



REPUBLIC OF KENYA

Revised Scheme of Service
for
Office Administrative Services
Personnel

July, 2014

APPROVED BY PUBLIC SERVICE COMMISSION
AND
ISSUED BY THE DIRECTORATE OF PUBLIC SERVICE MANAGEMENT

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Revised Scheme of Service
for
Office Administrative Services
Personnel



THE PRESIDENCY

MINISTRY OF DEVOLUTION AND PLANNING
DIRECTORATE OF PUBLIC SERVICE MANAGEMENT

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Principal Administrative Secretary

P.O. BOX 30050 - 00100

NAIROBI,

KENYA.

8th August, 2014

All Principal Secretaries/Accounting Officers
The Auditor General
The Controller of Budget
The Clerk, Senate
The Clerk, National Assembly
The Chief Registrar, Judiciary
All Constitutional Commissions
The Secretary, County Public Service Boards
All Independent Offices

**SCHEME OF SERVICE FOR OFFICE ADMINISTRATIVE SERVICES PERSONNEL
FORMERLY SECRETARIAL PERSONNEL**

I am pleased to inform you that the Scheme of Service for Office Administrative Services Personnel has been finalised and is ready for implementation with effect from 25th July 2014. This Scheme of Service supercedes the previous one issued under cover of DPM.2/7/5A(185) of 6th June 2008 for Secretarial Personnel. **Please note the change of titles of Secretarial Personnel to Office Administrative Services Personnel.**

This Revised Scheme of Service establishes four (4) grades of Office Administrative Assistants, six (6) grades of Assistant Office Administrators and eight (8) grades of Office Administrators. The Scheme also provides clear and concise job descriptions and specifications at all levels within the grading structure which will assist the recruitment, progression, deployment and general development of the Office Administrative Services Personnel.

Please take necessary action and ensure that the provisions of the Scheme are brought to the attention of all officers concerned.

**JUSTER NKOROI, EBS
PRINCIPAL ADMINISTRATIVE SECRETARY**

Copy to: Secretary
Public Service Commission
NAIROBI

REVISED SCHEME OF SERVICE FOR OFFICE ADMINISTRATIVE SERVICES PERSONNEL

1. AIMS AND OBJECTIVES

- (i) To provide for a well defined career structure which will attract, motivate and facilitate retention of suitably qualified Office Administrative Services Personnel in the Civil Service.
- (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 Office Administrative Services Personnel 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, merit and ability as reflected in work performance and results.
- (iv) To ensure appropriate career planning and succession management.

2. ADMINISTRATION AND TRAINING SCOPE

(a) Responsibility for Administration

The Scheme of Service will be administered by the Principal Secretary responsible for Public Service Management in conjunction with the Public Service Commission. In administering the Scheme, the Principal Secretary will ensure that its provisions are strictly observed for fair and equitable treatment of staff and that officers are confirmed in appointment on successful completion of the probation period.

(b) Training Scope

In administering the Scheme, the Principal Secretary responsible for Public Service Management will ensure that appropriate training opportunities, mentoring 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 Scheme of Service. In addition, respective Principal Secretaries will ensure that newly recruited officers as well as those joining from other State Departments are inducted for effective orientation. Officers should also be encouraged to undertake relevant training privately for self-development. In all matters of training, however, the Principal Secretary administering the scheme will consult with the Public Service Commission of Kenya.

3. THE OFFICE ADMINISTRATIVE SERVICES FUNCTION

The Office Administrative Services Function entails:- interpreting and implementing Office Administrative policies and procedures in consultation with the Secretary, Human Resource Management; providing technical advice on recruitment, selection, deployment and promotion of Office Administrative Services Personnel; training and capacity building of Office Administrative Services personnel; and reviewing of the Office Administrative Services Personnel curriculum in liaison with relevant institutions.

The Function further entails provision of administrative services in a given office in a State Department. These will include:- taking oral dictation; managing and organizing office records and documents; processing data; operating office equipment; attending to visitors/clients; handling telephone calls and appointments; maintaining office diary and travel itineraries; ensuring security of office records, equipment and documents including classified materials; preparing responses to simple routine correspondence; establishing and monitoring procedures for record keeping of correspondence and file movements; ensuring security, integrity and confidentiality of data; and managing office protocol and etiquette.

4. GRADING STRUCTURE AND SCOPE

(a) Grading Structure

The Scheme of Service establishes four (4) grades of Office Administrative Assistants, six (6) grades of Assistant Office Administrators and eight (8) grades of Office Administrators who will be designated and graded as follows:-

OFFICE ADMINISTRATIVE ASSISTANTS

APPENDIX 'A'

Designation

Job Group

Office Administrative Assistant III	'G'
Office Administrative Assistant II	'H'
Office Administrative Assistant I	'J'
Senior Office Administrative Assistant	'K'

ASSISTANT OFFICE ADMINISTRATORS

Designation

Assistant Office Administrator III
 Assistant Office Administrator II
 Assistant Office Administrator I
 Senior Assistant Office Administrator
 Chief Assistant Office Administrator
 Principal Assistant Office Administrator

APPENDIX 'B'

Job Group

'H'
 'J'
 'K'
 'L'
 'M'
 'N'

OFFICE ADMINISTRATORS

Designation

Office Administrator II
 Office Administrator I
 Senior Office Administrator
 Chief Office Administrator
 Principal Office Administrator
 Assistant Director, Office Administrative Services
 Senior Assistant Director, Office Administrative Services
 Deputy Director, Office Administrative Services

APPENDIX 'C'

Job Group

'J'
 'K'
 'L'
 'M'
 'N'
 'P'
 'Q'
 'R'

(b) Conversion to the new Grading Structure

Serving officers will adopt and convert to the new designations and grading structure as follows:-

OFFICE ADMINISTRATIVE ASSISTANTS

APPENDIX 'A'

Current Designation	Job Group	New Designation	Job Group
Secretarial Assistant II	'G'	Office Administrative Assistant III	'G'
Secretarial Assistant I	'H'	Office Administrative Assistant II	'H'
Senior Secretarial Assistant	'J'	Office Administrative Assistant I	'J'
-	-	Senior Office Administrative Assistant	'K'

ASSISTANT OFFICE ADMINISTRATORS**APPENDIX 'B'**

Current Designation	Job Group	New Designation	Job Group
Personal Secretary III	'H'	Assistant Office Administrator III	'H'
Personal Secretary II	'J'	Assistant Office Administrator II	'J'
Personal Secretary I	'K'	Assistant Office Administrator I	'K'
Senior Personal Secretary	'L'	Senior Assistant Office Administrator	'L'
Executive Secretary	'M'	Chief Assistant Office Administrator	'M'
Senior Executive Secretary	'N'	Principal Assistant Office Administrator	'N'

OFFICE ADMINISTRATORS**APPENDIX 'C'**

Present Designation	Job Group	New Designation	Job Group
-	'J'	Office Administrator II	'J'
-	'K'	Office Administrator I	'K'
-	'L'	Senior Office Administrator	'L'
-	'M'	Chief Office Administrator	'M'
-	'N'	Principal Office Administrator	'N'
Principal Executive Secretary/Assistant Director of Secretarial Services	'P'	Assistant Director, Office Administrative Services	'P'
Senior Assistant Director of Secretarial Services	'Q'	Senior Assistant Director, Office Administrative Services	'Q'
-	-	Deputy Director, Office Administrative Services	'R'

Notes:

- (i) *The grades of Office Administrative Assistant III/II/I/Senior, Job Groups 'G/H/J'/K for certificate holders, Assistant Office Administrators III/II/I/Senior, Job Groups 'H/J/K/L' for Diploma holders and Office Administrators II/I/Senior/Chief, Job Groups 'J/K/L/M' for Degree holders will form a common establishment for the purpose of this Scheme of Service.*
- (ii) *The posts of Assistant Director/Senior Assistant Director/Deputy Director, Office Administrative Services will be restricted to the headquarters.*

(c) Serving Officers

Serving officers will adopt and convert as appropriate to the new grading structure and designations though they may not be in possession of the requisite minimum qualifications and/or experience stipulated in the Scheme of Service. However, for advancement to higher grades, officers must possess the prescribed minimum qualifications and/or experience required for advancement to the grade.

5. PROVISION OF POSTS

A Scheme of Service does not constitute authority for creation of post(s). Any additional post(s) required under the new grading structure must be included in the Ministry's establishment proposals for consideration and approval by the Public Service Commission in the normal manner.

6. ENTRY INTO THE SCHEME OF SERVICE

(a) Direct Appointment

Direct appointment will normally be made in the grades of Office Administrative Assistant III, Job Group 'G', Assistant Office Administrator III, Job Group 'H' and Office Administrator II, Job Group 'J'. In exceptional cases, however, direct appointment may be made beyond these grades by the Public Service Commission of Kenya on the recommendation of the Principal Secretary responsible for the Office Administrative Services Function provided the candidate is in possession of the prescribed minimum qualifications and/or experience required for appointment to the grade.

(b) Incremental Credit

Incremental credit(s) for approved experience acquired after obtaining the prescribed minimum qualifications for the grade may be awarded at the rate of one increment for each completed year of approved experience provided that the maximum of the scale 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.

7. ADVANCEMENT WITHIN THE SCHEME OF SERVICE

The Scheme of Service sets out the minimum qualifications and/or experience required for advancement from one grade to another. It is emphasized, however, that these are the minimum requirements which entitle an officer to be considered for appointment to the next grade. In addition, advancement from one grade to another will depend on:-

- (i) existence of a vacancy in the authorized establishment;
- (ii) merit and ability as reflected in work performance and results; and
- (iii) approval of the Public Service Commission.

8. RECOGNIZED QUALIFICATIONS

The following are the recognized qualifications for the purpose of this Scheme of Service:-

- (i) Kenya Certificate of Secondary Education (KCSE) mean grade C- (minus) with at least C (plain) in English or Kiswahili Language or its equivalent qualification from a recognized institution.
- (ii) Business Education Single and Group Certificates (BES & GC) Stages I, II and III from the Kenya National Examinations Council.
- (iii) Craft Certificate in Secretarial Studies from the Kenya National Examinations Council.
- (iv) Diploma in Secretarial Studies from the Kenya National Examinations Council.
- (v) Bachelors Degree in Secretarial Studies or Bachelor of Business and Office Management or any other equivalent and relevant qualification from a recognized institution.
- (vi) Bachelors Degree in Social Sciences plus a Diploma in Secretarial Studies from a recognized institution or Business Education Single and Group Certificates (BES & GC) Stages I, II and III from the Kenya National Examinations Council.
- (vii) Masters Degree in Business Administration/Office Management or any other equivalent and relevant qualification from a recognized institution.
- (viii) Certificate in computer applications from a recognized institution.
- (ix) Certificate in Public Relations and Customer Care course lasting not less than two (2) weeks from the Kenya School of Government or any other government training institution.
- (x) Certificate in Secretarial Management Course lasting not less than four (4) weeks from the Kenya School of Government or any other Government Training institution.
- (xi) Certificate in Supervisory Skills Course lasting not less than two (2) weeks from a recognized institution.

- (xii) Certificate in Management Course lasting not less than four (4) weeks from a recognized institution.
- (xiii) Certificate in Senior Management Course lasting not less than four (4) weeks from a recognized institution.
- (xiv) Certificate in Strategic Leadership Development Programme lasting not less than six (6) weeks from a recognized institution.
- (xv) Any other qualifications that may be approved by the Public Service Commission.

9. IMPLEMENTATION OF THE SCHEME

The Scheme of Service will become operational with effect from 25th July, 2014. On implementation, all serving officers will automatically become members of the Scheme.

10. JOB AND APPOINTMENT SPECIFICATIONS

OFFICE ADMINISTRATIVE ASSISTANTS

APPENDIX 'A'

I. OFFICE ADMINISTRATIVE ASSISTANT III, JOB GROUP 'G'

(a) Duties and Responsibilities

This is the entry and training grade for this cadre. Duties and responsibilities at this level will entail: - taking oral dictation; word and data processing from manuscripts; operating office equipment; ensuring security of office equipment, documents and records; attending to visitors/clients; handling telephone calls and appointments; and undertaking any other office administrative services duties that may be assigned.

(b) Requirements for Appointment

For appointment to this grade, a candidate must have:-

- (i) Kenya Certificate of Secondary Education mean grade C- (minus) with at least C (plain) in English or Kiswahili Language or its equivalent qualification from a recognized institution;
- (ii) Business Education Single and Group Certificates (BES & GC) from the Kenya National Examinations Council in the following subjects:-

- (a) Typewriting II (minimum 40 w.p.m)/Computerised Document Processing II;
- (b) Business English I/Communications I;
- (c) Office Practice I;
- (d) Commerce I;

OR

Craft Certificate in Secretarial Studies from the Kenya National Examinations Council; and

- (iii) Certificate in computer applications skills from a recognized institution.

II. OFFICE ADMINISTRATIVE ASSISTANT II, JOB GROUP 'H'

(a) Duties and Responsibilities

Duties and responsibilities at this level will entail:-taking oral dictation; word and data processing from manuscript; operating office equipment; ensuring security of office equipment, documents and records; attending to visitors/clients; handling telephone calls and appointments; keeping an up to date filing system in the office; supervision of office cleanliness; and undertaking any other office administrative services duties that may be assigned.

(b) Requirements for Appointment

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

- (i) served in the grade of Office Administrative Assistant III for a minimum period of three (3) years;
- (ii) Business Education Single and Group Certificates (BES & GC) from the Kenya National Examinations Council in the following subjects:-
 - (a) Typewriting II (minimum 40 w.p.m)/Computerised Document Processing II
 - (b) Business English II/Communications I
 - (c) Office Practice II
 - (d) Secretarial Duties II
 - (e) Commerce II;

OR

Craft Certificate in Secretarial Studies from the Kenya National Examinations Council;

- (iii) Certificate in computer applications from a recognized institution; and
- (iv) Shown merit and ability as reflected in work performance.

IV. SENIOR OFFICE ADMINISTRATIVE ASSISTANT, JOB GROUP 'K'

(a) Duties and Responsibilities

Duties and responsibilities at this level will entail:- taking oral dictation; word and data processing; operating office equipment; ensuring security of office equipment, documents and records; attending to visitors/clients; handling telephone calls and appointments; maintaining diary and scheduling of meetings; ensuring an up to date filing system in the office; supervision of office cleanliness; handling routine correspondences; managing office petty cash; and undertaking any other office administrative services duties that may be assigned.

(b) Requirements for Appointment

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

- (i) served in the grade of Office Administrative Assistant I for a minimum period of three (3) years;
- (ii) Business Education Single and Group Certificates (BES & GC) from the Kenya National Examinations Council in the following subjects:-
 - (a) Typewriting III (minimum 50 w.p.m)/Computerised Document Processing III;
 - (b) Business English III/Communications II;
 - (c) Office Practice II;
 - (d) Commerce II;
 - (e) Secretarial Duties II;
 - (f) Office Management III/Office Administration and Management III;

OR

- Craft Certificate in Secretarial Studies from the Kenya National Examinations Council;
- (iii) Certificate in Public Relations and Customer Care course lasting not less than two (2) weeks from the Kenya School of Government or any other government training institution;
 - (iv) certificate in computer applications from a recognized institution; and
 - (v) Shown merit and ability as reflected in work performance and results.

III. OFFICE ADMINISTRATIVE ASSISTANT I, JOB GROUP 'J'

(a) Duties and Responsibilities

Duties and responsibilities at this level will entail: - taking oral dictation; word and data processing; operating office equipment; ensuring security of office equipment, documents and records; attending to visitors/clients; handling telephone calls and appointments; maintaining an up to date filing system in the office; supervision of office cleanliness; managing petty cash and undertaking any other office administrative services duties that may be assigned.

(b) Requirements for Appointment

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

- (i) served in the grade of Office Administrative Assistant II for a minimum period of three (3) years;
- (ii) Business Education Single and Group Certificates (BES & GC) from the Kenya National Examinations Council in the following subjects:-
 - (a) Typewriting III (minimum 50 w.p.m)/Computerised Document Processing III;
 - (b) Business English III/Communications II;
 - (c) Commerce II;
 - (d) Office Practice II;
 - (e) Secretarial Duties II;
 - (f) Office Management III/Office Administration and Management III;

OR

Craft Certificate in Secretarial Studies from the Kenya National Examinations Council;

- (iii) Certificate in Public Relations and Customer Care course lasting not less than two (2) weeks from the Kenya School of Government or any other government training institution;
- (iv) Certificate in computer applications from a recognized institution; and
- (v) Shown merit and ability as reflected in work performance and results.

ASSISTANT OFFICE ADMINISTRATORS

APPENDIX 'B'

I. ASSISTANT OFFICE ADMINISTRATOR III,

JOB GROUP 'H'

(a) Duties and Responsibilities

This is the entry and training grade for this cadre. Duties and responsibilities at this level will entail: - taking oral dictation; word and data processing; managing e-office; ensuring security of office records, documents and equipment; maintaining an up to date filing system in the office; operating office equipment; managing office protocol; managing office petty cash; handling telephone calls and appointments; supervising office cleanliness and undertaking any other office administrative services duties that may be assigned.

(b) Requirements for Appointment

For appointment to this grade, a candidate must have:-

- (i) Kenya Certificate of Secondary Education, mean grade C- (minus) with at least C (plain) in English or Kiswahili Language or its equivalent qualification from a recognized institution;
- (ii) Diploma in Secretarial Studies from the Kenya National Examinations Council (KNEC);

OR

Business Education Single and Group Certificates (BES & GC) from the Kenya National Examinations Council in the following subjects:-

- (a) Typewriting III (50 w.p.m.)/Computerised Document Processing III;
 - (b) Shorthand II (80 w.p.m.);
 - (c) Business English II/Communications I;
 - (d) Office Practice II;
 - (e) Secretarial Duties II;
 - (f) Commerce II;
 - (g) Office Management III/Office Administration and Management III;
- (iii) Certificate in computer applications from a recognized institution; and
 - (vi) Shown merit and ability as reflected in work performance and results.

II. ASSISTANT OFFICE ADMINISTRATOR II, JOB GROUP 'J'

(a) Duties and Responsibilities

Duties and responsibilities at this level will entail: - taking oral dictation; word and data processing; managing e-office; operating office equipment; handling telephone calls and appointments; attending to visitors/clients; maintaining office diary and travel itineraries; establishing and monitoring procedures for record keeping of correspondence and file movements; maintaining an up to date filing system in the office; managing office protocol; ensuring security of office records, equipment and documents, including classified materials; supervising of office cleanliness; managing petty cash; and undertaking any other office administrative services duties that may be assigned.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:

- (i) served in the grade of Assistant Office Administrator III or Office Administrative Assistant I for a minimum period of three (3) years;
- (ii) Diploma in Secretarial Studies from the Kenya National Examinations Council;

OR

Business Education Single and Group Certificates (BES & GC) from the Kenya National Examinations Council in the following subjects:-

- (a) Shorthand III (minimum 80 w.p.m.);
 - (b) Typewriting III(50 w.p.m.)/Computerised Document Processing III;
 - (c) Office Management III/Office Administration and Management III;
 - (d) Business English III/Communications II;
 - (e) Secretarial Duties II;
 - (f) Office Practice II;
 - (g) Commerce II;
- (iii) Certificate in Public Relations and Customer Care course lasting not less than two (2) weeks from the Kenya School of Government or any other government training institution;
 - (iv) Certificate in computer applications from a recognized institution; and
 - (v) Shown merit and ability as reflected in work performance and results.

III. ASSISTANT OFFICE ADMINISTRATOR I, JOB GROUP 'K'

(a) Duties and Responsibilities

Duties and responsibilities at this level will entail:- taking oral dictation; managing e-office; word and data processing; operating office equipment; attending to visitors/clients; handling telephone calls and appointments; maintaining office diary and travel itineraries; ensuring security of office records, equipment and documents, including classified materials; preparing responses to simple routine correspondence; establishing and monitoring procedures for record keeping of correspondence and file movements; maintaining an up to date filing system in the office; ensuring security, integrity and confidentiality of data; managing office protocol and etiquette; supervising office cleanliness; managing petty cash; and undertaking any other office administrative services duties that may be assigned.

(b) Requirements for Appointment

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

- (i) Served in the grade of Assistant Office Administrator II or Office Administrative Assistant I for a minimum period of three (3) years;
- (ii) Diploma in Secretarial Studies from the Kenya National Examinations Council;

OR

Business Education Single and Group Certificates (BES & GC) Stages I, II and III from the Kenya National Examinations Council in the following subjects:-
 - (a) Shorthand III (minimum 100 w.p.m.);
 - (b) Typewriting III(50w.p.m.)/Computerised Document Processing III;
 - (c) Business English III/Communications II;
 - (d) Commerce II;
 - (e) Office Practice II;
 - (f) Office Management III/Office Administration and Management III;
 - (g) Secretarial Duties II;
- (iii) Certificate in Public Relations and Customer Care course lasting not less than two (2) weeks from the Kenya School of Government or any other government training institution;
- (iv) Certificate in computer applications from a recognized institution; and
- (v) Shown merit and ability as reflected in work performance and results.

IV. SENIOR ASSISTANT OFFICE ADMINISTRATOR, JOB GROUP 'L'

(a) Duties and Responsibilities

Duties and responsibilities at this level will entail:- taking oral dictation; managing e-office; word and data processing; operating office equipment; maintaining office diary, appointments and travel itineraries; attending to visitors/clients; handling telephone calls; coordinating schedules of meetings; ensuring security of office records, equipment and documents, including classified materials; maintaining an up to date filing system in the office; establishing and monitoring procedures for record keeping of correspondence and file movements; preparing responses to simple routine correspondence; managing office protocol and etiquette; supervising office cleanliness; managing petty cash; ensuring security, integrity and confidentiality of data; and undertaking any other office administrative services duties that may be assigned.

(b) Requirements for Appointment

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

- (i) served in the grade of Assistant Office Administrator I or Senior Office Administrative Assistant for a minimum period of three (3) years;
- (ii) Diploma in Secretarial Studies from the Kenya National Examinations Council;

OR

Business Education Single and Group Certificates (BES & GC) Stages I, II and III from the Kenya National Examinations Council in the following subjects:-

- (a) Shorthand III (minimum 110 w.p.m.);
 - (b) Typewriting III(50 w.p.m.)/Computerised Document Processing III;
 - (c) Business English III/Communications II;
 - (d) Office Practice II;
 - (e) Commerce II;
 - (f) Office Management III/Office Administration and Management III;
 - (g) Secretarial Duties II;
- (iii) Certificate in Public Relations and Customer Care course lasting not less than two (2) weeks from the Kenya School of Government or any other government training institution;
 - (iv) Certificate in computer applications from a recognized institution; and
 - (v) Shown merit and ability as reflected in work performance and results.

V. CHIEF ASSISTANT OFFICE ADMINISTRATOR, JOB GROUP 'M'

(a) Duties and Responsibilities

An officer at this level will be deployed to work for a Head of Department. Duties and responsibilities at this level will entail:- taking oral dictation; using e-office to research and process data; operating office equipment; attending to visitors/clients; handling telephone calls; coordinating schedules of meetings and appointments; ensuring security of office records, equipment and documents, including classified materials; preparing responses to routine correspondence; managing office protocol and etiquette; managing petty cash; monitoring procedures for record keeping of correspondence and file movements; maintaining an up to date filing system in the office; coordinating travel arrangements; handling customer inquiries and complaints; establishing and undertaking any other office administrative services duties that may be assigned.

(b) Requirements for Appointment

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

- (i) served in the grade of Senior Assistant Office Administrator for a minimum period of three (3) years;
- (ii) Diploma in Secretarial Studies from the Kenya National Examinations Council;

OR

Business Education Single and Group Certificates (BES & GC) Stages I, II and III from the Kenya National Examinations Council in the following subjects:-

- (a) Shorthand III (minimum 120 w.p.m.);
 - (b) Typewriting III(50 w.p.m.)/Computerised Document Processing III;
 - (c) Business English III/Communications II;
 - (d) Commerce II;
 - (e) Office Practice II;
 - (f) Office Management III/Office Administration and Management III;
 - (g) Secretarial Duties II;
- (iii) Certificate in Secretarial Management Course lasting not less than four (4) weeks from Kenya School of Government or any other Government Training Institution;
 - (iv) Certificate in Supervisory Skills Course lasting not less than two (2) weeks from a recognized institution;

- (v) Certificate in computer applications from a recognized institution; and
- (vi) Shown merit and ability as reflected in work performance and results.

VI. PRINCIPAL ASSISTANT OFFICE ADMINISTRATOR, JOB GROUP 'N'

(a) Duties and Responsibilities

An officer at this level will be deployed to work in either the office of a Cabinet Secretary or a Principal Secretary in a State Department. Duties and responsibilities will entail:- taking oral dictation; using e-office to research and process data; operating office equipment; attending to visitors/clients; handling telephone calls; handling customer inquiries and complaints; coordinating schedules of meetings and appointments; coordinating travel arrangements; ensuring security of office records, equipment and documents, including classified materials; ensuring security, integrity and confidentiality of data; establishing and monitoring procedures for record keeping of correspondence and file movements; maintaining an up to date filing system in the office; preparing responses to routine correspondence; managing office protocol and etiquette; managing petty cash and any other office administrative services duties that may be assigned. In addition, the officer will guide and supervise other office administrative services personnel.

(b) Requirements for Appointment

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

- (i) served in the grade of Chief Assistant Office Administrator for a minimum period of three (3) years;
- (ii) Diploma in Secretarial Studies from the Kenya National Examinations Council;

OR

Business Education Single and Group Certificates (BES & GC) Stages I, II and III from the Kenya National Examinations Council in the following subjects:-

- (a) Shorthand III (minimum 120 w.p.m.);
- (b) Typewriting III(50 w.p.m.)/Computerised Document Processing III;
- (c) Business English III/Communications II;
- (d) Commerce II;
- (e) Office Practice II;
- (f) Office Management III/Office Administration and Management III;
- (g) Secretarial Duties II;

- (iii) Certificate in Secretarial Management Course lasting not less than four (4) weeks from Kenya School of Government or any other Government Training Institute;
- (iv) Certificate in Management Course lasting not less than four (4) weeks from a recognized institution;
- (v) Certificate in computer applications from a recognized institution; and
- (vi) Demonstrated professional competence in office administrative services.

OFFICE ADMINISTRATORS

APPENDIX 'C'

I. OFFICE ADMINISTRATOR II, JOB GROUP 'J'

(a) Duties and Responsibilities

This is the entry and training grade for this cadre. Duties and responsibilities at this level will entail: - taking oral dictation; word and data processing; managing e-office; operating office equipment; handling telephone calls and appointments; maintaining office diary and travel itineraries; managing office protocol; ensuring security of office records, documents and equipment; maintaining an up to date filing system in the office; managing office petty cash; supervision of office cleanliness; and undertaking any other office administrative services duties that may be assigned.

(b) Requirements for Appointment

For appointment to this grade, a candidate must have:-

- (i) Bachelors Degree in Secretarial Studies or Bachelor of Business and Office Management from a recognized institution;

OR

- (ii) Bachelors Degree in Social Sciences plus a Diploma in Secretarial Studies from a recognized institution; and
- (iii) Certificate in computer applications from a recognized institution.

II. OFFICE ADMINISTRATOR I, JOB GROUP 'K'

(a) Duties and Responsibilities

Duties and responsibilities at this level will entail:- taking oral dictation; managing e-office; word and data processing; operating office equipment; attending to visitors/clients; handling telephone calls and appointments; maintaining office diary and travel itineraries; ensuring security of office records, equipment and documents, including classified materials; preparing responses to simple routine correspondence; establishing and monitoring procedures for record keeping of correspondence and file movements; maintaining an up to date filing system in the office; ensuring security, integrity and confidentiality of data; managing office protocol and etiquette; managing petty cash; supervising office cleanliness; and undertaking any other office administrative services duties that may be assigned.

- (ii) Bachelors Degree in Secretarial Studies or Bachelor of Business and Office Management from a recognized institution;

OR

Bachelors Degree in Social Sciences plus a Diploma in Secretarial Studies from a recognized institution;

- (iii) Certificate in Secretarial Management Course from Kenya School of Government or any other Government training institution;
- (iv) Certificate in computer applications from a recognized institution; and
- (v) Shown merit and ability as reflected in work performance and results.

IV. CHIEF OFFICE ADMINISTRATOR, JOB GROUP 'M'

(a) Duties and Responsibilities

An officer at this level will be deployed to work for a Head of Department. Duties and responsibilities at this level will entail:- taking oral dictation; using e-office to research and process data; operating office equipment; attending to visitors/clients; handling telephone calls; handling customer inquiries and complaints; coordinating schedules of meetings and appointments; coordinating travel arrangements; ensuring security of office records, equipment and documents, including classified materials; ensuring security, integrity and confidentiality of data; establishing and monitoring procedures for record keeping of correspondence and file movements; maintaining an up to date filing system in the office; preparing responses to routine correspondence; managing office protocol and etiquette; managing petty cash and any other office administrative services duties that may be assigned.

(b) Requirements for Appointment

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

- (i) served in the grade of Senior Office Administrator for a minimum period of three (3) years;
- (ii) Bachelors Degree in Secretarial Studies or Bachelor of Business and Office Management from a recognized institution;

OR

Bachelors Degree in Social Sciences plus a Diploma in Secretarial Studies from a recognized institution;

- (iii) Certificate in Secretarial Management Course from Kenya School of Government, or any other Government Training Institute;
- (iv) certificate in Supervisory Skills Course lasting not less than two (2) weeks from a recognized institution;
- (v) certificate in computer applications from a recognized institution; and
- (vi) Shown merit and ability as reflected in work performance and results.

V. PRINCIPAL OFFICE ADMINISTRATOR, JOB GROUP 'N'

(a) Duties and Responsibilities

An officer at this level will be deployed to work in either the office of a Cabinet Secretary or a Principal Secretary in a State Department. Duties and responsibilities at this level will entail:- taking oral dictation; using e-office to research and process data; operating office equipment; attending to visitors/clients; handling telephone calls; handling customer inquiries and complaints; coordinating schedules of meetings and appointments; coordinating travel arrangements; ensuring security of office records, equipment and documents, including classified materials; ensuring security, integrity and confidentiality of data; establishing and monitoring procedures for record keeping of correspondence and file movements; maintaining an up to date filing system in the office; preparing responses to routine correspondence; managing office protocol and etiquette and managing petty cash and any other office administrative services duties that may be assigned. In addition, an officer will guide and supervise other office administrative services personnel.

(b) Requirements for Appointment

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

- (i) served in the grade of Chief Office Administrator for a minimum period of three (3) years;
- (ii) Bachelors Degree in Secretarial Studies or Bachelor of Business and Office Management from a recognized institution;

OR

Bachelors Degree in Social Sciences plus a Diploma in Secretarial Studies from a recognized institution;

- (iii) Certificate in Secretarial Management Course from Kenya School of Government or any other Government training institute;
- (iv) Certificate in Senior Management Course lasting not less than four (4) weeks from a recognized institution;
- (v) Certificate in computer applications from a recognized institution; and
- (vi) Demonstrated professional competence in management of office administrative services.

VII. ASSISTANT DIRECTOR, OFFICE ADMINISTRATIVE SERVICES, JOB GROUP 'P'

(a) Duties and Responsibilities

Duties and responsibilities at this level will entail:- preparing up-to-date records of office administrative services personnel; initiating postings and deployment orders of office administrative services personnel; facilitating training of office administrative services personnel; collecting, collating, analyzing data and preparing reports on office administrative services staff establishment; participating in selection and recruitment process of office administrative services personnel in the Civil Service; and any other office administrative services duties that may be assigned.

(b) Requirements for Appointment

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

- (i) served in the grade of Principal Office Administrator or Principal Assistant Office Administrator for a minimum period of three (3) years;
- (ii) Bachelors Degree in Secretarial Studies or Bachelor of Business and Office Management from a recognized Institution.

OR

Bachelors Degree in Social Sciences plus a Diploma in Secretarial Studies from a recognized institution;

OR

Bachelors Degree in Social Sciences plus Business Education Single and Group Certificates (BES & GC) Stages I, II and III from the Kenya National Examinations Council in the following subjects:-

- (a) Shorthand III (minimum 120 w.p.m.)
 - (b) Typewriting III(50 w.p.m.)/Computerised Document Processing III
 - (c) Business English III/Communications II
 - (d) Commerce II
 - (e) Office Management III/Office Administration and Management III
 - (f) Secretarial Duties II;
- (iii) Masters Degree in Business Administration/Business Management or any other relevant and equivalent qualification from a recognized institution;
- (iv) Certificate in Secretarial Management Course from the Kenya School of Government or any other recognized Institution;
- (v) Certificate in Senior Management course lasting not less than four (4) weeks from a recognized institution;
- (vi) Certificate in computer applications from a recognized institution; and
- (vii) Demonstrated outstanding professional competence in management of secretarial services.

VII. SENIOR ASSISTANT DIRECTOR, OFFICE ADMINISTRATIVE SERVICES, JOB GROUP 'Q'

(a) Duties and Responsibilities

The Senior Assistant Director will deputize the Deputy Director in the administration and management of the Office Administrative services function. Specific duties and responsibilities will entail:- interpreting and implementing office administrative services personnel policies and procedures; participating in selection and recruitment of office administrative services personnel; verifying and analyzing office administrative services personnel data for postings and deployment; participating in organizing and budgeting for seminars and workshops for office administrative services personnel; and participating in updating bio data for office administrative services staff.

- (vi) Certificate in computer applications from a recognized institution; and
- (vii) Demonstrated outstanding professional competence in the management of office management services.

IX. DEPUTY DIRECTOR, OFFICE ADMINISTRATIVE SERVICES, JOB GROUP 'R'

(a) Duties and Responsibilities

This will be highest grade in the office administrative services cadre. An officer at this level will be responsible to the Principal Secretary through the Secretary, Human Resource Management Department for the overall administration and management of the office administrative services Function in the Civil Service.

Specific duties and responsibilities will entail:- interpreting and implementing office administrative services cadre policies and procedures in consultation with the Secretary, Human Resource Management; participating in recruitment, selection and promotion of office administrative services personnel in the Civil Service; carrying out postings and deployment of office administrative services personnel; coordinating training of office administrative services personnel; and maintaining an up-to-date record of office administrative services staff establishment.

Further, duties and responsibilities will entail: - reviewing the office administrative services cadre curriculum in liaison with the relevant institutions; carrying out selection of office administrative services personnel for Higher National Diploma and in-service courses in liaison with Human Resource Development Department; coaching, mentoring, and counseling office administrative services personnel; and undertaking any other duties that may be assigned.

(b) Requirements for Appointment

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

- (i) served in the grade of Senior Assistant Director, Office Administrative Services for a minimum period of three (3) years;
- (ii) Bachelors Degree in Secretarial Studies or Bachelor of Business and Office Management from a recognized Institution;

OR

Bachelors Degree in Social Sciences plus a Diploma in Secretarial Studies from a recognized institution;

OR

Bachelors Degree in Social Sciences plus Business Education Single and Group Certificates (BES & GC) Stages I, II and III from the Kenya National Examinations Council in the following subjects:-

- (a) Shorthand III (minimum 120 w.p.m.)
 - (b) Typewriting III(50 w.p.m.)/Computerised Document Processing III
 - (c) Business English III/Communications II
 - (d) Commerce II
 - (e) Office Management III/Office Administration and Management III
 - (f) Secretarial Duties II;
- (iii) Masters Degree in Business Administration/Business Management or any other relevant qualification from a recognized institution;
 - (iv) Certificate in Senior Management course lasting not less than four (4) weeks from a recognized institution;
 - (v) Certificate in Strategic Leadership Development Course lasting not less than six (6) weeks from a recognized institution;
 - (vi) Certificate in computer applications from a recognized institution; and
 - (vii) Demonstrated professional competence, managerial capability and a thorough understanding of the provisions of the office administrative services policies and have the ability to relate them to the national goals.