol>
<b>Job Dimensions:</b>
<b>I. Financial Responsibility</b>
N/A
<b>II. Responsibility for Physical Assets</b>
The role is responsible for Computers and records assigned.
<b>III. Decision Making / Job Influence</b>
<ol style="list-style-type: none"> <li>1. Strategic</li> <li>2. Managerial</li> <li>3. Supervisory</li> <li>4. Operational decisions</li> </ol>
<b>IV. Working Conditions</b>
<ol style="list-style-type: none"> <li>1. Normal Office environment</li> <li>2. Occasional field travels</li> </ol>
<b>Job Competencies (Knowledge, Experience and Attributes / Skills).</b>
<b>Academic qualifications</b>
<ol style="list-style-type: none"> <li>1. Master's degree in Economics, Statistics, Mathematics, Strategic Management relevant degree.</li> <li>2. Bachelor's degree in Economics, Statistics, Mathematics, Strategic Management relevant degree.</li> </ol>
<b>Professional Qualifications / Membership to professional bodies</b>
<ol style="list-style-type: none"> <li>1. Leadership course lasting not less than six (6) weeks from a recognized institution.</li> <li>2. Management Course lasting not less than four (4) weeks from a recognized institution.</li> <li>3. Member of a relevant professional body in good standing.</li> </ol>
<b>Previous relevant work experience required.</b>
At least eight (10) years working experience, four (4) of which must have been at a managerial level
<b>Functional Skills, Behavioral Competencies/Attributes:</b>
<ol style="list-style-type: none"> <li>1. Communicationskills,</li> <li>2. Leadershipskills,</li> <li>3. Negotiationskills,</li> <li>4. Problem-solvingskills,</li> <li>5. Analyticalskills,</li> <li>6. Supervisoryskills,</li> <li>7. Presentation skills</li> <li>8. Proficiency in computer applications;</li> <li>9. Fulfill the requirements of Chapter Six of the Constitution.</li> </ol>

**3. JOB REF: SCCA/NGOB7  
JOB DESCRIPTION FOR SENIOR CUSTOMER CARE ASSISTANT**

<b>Job Title</b>	Senior Customer Care Assistant
<b>Grade</b>	NGOB 7
<b>Division</b>	Corporate Communications
<b>Section / Unit</b>	Corporate Communications
<b>Location / Work Station</b>	Nairobi
<b>Reporting Relationships</b>	
<b>Reports to</b>	Principal Communications Officer
<b>Direct Reports</b>	Customer Care Assistant
<b>Indirect Reports</b>	N/A
<b>Job Purpose</b>	
The role is responsible for Providing efficient telephone communication services	

<b>Key Responsibilities/ Duties / Tasks</b>
<b>I. Managerial / Supervisory Responsibilities</b>
Supervise and guide junior staff;
<b>II. Operational Responsibilities / Tasks</b>
<ol style="list-style-type: none"> <li>1. Maintain calls register;</li> <li>2. Answer and direct telephone calls;</li> <li>3. Update the institutional telephone directory;</li> <li>4. Attend to physically challenged visitors and staff;</li> <li>5. Verify telephone bills before payments;</li> <li>6. Report promptly any switchboard defects to the supervisor;</li> <li>7. Direct and guide visitors;</li> <li>8. liaise with telephone service providers;</li> <li>9. Provide good customer care service;</li> <li>10. Collect customer information, analyze customer needs and give recommendations to the management.</li> </ol>

<b>Job Dimensions:</b>
<b>I. Financial Responsibility</b>
N/A
<b>II. Responsibility for Physical Assets</b>

Office Computer assigned to the role holder
<b>III. Decision Making / Job Influence</b>
<ol style="list-style-type: none"> <li>1. Supervisory</li> <li>2. Operational decision making</li> </ol>
<b>IV. Working Conditions</b>
Normal Office Environment

<b>Job Competencies (Knowledge, Experience and Attributes / Skills).</b>
<b>Academic qualifications</b>
<ol style="list-style-type: none"> <li>1. A Diploma Certificate in Public Relations, Mass Communication, Communication Studies, Journalism, International relations or any other approved equivalent qualifications from a recognized institution;</li> <li>2. Minimum KCSE C- (minus) or its equivalent</li> <li>3. Certificate in Telephone Operation, Reception and Front Office or its equivalent from a recognized institution;</li> <li>4. Certificate in Telephone Operation, Reception and Front Office or its equivalent from a recognized institution;</li> <li>5. Telephone Occupational Test II from a recognized institution or its equivalent;</li> <li>6. Certificate in Supervisory Skills Development Course lasting not less than two (2) weeks from a recognized institution or its equivalent;</li> </ol>
<b>Professional Qualifications / Membership to professional bodies</b>
N/A
<b>Previous relevant work experience required.</b>
At least four (4) years relevant Experience;
<b>Functional Skills, Behavioral Competencies/Attributes:</b>
<ol style="list-style-type: none"> <li>1. Demonstrated merit and shown ability as reflected in work performance and results;</li> <li>2. Proficiency in computer applications;</li> <li>3. Fulfill the requirements of Chapter 6 of the Constitution.</li> </ol>

**4. JOB REF: SD/NGOB8  
JOB DESCRIPTION FOR SENIOR DRIVER**

<b>Job Title</b>	Senior Driver
<b>Grade</b>	NGOB 8
<b>Department</b>	Corporate Services
<b>Division</b>	Human Resource and Administration
<b>Section / Unit</b>	Administration
<b>Location / Work Station</b>	Nairobi, Regional Offices
<b>Reporting Relationships</b>	
<b>Reports to</b>	Administration Officer
<b>Job Purpose</b>	
The role is responsible for ensuring that all vehicles are maintained in good order to ensure smooth mobility of employees of the Board.	

<b>Key Responsibilities/ Duties / Tasks</b>
<b>I. Managerial / Supervisory Responsibilities</b>
N/A
<b>II. Operational Responsibilities / Tasks</b>
<ol style="list-style-type: none"> <li>1. Drive the Board's vehicles to transport staff or deliver goods as authorized;</li> <li>2. Carry out minor mechanical adjustments;</li> <li>3. Recognize and reporting mechanical defaults of the vehicles;</li> <li>4. Ensure security and safety of the vehicle on and off the road;</li> <li>5. Monitor and report expiry of insurance policies for motor vehicles;</li> <li>6. Prepare and submit reports on transport when need arises; and</li> <li>7. Ensure safety of passengers and/or goods therein.</li> </ol>

<b>Job Dimensions:</b>
<b>I. Financial Responsibility</b>
N/A
<b>II. Responsibility for Physical Assets</b>
Vehicle assigned to the role holder
<b>III. Decision Making / Job Influence</b>
Operational
<b>IV. Working Conditions</b>

1. Normal Office Environment
2. Frequent field travels

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

**Academic qualifications**

1. Minimum KCSE C- (minus) or its equivalent
2. Certificate in a supervisory course from a recognized institution;
3. Certificate in Customer Care from a recognized institution;

**Professional Qualifications / Membership to professional bodies**

1. A defensive Driving Certificate from the Automobile Association of Kenya (AA) or its equivalent qualification from any other recognized institution;
2. A Certificate of Good Conduct (renewable after two (2) years);
3. A First Aid Certificate course from St. Johns Ambulance or any other recognized institution not more than one (1) year old;
4. Occupational Trade Test III Certificate;
5. A valid driving license free from any current endorsements(s) for classes of the vehicles the driver is required to drive;

**Previous relevant work experience required.**

Served in the grade of Driver for at least Eight (8) years;

**Functional Skills, Behavioral Competencies/Attributes:**

1. Computer proficiency certificate;
2. An accident free driving period of 10 years.