



**KENYATTA UNIVERSITY TEACHING,  
REFERRAL & RESEARCH HOSPITAL  
(KUTRRH)**

**JOB DESCRIPTIONS FOR VARIOUS CADRES  
VIDE THE CAREER OPPORTUNITIES  
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**TUESDAY, 23<sup>RD</sup> JULY 2019**



## TRANSPORT MANAGER - DCSATM/KUTRRH/8

1. BACKGROUND INFORMATION	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Administration	Section/Unit: Transport Services
Job Title: Transport Manager	
Reports to: Deputy Director- Finance and Administrative Services	
Direct Reports: a) Assistant Transport Manager	
2. PURPOSE OF THE JOB	
Reporting to the Deputy Director-Finance and Administrative Services, the Transport Manager job exists to oversee and coordinate the transport function and services at the KUTRRH.	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"> <li>• Plan for human and non-human resource required in the transport unit of the hospital.</li> <li>• Ensure and facilitate the acquisition and maintenance of automotive in collaboration with the procurement section of the hospital.</li> <li>• Ensure that all automotive are well services and fitted with all the required licenses and thus meet all the statutory requirements.</li> <li>• Ensure availability and supply of sufficient commodities and materials needed in the transport unit, in collaboration with the procurement section of the hospital.</li> <li>• Manage and supervise staff together with their work in the transport unit of the hospital.</li> <li>• Ensure efficient use of all resources allocated to the transport unit of the hospital.</li> <li>• Oversee and ensure preparation of periodic work plans for the transport unit of the hospital and ensure that they are appropriately implemented in the hospital.</li> <li>• Ensure that the transport unit provides quality, sufficient and timely transportation services in the hospital.</li> <li>• Participate in the recruitment and disciplinary action of the transport unit staff in collaboration with Human Resource Management unit of the hospital.</li> <li>• Ensure reliable and safe transport services provision by well trained and motivated drivers and mechanics in the hospital.</li> <li>• Ensure continuous training and development of transport staff in the hospital in collaboration with human resource management unit of the hospital.</li> </ul>	



- Monitor and evaluate the progress, performance and productivity of the transport unit for continuous provision of timely quality, safe and sufficient transportation services in the hospital, and disseminate the reports appropriately.

#### 4. QUALIFICATIONS KNOWLEDGE AND SKILLS:

*Minimum level of academic qualifications required to perform effectively in the role:*

- Diploma in Automotive / Mechanical Engineering, or Business Management, or Social Sciences from a recognized institution.

*Professional qualification required to perform effectively in the role:*

None

*Minimum level of knowledge required for the job:*

- Computer literate
- Knowledge of relevant legislations
- Knowledge of professional standards

*Soft skills required for the job:*

- Communication skills
- Leadership skills
- Organizational skills
- Observation skills
- Analytical skills
- Problem solving skills
- Team building skills

#### 5. RELEVANT WORK EXPERIENCE REQUIRED:

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*

At least five years' working experience as a Transport Manager in a similar level organization charge of Transport.



## ASSISTANT TRANSPORT MANAGER - DCSAATM/KUTRRH/9

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Administration	Section/Unit: Transport Services
Job Title: Assistant Transport Manager	
Reports to: Transport Manager	
Direct Reports: a) Drivers	
<b>2. PURPOSE OF THE JOB</b>	
Reporting to the Transport Manager, the Assistant Transport Manager job exists to ensure drivers are properly oriented, evaluated & trained at KUTRRH.	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Assist with the on-boarding and drivers within the hospital.</li> <li><input type="checkbox"/> Ensure that all automotive are well serviced and fitted with all the required licenses.</li> <li><input type="checkbox"/> Assist the Transport Manager with ongoing orientation, training and evaluation to the drivers and report any concerns to the Transport Manager</li> <li><input type="checkbox"/> Educate and ensure drivers are aware of transport procedures pertinent to their roles.</li> <li><input type="checkbox"/> Report areas of concern and non-compliance to the Transport Manager.</li> <li><input type="checkbox"/> Perform ongoing evaluation of route efficiencies, develop strategies for improvement and report suggested changes to the Transport Manager.</li> <li><input type="checkbox"/> Prepare fleet reports as required by the Transport Manager.</li> <li><input type="checkbox"/> Keep a schedule of due service dates for the fleet.</li> <li><input type="checkbox"/> Ensure all vehicles have valid comprehensive insurance covers all the time.</li> <li><input type="checkbox"/> Brief &amp; liaise with drivers on a daily basis.</li> </ul>	
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>	
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>	
Certificate in Automotive / Mechanical Engineering, or Business Management, or Social Sciences from a recognized institution	
<i>Professional qualification required to perform effectively in the role:</i>	
Drivers License	



*Minimum level of knowledge required for the job:*

- a) Computer literate
- b) Knowledge of relevant legislations
- c) Knowledge of professional standards

*Soft skills required for the job:*

- a) Communication skills
- b) Leadership skills
- c) Organizational skills
- d) Observation skills
- e) Analytical skills
- f) Problem solving skills
- e) Team building skills

**5. RELEVANT WORK EXPERIENCE REQUIRED:**

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*

At least two years working experience in a Transport supervisory role in reputable organization.



## DRIVER – (DCSAD/KUTRRH/12)

1. BACKGROUND INFORMATION	
Organization: Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit: Transport Services
Job Title: Driver	
Reports to: Assistant Transport Manager	
2. PURPOSE OF THE JOB	
Reporting to the Assistant Transport Manager, the Driver job exists to drive hospital vehicles, primarily to deliver or pick up hospital staff and/or merchandise at the Kenyatta University Teaching Research and Referral Hospital.	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"> <li>• Provide transportation services as needed to move persons and goods within and without the hospital.</li> <li>• Ensure that motor vehicles are well maintained and that they have all the required documentation and papers, and accessories.</li> <li>• Verify the contents of inventory loads against delivery notes while being loaded and offloaded from the vehicles within and without the hospital.</li> <li>• Drive vehicles to transport materials to and from specified destinations, as designated by the fleet supervisor of the hospital.</li> <li>• Drive staff buses and other official cars to pick or deliver hospital staff to or from different destinations as required outside of the hospital.</li> <li>• Maintain records, such as vehicle logs, records of cargo, or billing statements, in accordance with regulations in the hospital.</li> <li>• Inspect and maintain vehicle supplies and equipment, such as gas, oil, water, tires, lights, or brakes, to ensure that vehicles are in proper working condition.</li> <li>• Provide custody to hospital vehicles and their load while outside of the hospital.</li> <li>• Report any motor vehicles mechanical problems and other faults tot the fleet supervisor and forward them for repairs and maintenance by the maintenance unit of the hospital.</li> <li>• Perform minor repairs on hospital vehicles, such as changing tires or installing light bulbs, fuses, tire chains, or spark plugs.</li> <li>• Report delays, accidents, or other traffic and transportation situations to the transport supervisor for the appropriate action within and without the hospital.</li> </ul>	
4. QUALIFICATIONS KNOWLEDGE AND SKILLS:	
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>	



- a) KCSE Certificate D+(plus)
- b) Valid driving license ABCE minimum.

*Professional qualification required to effectively perform in the role:*

- a) Public Service Vehicle Drivers' License
- b) Certificate of good conduct from the National Police Service
- c) Certification of driving by a professional body (AA of Kenya etc.)

*Minimum level of knowledge required for the job:*

- a) Knowledge of relevant legislations
- b) Knowledge of safety procedures and processes
- c) Training in defensive driving
- d) First Aid Skills from a recognized body

*Soft skills required for the job:*

- a) Communication skills
- b) Observation skills
- c) Team player
- d) Ability to work under pressure
- e) Ability to work odd hours and days
- f) Available to travel anywhere at any time

#### **5. RELEVANT WORK EXPERIENCE REQUIRED:**

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*

At least three years' working experience as a Driver in a reputable organization.



## SECURITY MANAGER (DCSASM/KUTRRH/10)

1 BACKGROUND INFORMATION	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Administration	Section/Unit: Security Services
Job Title: Security Manager	
Reports to: Deputy Director Administration	
Direct Reports: a) Security Officers - Operations b) Security Officers - Investigations	
2. PURPOSE OF THE JOB	
Reporting to the Deputy Director Administration, the Security Manager job exists and is responsible for the coordination of security function and operation ensuring that security infrastructure facilities and staff are in place in order to provide security services at KUTRRH.	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"><li>• Plan for human and non-human resources for the security function of the hospital.</li><li>• Ensure sufficient supply of commodities such as CCTV cameras, alarms, patrol dogs etc, needed in the security function of the hospital.</li><li>• Ensure that CCTV cameras and alarms are well installed and properly functioning in the designated areas of the hospital.</li><li>• Manage and supervise staff such as security officers, security guards and alarms and CCTV monitors.</li><li>• Participate in budgeting and management of resources needed at and allocated to the security unit of the hospital.</li><li>• Participate in the tendering process for security firms to be contracted to provide security services in the hospital.</li><li>• Oversee and ensure preparation of periodic work plans for the security unit and ensure that they are appropriately implemented in the hospital.</li><li>• Ensure that the security unit provides quality, sufficient and timely security services to patients and staff in the hospital.</li><li>• Participate in the recruitment and disciplinary action of staff in the security unit in collaboration with Human Resource Management unit of the hospital.</li><li>• Ensure and facilitate acquisition and maintenance of security appliances and machines and facilities of the hospital.</li><li>• Ensure proper security and safety services by providing training and development of security staff in the hospital.</li></ul>	





- Ensuring that all security vulnerable areas and points of the hospital are properly and sufficiently manned at all times in the hospital.
- Ensure reporting, documenting and investigation of all security incidences, criminal activities, and presentation of reports and the appropriate action in the hospital.
- Work with the law enforcement agencies of the state to handle crime and suspected criminal activities and incidences occurring or reported, and respond to the same whenever they occur in the hospital.
- Work in collaboration with the emergency response agencies such as fire and other disasters for effective disaster response and management in the hospital.
- Ensure continuous training and development of security staff in the hospital in collaboration with human resource management unit of the hospital.
- Advise the management and other stakeholder concerning escalating security concerns, threats and incidences in the hospital.
- Monitor and evaluate the progress, performance and productivity of the security unit of the hospital in order to ensure continuous provision of timely quality and sufficient security services in the hospital, and disseminate the reports appropriately

#### 4. QUALIFICATIONS KNOWLEDGE AND SKILLS:

*Minimum level of academic qualifications required to perform effectively in the role:*

- a) Must be a former or serving Inspector in the National Police Service or a Lieutenant in Kenya Defense Forces.
- b) Diploma in Security or Business Management, or Social Sciences from a recognized institution

*Professional qualifications required to effectively perform in the role:*

Certificate of good conduct from the National Police Service

*Minimum level of knowledge required for the job:*

- a) Computer literate
- b) Investigation skills
- c) Knowledge of relevant legislations
- d) Knowledge of professional standards

*Soft skills required for the job:*

- a) Communication skills
- b) Leadership skills
- c) Organizational skills
- d) Observation skills
- e) Security sensitive
- f) Analytical skills
- g) Team building skills
- h) Problems solving skills
- i) Ability to manage crisis
- j) Ability to work under pressure



#### 5. RELEVANT WORK EXPERIENCE REQUIRED:

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*

At least seven years' working experience as a Security Manager, or in the National Police Service or KDF with experience in security management.



## DEPUTY SECURITY MANAGER (DCSADSM/KUTRRH/11)

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Administration	Section/Unit: Security Services
Job Title: Deputy Security Manager	
Reports to: Security Manager	
<b>2. PURPOSE OF THE JOB</b>	
Reporting to Security Manager, the Deputy Security Manager job exists and is responsible for assisting with coordination of security function and ensuring that security staff are in place in order to provide security services at KUTRRH.	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"> <li>• Assist in ensuring sufficient supply of commodities such as CCTV cameras, alarms, patrol dogs, etc., needed in the security function of the hospital.</li> <li>• Ensure that CCTV cameras and alarms are well installed and properly functioning in the designated areas of the hospital.</li> <li>• Assist with supervising staff such as security officers, security guards and alarms and CCTV monitors, together with their work the hospital.</li> <li>• Participate in the tendering process for security firms to be contracted to provide security services in the hospital.</li> <li>• Ensure that the security unit provides quality, sufficient and timely security services to patients and staff in the hospital.</li> <li>• Take part in the recruitment and disciplinary action of staff in the security unit in collaboration with Human Resource Management unit of the hospital.</li> <li>• Assist with the facilitation of acquisition and maintenance of security appliances and machines and facilities of the hospital.</li> <li>• Ensure proper security and safety services by providing training and development of security staff in the hospital.</li> <li>• Assist with ensuring that all security vulnerable areas and points of the hospital are properly and sufficiently manned at all times in the hospital.</li> <li>• Ensure reporting, documenting and investigation of all security incidences, criminal activities, and presentation of reports and the appropriate action in the hospital.</li> <li>• Work in collaboration with the emergency response agencies such as fire and other disasters for effective disaster response and management in the hospital.</li> <li>• Assist in ensuring continuous training and development of security staff in the hospital in collaboration with human resource management unit of the hospital.</li> </ul>	
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>	



*Minimum level of academic qualifications required to perform effectively in the role:*

- a) Must be a former or serving Inspector in the National Police Service or a Lieutenant in Kenya Defense Forces.
- b) Diploma in Security or Business Management, or Social Sciences from a recognized institution

*Professional qualifications required to effectively perform in the role:*

Certificate of good conduct from the National Police Service

*Minimum level of knowledge required for the job:*

- a) Computer literate
- b) Investigation skills
- c) Knowledge of relevant legislations
- d) Knowledge of professional standards

*Soft skills required for the job:*

- Communication skills
- Leadership skills
- Organizational skills
- Observation skills
- Security sensitive
- Analytical skills
- Team building skills
- Problems solving skills
- Ability to manage crisis
- Ability to work under pressure

**5. RELEVANT WORK EXPERIENCE REQUIRED:**

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*

At least five years' working experience in a Senior security role



## SECURITY OFFICER – OPERATIONS (DCSASSO/KUTRRH/12)

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Administration	Section/Unit: Security Services
Job Title: Security Officer – Operations	
Reports to: Security Manager	
Direct Reports: a) Security Guard Supervisor b) CCTV /Alarms Monitor	
<b>2. PURPOSE OF THE JOB</b>	
Reporting to the Security Manager, the Security Officer - Operations job exists to coordinate day-to-day security services to patients, staff and property at KUTRRH.	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"> <li>• Ensure full time implementation of security and safety policies, procedures and processes in the hospital.</li> <li>• Identify all security vulnerable areas and points such as entry points, parking lots, public areas, cash offices are installed with properly working CCTV cameras in the hospital.</li> <li>• Ensure that all security prone areas of the hospital are installed with functioning and fully monitored CCTV cameras.</li> <li>• Ensure that the hospital is appropriately fitted with properly working security alarms and that security alarm response is well prepared for and responded to in the hospital.</li> <li>• Makes work-plans and shift schedules and allocate work to all security guards for secure and safe environment in the hospital.</li> <li>• Induct all outsourced security guards into the hospital's security policies, procedures, processes and protocols for effective and efficient security services in the hospital.</li> <li>• Train all hospital staff and other stakeholders on security matters and disaster preparedness and response and evaluate the same by conducting occasional security drills in the hospital.</li> <li>• Ensure that all entry points into the hospital, perimeter walls, parking lots and other public areas are always manned by security guards in order to ensure full time security in the hospital.</li> <li>• Coordinate the operations of security guards and CCTV cameras and alarms monitors to ensure security and safety for all persona and property in the hospital.</li> <li>• Ensure that security alarms are installed at different points in the hospital and that they are always functioning properly.</li> </ul>	



<ul style="list-style-type: none"> <li>• Respond to security emergencies, security scares, bomb threats, fire alarms, or intrusion alarms, following emergency response procedures and immediately report the same to government security agencies and other emergency response agencies in the hospital.</li> <li>• Arrest and interrogate criminals, suspected persons, suspicious-looking persons in the hospital and if there are grounds for further interrogation or prosecution forward them to the police.</li> <li>• Prevent crime in the hospital by securing people and property within it and controlling unnecessary movement, transactions and access in the hospital.</li> <li>• Conduct occasional security drills among security staff, hospital staff, patients and other guests in order to assess the preparedness for security threats and response in the hospital.</li> <li>• Receive and process security issues and complaints together with the hospital security team within the framework of policies, procedures, processes and protocols of the hospital.</li> <li>• Analyze security operations to identify and assess potential security risks to mitigate potential threats and consequences of incidents and develop a plan to respond to such incidents in the hospital.</li> <li>• Monitor and evaluate the implementation of security practices in the hospital in order to ensure compliance with its security policies, procedures and process and other security standards.</li> <li>• Prepare reports on security operations and status in the hospital and present it to the appropriate stakeholders in the hospital.</li> </ul>
<p><b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b></p>
<p><i>Minimum level of academic qualifications required to perform effectively in the role:</i></p>
<ul style="list-style-type: none"> <li>a) Diploma or Certificate in Security Management, Criminology or its Equivalent from a recognized institution</li> <li>b) Must have previous National Police Service or Kenya Defense Forces training.</li> </ul>
<p><i>Professional qualification required to effectively perform in the role:</i></p>
<p>Certificate of good conduct from the National Police Service</p>
<p><i>Minimum level of knowledge required for the job:</i></p>
<ul style="list-style-type: none"> <li>a) Computer literacy</li> <li>b) Investigation skills</li> <li>c) Knowledge of organizational security risks and response</li> <li>d) Knowledge of professional standards</li> </ul>
<p><i>Soft skills required for the job:</i></p>
<ul style="list-style-type: none"> <li>a) Communication skills</li> <li>b) Organizational skills</li> <li>c) Security sensitive</li> <li>d) Observation skills</li> <li>e) Analytical skills</li> <li>f) Problem solving skills</li> <li>g) Ability to manage crisis</li> <li>h) Ability to work under pressure</li> </ul>



i) Ability to work odd hours and odd days

**5. RELEVANT WORK EXPERIENCE REQUIRED:**

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*

At least two years' working experience as a Security Officer-Operations in a similar level organization.



## CATERING MANAGER (DCSACM/KUTRRH/ 10)

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Administration	Section/Unit: Hospitality Services
Job Title Catering Manager	
Reports to: Hospitality Manager	
Direct Reports: a) Kitchen Supervisor	
<b>2. PURPOSE OF THE JOB</b>	
Reporting to the Hospitality Manager, the Catering Manager job exists to plan, organize and develop the food and beverage services, while meeting client expectations, food and hygiene standards, financial targets and to support the overall functions at the KUTRRH	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"> <li>• Oversee the management of catering staff, facilities and services in the hospital.</li> <li>• Ensure the quality and sufficiency of food and beverage preparation and provision services in the hospital.</li> <li>• Ensure proper storage of foodstuff in the kitchen store in order to retain their quality and nutritional values and thus meet patients' nutrition and dietary needs in the hospital.</li> <li>• Prepare and plan procurement list for all kitchen supplies such as foodstuffs, utensils and other materials for use in the catering services of the hospital.</li> <li>• Supervise catering and waiting staff together to ensure quality catering services in the hospital.</li> <li>• Plan hospital food and beverage menus in consultation with the Nutritionist, chefs and cooks, according to patients' dietary needs in the hospital.</li> <li>• Supervise food preparation contents, procedures and process in order to ensure that they meet the required standards of hygiene and nutrition for patients in the hospital.</li> <li>• Plan and ensure recruitment and training of kitchen staff in collaboration with the kitchen and serving supervisors of the hospital.</li> <li>• Ensure public health and sanitation, and safety regulations are strictly observed in order to control disease outbreak through food contamination in the hospital.</li> <li>• Monitor the quantity and quality of service provided by undertaking regular spot checks in the kitchen and other food handling areas of the hospital.</li> <li>• Ensure maintenance of food stock levels and order new supplies as required in the kitchen and other catering areas of the hospital.</li> <li>• Liaise with suppliers to ensure quality and timely kitchen supplies delivery in the hospital.</li> </ul>	





- Participate in contracting for kitchen suppliers assessing their requirements and ensuring they are satisfied with the service delivered (in contract catering) in the hospital.
- Ensuring compliance with all fire, licensing, and employment regulations in the hospital

#### 4. QUALIFICATIONS KNOWLEDGE AND SKILLS:

*Minimum level of academic qualifications required to perform effectively in the role:*

- Diploma in Catering, Hotel Management or an equivalent qualification from a recognized institution
- Higher Diploma in Catering, Hotel Management or other Hospitality Services from a recognized institution
- Bachelor's Degree in Hospitality, Hotel Management or Food and Beverages Science from a recognized institution will be an added advantage

*Professional qualification required to effectively perform in the role:*

Medical Fitness Certificate from Public Health Office

*Minimum level of knowledge required for the job:*

- Computer literate
- Knowledge of the relevant legislations
- Knowledge of professional standards

*Soft skills required for the job:*

- Communication skills
- organizational skills
- Leadership skills
- Team building skills
- Supervisory skills
- Observation skills
- Analytical skills

#### 5. RELEVANT WORK EXPERIENCE REQUIRED:

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*

At least five years working experience as a Catering Manager in a reputable insitution.



## CHEF (DCSACF/KUTRRH/13)

1. BACKGROUND INFORMATION	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Administration	Section/Unit: Hospitality Services
Job Title Chef	
Reports to: Kitchen Supervisor	
Direct Reports: a) Cook b) Chargehand Kitchen	
2. PURPOSE OF THE JOB	
Reporting to the Kitchen Supervisor, the Chef job exists to coordinate operations in the hospital kitchen, ensuring that foods and beverages are prepared according to the menu and within the expected standards of quantity and quality at KUTRRH	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"> <li>• Determine how food and beverages should be prepared, displayed and presented in the kitchen of the hospital.</li> <li>• Prepare food and beverage production schedules in accordance with the hospital menu and dietary needs of patients in the hospital.</li> <li>• Supervise food preparation and production and service in the kitchen so as to ensure maintenance of its quality and nutrition value in the hospital.</li> <li>• Supervise kitchen staff in order to ensure that they are clean and hygiene and that their services meet the expected standards of cleanliness and hygiene.</li> <li>• Ensure that the kitchen, all its precincts and facilities are clean and hygiene and that are operating within the expected standards of public health and sanitation and safety in the hospital.</li> <li>• Estimate and requisition daily proportions, amounts and rations of cooking supplies required to prepare foods and beverages according to daily menus in the hospital</li> <li>• Inspect supplies, equipment, and work areas to ensure conformance to established standards in the kitchen of the hospital.</li> <li>• Instruct cooks and chargehands in the preparation, cooking, garnishing, and presentation of food in the kitchen of the hospital.</li> <li>• . Monitor sanitation practices to ensure that other staff follow hygiene standards and regulations in the kitchen of the hospital.</li> <li>• Check the quality of raw or cooked food products to ensure that quality food standards are met in the kitchen of the hospital.</li> <li>• Instruct cooks and chargehands in the preparation, cooking, garnishing, or presentation of food in the kitchen of the hospital.</li> <li>• Determine production schedules and staff requirements necessary to ensure timely delivery of services in the kitchen of the hospital.</li> </ul>	



<ul style="list-style-type: none"> <li>• Collaborate with the Kitchen Supervisor and Nutritionist in planning and developing menus, taking into account such factors as patient health and dietary needs, seasonal availability of ingredients for the hospital</li> <li>• Arrange for kitchen equipment purchases or repairs for continued food and beverage service delivery in the hospital.</li> <li>• Prepare daily reports for material consumption in the kitchen of the hospital and present it to the kitchen supervisor accordingly in the hospital.</li> </ul>
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>
Diploma in Catering or Food and Beverage production or an equivalent qualification from a recognized institution.
<i>Professional qualification required to effectively perform in the role:</i>
Medical Fitness Certificate from Public Health Office
<i>Minimum level of knowledge required for the job:</i>
<ul style="list-style-type: none"> <li>a) Knowledge in proper hygiene and sanitization regulations</li> <li>b) Knowledge of basic nutrition and dietetics</li> </ul>
<i>Soft skills required for the job:</i>
<ul style="list-style-type: none"> <li>a) Communication skills</li> <li>b) Organizational skills</li> <li>c) Leadership skills</li> <li>d) Team building skills</li> <li>e) Observation skills</li> <li>f) Analytical skills</li> </ul>
<b>5. RELEVANT WORK EXPERIENCE REQUIRED:</b>
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least three years working experience as a Head Cook/Chef in a similar level organization



## COOK (DCSACK/KUTRRH/14)

1. BACKGROUND INFORMATION	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Administration	Section/Unit: Hospitality Services
Job Title Cook	
Reports to: Chef	
2. PURPOSE OF THE JOB	
Reporting to the Chef, the Cook job exists to prepare and produce foods and beverages in in the kitchen for patients and staff in the hospital, maintain cleanliness and orderliness at KUTRRH.	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"> <li>• Prepare foodstuffs for cooking, which include weighing rations, sorting, washing, chopping soaking in the kitchen of the hospital.</li> <li>• Cook foodstuffs according to menus, special dietary or nutritional restrictions, or numbers of portions to be served to patients in the hospital.</li> <li>• Clean and inspect galley equipment, kitchen appliances, and work areas to ensure cleanliness and functional operation in the kitchen of the hospital.</li> <li>• Apportion food for transportation and serving by the porters and servers to inpatients and staff in the hospital.</li> <li>• Direct the activities of kitchen chargehands who assist in preparing and assist in taking care of the kitchen of the hospital.</li> <li>• Wash cooking pots, source pans, apportioning and serving dishes, utensils, and other cooking equipment in the kitchen of the hospital.</li> <li>• Compile and maintain records of foodstuffs and other materials and equipment used in the kitchen of the hospital.</li> <li>• Orient newly employed staff to operations, procedures and processes in the kitchen of the hospital.</li> <li>• Monitor use of kitchen commodities such as sources of energy, water and other non-food consumables to ensure their steady availability for continuous operations the kitchen of the hospital.</li> <li>• Requisition food supplies, kitchen equipment, and appliances, based on estimates of future needs in the kitchen of the hospital</li> </ul>	
4. QUALIFICATIONS KNOWLEDGE AND SKILLS:	
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>	
<ul style="list-style-type: none"> <li>a) Certificate qualification in food production or hospitality or other related field</li> <li>b) KCSE Certificate with at least Mean grade D+</li> </ul>	



<i>Professional qualification required to effectively perform in the role:</i>
Medical Fitness Certificate from Public Health Office
<i>Minimum level of knowledge required for the job:</i>
a) Knowledge of hospital hospitality operations b) Knowledge of professional standards
<i>Soft skills required for the job:</i>
a) Knowledge of hospital hospitality operations b) Knowledge of professional standards
5. Relevant work experience required:
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least two years working experience as a Cook in a similar institution



## FOOD PORTER - DCSAPT/KUTRRH/14

1. BACKGROUND INFORMATION	
Organization: Kenyatta University Teaching Referral and Research Hospital	
Department: Hospital Administration	Section/Unit: Hospitality Services
Job Title: Food Porter	
Reports to: Serving Supervisor	
Direct Reports: None	
2. PURPOSE OF THE JOB	
Reporting to the Serving Supervisor, the Food Porter job exists to move foods and beverages, and serving and table utensils around and about eating areas at KUTRRH.	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<p>Ensure that all food porting and food serving equipment and utensils are clean in, condition and ready for use before food and beverage serving in the hospital.</p> <p>Examine food trays to ensure that they contain foods required by different patients and staff in the hospital.</p> <p>Place food servings on plates or trays according to orders or instructions in the different eating areas of the hospital.</p> <p>Distribute and deliver foods and beverages to the correct patients according to the guidelines, such as those for special diets, are followed in the hospital.</p> <p>Load trays with all the required equipment and stuffs such as eating utensils, napkins, or condiments in the hospital.</p> <p>Remove trays, used dishes and other used or unused materials and return to kitchen after meals have been served and eaten in the hospital.</p> <p>Clean food trolleys and other food porting materials and utensils in order to ensure cleanliness and adherence to hygiene and sanitation standards of the hospital.</p> <p>Report to the serving supervisor of any broken and dysfunctional food service equipment for repairs and or replacement within the hospital.</p> <p>Dispose used and unused foods and beverages in the designated trashcans and dustbins for proper disposal according to public health and sanitation procedures and policies of the hospital</p>	
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>	
KCSE Certificate with Mean Grade D+	
<i>Minimum level of knowledge required for the job:</i>	
<ul style="list-style-type: none"> <li>a) Knowledge of hospital hospitality operational procedures</li> <li>b) Knowledge of operational standards.</li> </ul>	
<i>Professional qualifications required to effectively perform in the role:</i>	



Medical fitness certificate from the Public Health Office

*Soft skills required for the job:*

- a) Communication skills
- b) Team player
- c) Observation skills
- d) Compassionate
- e) Physical strength
- f) Ability to work odd hours
- g) Ability to work under pressure

**4. RELEVANT WORK EXPERIENCE REQUIRED:**

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*

At least two years working experience as a Food Porter or Waiter/Waitress



## KITCHEN STEWARD (DCSAKS/KUTRRH/13)

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit: Hospitality Services
Job Title: Kitchen Steward	
Reports to: Hospital Cateresses	
Direct Reports: a) Kitchen Storekeeper b) Head Cook/Chief Chef	
<b>2. PURPOSE OF THE JOB</b>	
Reporting to the Hospital Cateress, the Kitchen Steward job exists to coordinate operations in the hospital kitchen in order to ensure sufficient and quality food and beverage preparation and proper hygiene standards at the KUTRRH.	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"> <li>• Manage kitchen facilities and food stuffs by ensuring their sufficiency and good condition in the hospital.</li> <li>• Ensure proper hygiene and sanitation in the kitchen storage, food preparation and handling and distribution facilities in the hospital.</li> <li>• Ensure sufficient and quality foodstuffs in the kitchen store for continuous operations and provision of foods and beverages in the hospital.</li> <li>• Ensure sufficient and quality food and beverage prepared and served kitchen of the in the hospital.</li> <li>• Supervise kitchen staff, together with their work in order to ensure quality services and food products in the hospital.</li> <li>• Plan hospital menus in consultation with hospital cateress, nutritionist and chief chefs and cooks according to the dietary needs of patients in the hospital.</li> <li>• Prepare work plans and work schedules and allocate work to kitchen staff for continuous food preparation and production in the hospital.</li> <li>• Ensure that health, sanitation and safety regulations are strictly observed in the kitchen in order to avoid food contamination and disease outbreak in the hospital.</li> <li>• Ensure sufficiency and quality food and beverage production and service in the kitchen of the hospital.</li> <li>• Maintain food stock levels in the kitchen store and prepare orders for procurement and supplies as required in the kitchen of the hospital.</li> <li>• Supervise suppliers' deliveries to ensure quality and timely kitchen supplies delivery in the hospital</li> <li>• Ensuring compliance with all fire, licensing, and employment regulations in the hospital.</li> </ul>	
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>	





<i>Minimum level of academic qualifications required to perform effectively in the role:</i>
a) Diploma in Catering, Hotel Management or other Hospitality Services from a recognized institution, and Higher
<i>Professional qualification required to effectively perform in the role:</i>
Medical Fitness certificate from Public Health Office
<i>Minimum level of knowledge required for the job:</i>
a) Computer literate b) Knowledge of the relevant legislations c) Knowledge of professional standards
<i>Soft skills required for the job:</i>
a) Communication skills b) Leadership skills c) Team building skills d) Supervisory skills e) Observation skills f) Analytical skills
<b>5. RELEVANT WORK EXPERIENCE REQUIRED:</b>
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least two years working experience as a Kitchen Supervisor in a reputable institution



## RESTAURANT STEWARD (DCSARS/KUTRRH/13)

### 1. BACKGROUND INFORMATION

Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)

Department: Hospital Administration

Section/Unit: Hospitality Services

Job Title: Restaurant Steward

Reports to: Hospital Cateress

Direct Reports:

a) Kitchen Steward

### 2. PURPOSE OF THE JOB

Reporting to the Hospital Cateress, the Restaurant Steward job exists to ensure that the restaurant is properly cleaned and proper hygiene standards are met at the KUTRRH.

### 3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:

- Manage kitchen facilities and food stuffs by ensuring their sufficiency and good condition in the hospital.
- Facilitate training to all employees for appropriate utilization of tools and equipment's.
- Perform operations of dishwashing equipment in a safe and clean manner with respect to food safety procedures.
- Ensure sufficient and quality foodstuffs in the kitchen store for continuous operations and provision of foods and beverages in the hospital.
- Ensure sufficient and quality food and beverage prepared and served kitchen of the in the hospital.
- Storing and requisitioning of all required materials and managing its clean and safe stock inventories.
- Maintain food stock levels in the kitchen store and prepare orders for procurement and supplies as required in the kitchen of the hospital.
- Ensuring compliance with all fire, licensing, and employment regulations in the hospital.
- Responsible for safeguarding all equipment and materials required for operation, by adhering to proper handling procedures
- Clean tables in assigned station throughout service.
- Complies with sequence of service for beverage to ensure timeliness of service to guests in assigned station
- Assist Waiters and Assistant Waiters with stocking, cleaning and maintaining waiter stations throughout service.
- Ensures that the restaurants are properly cleaned at the end of each meal period, according to the cleaning schedules

### 4. QUALIFICATIONS KNOWLEDGE AND SKILLS:



*Minimum level of academic qualifications required to perform effectively in the role:*

- a) Diploma in Hotel Management or other Hospitality Services from a recognized institution

*Professional qualification required to effectively perform in the role:*

Professional course in a public health related field

*Minimum level of knowledge required for the job:*

- a) Computer literate
- b) Knowledge of the relevant legislations
- c) Knowledge of professional standards

*Soft skills required for the job:*

- a) Communication skills
- b) Leadership skills
- c) Team building skills
- d) Supervisory skills
- e) Observation skills
- f) Mechanical Skills

#### 5. RELEVANT WORK EXPERIENCE REQUIRED:

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*

At least two years working experience as a Restaurant Steward in a reputable hospital.



## WAITERS/WAITRESSES (DCSAW/KUTRRH/14)

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit: Hospitality Services
Job Title: Waiter/Waitress	
Reports to: Serving Supervisor	
<b>2. PURPOSE OF THE JOB</b>	
Reporting to the Serving Supervisor, the Waiter/Waitress job exists to take orders from patients and serve them with food and beverages according to their nutritional and dietary needs at KUTRRH.	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"> <li>Take food and beverage orders for patients from Nursing Officers in-charge of Wards, and direct the same to the Serving Supervisor in the hospital.</li> <li>Provide waiting services and ensure that all the wards and other eating areas are served appropriately with foods and beverages in the hospital.</li> <li>Liaise with Food Porters to ensure that foods and beverages are distributed to the wards and other eating areas in time for serving to patients and staff in the hospital.</li> <li>Distribute foods and beverages to patients according to their orders based on their nutritional and dietary needs, and staff in the different areas of the hospital.</li> <li>Check with patients to ensure that they eat their meals and take any corrective actions to any arising challenges with the same in the hospital.</li> <li>Clean the dining areas or equipment and the patients if necessary, removing any used materials from the beds and tables of patients in the hospital.</li> <li>Take note of any food and beverage, or serving concerns from patients and redirect it to the Serving Supervisor for redress in the hospital.</li> <li>Provide to patients and staff other necessary materials such as seasoning salt, water, extra utensils and table clothes in the dining wards and areas of the hospital.</li> <li>Collect all used and unused utensils and other serving and waiting materials from the eating areas and load them on trollies to be returned to the kitchen of the hospital.</li> <li>Collect and dispose all used and unused materials in dustbins and trashcans according to the public health and sanitation policies, procedures and processes in the hospital.</li> </ul>	
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>	
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>	
Certificate in Hospitality related course from a reputable institution.	
<i>Professional qualifications required to effectively perform in the role:</i>	



Medical fitness certificate from the Public Health Office.
<i>Minimum level of knowledge required for the job:</i>
a) Knowledge of hospital hospitality operations b) Knowledge of professional standards
<i>Soft skills required for the job:</i>
a) Communication skills b) Team player c) Observation skills d) Compassionate e) Ability to work under pressure f) Ability to work in odd hours and odd days
<b>5. RELEVANT WORK EXPERIENCE REQUIRED:</b>
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least one year working experience as a Waiter/Waitress in a reputable institution.



## SENIOR HOSPITAL ELECTRICAL/ELECTRONICS TECHNICIAN (DCSASE/KUTRRH/11)

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Biomedical Engineering	Section/Unit: Biomedical Engineering
Department	
Job Title: Senior Hospital Electrical/Electronics Technician	
Reports to: Senior Hospital Electrical Engineer	
<b>2. PURPOSE OF THE JOB:</b>	
Reporting to the Hospital Electrical Engineer, Senior Electrical/Electronics Technician, job exists to provide all general electrical and electronics installation, repair and maintenance works at KUTRRH	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"> <li>Review electrical plans and specifications in building in order to understand the construction layout and related materials for electrical and electronics works in the hospital.</li> <li>Ensure all electrical installation, repairs and maintenance meet the requirements of the appropriate codes and environmental safety and protection requirements in the hospital.</li> <li>Implement all electrical and electric systems and equipment installation, modification, repair and maintenance assignments by the Electrical Engineer on buildings and structure in the hospital.</li> <li>Change, repair and modify hospital building electrical systems, wiring, fittings and appliances to suit end user interests in the hospital.</li> <li>Identify and requisition the required tools, equipment and materials needed for use in electrical and electronics works in the hospital.</li> <li>Connect, disconnect and change electrical routing and wiring and settings of electrical appliances and electronics as required by end users in the hospital.</li> <li>Perform scheduled general maintenance service on electrical wiring, systems and equipment and appliances in the hospital.</li> <li>Implement all electrical and electronics installation, maintenance and user requirements as specified by the manufacturer of systems and fixtures are met in the hospital</li> <li>Implement installations, repairs and maintenance of electricity systems and appliances, and transmission are properly adjusted, aligned, supported and graded in the hospital.</li> <li>Undertake repairs, performance verification testing, acceptance testing, planned preventative maintenance and electrical safety testing on a wide variety of medical devices in the hospital.</li> <li>Train other staff in use of electric medical equipment and devices, keeping training records for their appropriate use, safety and maintenance in the hospital.</li> <li>Report to the Hospital Electrical Engineer of “out of condition” electronics and electrical appliances for their requisition and replacement in the hospital.</li> </ul>	



- Work in collaboration with the biomedical staff to service and maintain electrical medical equipment in the hospital.
- Work with the boiler operators in maintaining all electrical and electronic heating and cooling appliances and systems in the hospital.

#### 4. QUALIFICATIONS KNOWLEDGE AND SKILLS:

*Minimum level of academic qualifications required to perform effectively in the role:*

- Diploma in Electrical and Electronics with three-year experience or any other relevant field from recognized institution Engineering or its equivalent from a reputable institution
- Higher Diploma in Electrical and Electronics or

*Minimum level of knowledge required for the job:*

- Computer literate
- Knowledge of operating procedures
- Knowledge of relevant professional standards

*Professional qualification required to perform effectively in the role:*

Registration with relevant professional body

*Soft skills required for the job:*

- Communication skills
- Organizational skills
- Observation skills
- Analytical skills
- Team player
- Ability to work in odd hours and Holidays

#### 5. RELEVANT WORK EXPERIENCE REQUIRED:

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*

At least three years working experience as an Electrical/Electronics Technician in reputable organization



## HOSPITAL ELECTRICAL/ELECTRONICS TECHNICIAN – (DCSAE/KUTRRH/12)

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Biomedical Engineering Department	Section/Unit: Biomedical Engineering
Job Title: Hospital Electrical/Electronics Technician	
Reports to: Senior Hospital Electrical Technician	
<b>2. PURPOSE OF THE JOB:</b>	
Reporting to the Senior Hospital Electrical/Electronics Technician, the Electrical/Electronics Technician, job exists to provide all general electrical and electronics installation, repair and maintenance works at KUTRRH	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"> <li>• Review electrical plans and specifications in building in order to understand the construction layout and related materials for electrical and electronics works in the hospital.</li> <li>• Ensure all electrical installation, repairs and maintenance meet the requirements of the appropriate codes and environmental safety and protection requirements in the hospital.</li> <li>• Implement all electrical and electronics systems and equipment installation, modification, repair and maintenance assignments by the Electrical Engineer on buildings and structure in the hospital.</li> <li>• Change, repair and modify hospital building electrical systems, wiring, fittings and appliances to suit end user interests in the hospital.</li> <li>• Identify and requisition the required tools, equipment and materials needed for use in electrical and electronics works in the hospital.</li> <li>• Connect, disconnect and change electrical routing and wiring and settings of electrical appliances and electronics as required by end users in the hospital.</li> <li>• Perform scheduled general maintenance service on electrical wiring, systems and equipment and appliances in the hospital.</li> <li>• Implement all electrical and electronics installation, maintenance and user requirements as specified by the manufacturer of systems and fixtures are met in the hospital</li> <li>• Implement installations, repairs and maintenance of electricity systems and appliances, and transmission are properly adjusted, aligned, supported and graded in the hospital.</li> <li>• Undertake repairs, performance verification testing, acceptance testing, planned preventative maintenance and electrical safety testing on a wide variety of medical devices in the hospital.</li> <li>• Train other staff in use of electric medical equipment and devices, keeping training records for their appropriate use, safety and maintenance in the hospital.</li> </ul>	





- Report to the Hospital Electrical Engineer of “out of condition” electronics and electrical appliances for their requisition and replacement in the hospital.
- Work in collaboration with the biomedical staff to service and maintain electrical medical equipment in the hospital.

#### 4. QUALIFICATIONS KNOWLEDGE AND SKILLS:

*Minimum level of academic qualifications required to perform effectively in the role:*

- Diploma in Electrical and Electronics or
- Certificate in Electrical and Electronics or any other relevant field from recognized institution

*Minimum level of knowledge required for the job:*

- Computer literate
- Knowledge of operating procedures
- Knowledge of relevant professional standards

*Professional qualification required to perform effectively in the role:*

Registration with relevant professional body

*Soft skills required for the job:*

- Communication skills
- Organizational skills
- Observation skills
- Analytical skills
- Team player
- Ability to work in odd hours and Holidays

#### 5. RELEVANT WORK EXPERIENCE REQUIRED:

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*

At least three years' working experience as an Electrical/Electronics Technician in reputable organization



## BUILDING TECHNICIAN – PLUMBER (DCSAP/KUTRRH/14)

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Administration	Section/Unit: Mechanical Engineering
Job Title: Building Technician - Plumber	
Reports to: Hospital Mechanical Engineer	
<b>2. PURPOSE OF THE JOB:</b>	
Reporting to the Mechanical Engineer, the Building Technician-Plumber job exists to provide all plumbing construction, repair, modification and maintenance works at the KUTRRH.	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<p>Review building plans and specifications to determine the construction layout and related materials for plumbing works in the hospital.</p> <p>Ensure all installation, repairs and maintenance meet the requirements of the appropriate codes and environmental protection requirements in the hospital.</p> <p>Implement all plumbing construction, modification, repair and maintenance assignments by the Mechanical Engineer on buildings and structure in the hospital.</p> <p>Change, repair and modify hospital buildings' water, sanitation, heating and cooling storage and piping systems, fittings and appliances to suit end user interests in the hospital.</p> <p>Identify and requisition the required tools, equipment and materials needed for use in plumbing works in the hospital.</p> <p>Locate, identify and mark all points, positions for repairs, reinforcement, connections, modifications and fixtures in the fluid's storage and transmissions in the hospital.</p> <p>Perform scheduled general repairs and maintenance service on fluids storage and transmission systems and fixtures in the hospital.</p> <p>Ensure that all installation, maintenance and user requirements as specified by the manufacturer of systems and fixtures are met in the hospital.</p>	
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>	
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>	
<ul style="list-style-type: none"> <li>• Diploma in Building/Construction Technology in Plumbing or its equivalent from a recognized institution</li> <li>• Government Trade Test certifications</li> </ul>	
<i>Professional qualification required to effectively perform in the role:</i>	



None
<i>Minimum level of knowledge required for the job:</i>
a) Ability to operate plumbing machines and tools b) Knowledge of relevant legislation c) Knowledge of relevant professional standards
<i>Soft skills required for the job:</i>
a) Communication skills b) Observation skills c) Analytical skills d) Aesthetic sense e) Problem solving skills f) Ability to work on odd hours and odd days
<b>5. RELEVANT WORK EXPERIENCE REQUIRED:</b>
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least three years working experience as a Building Technician-Plumber in reputable organization



## CARPENTERS (DCSAC/KUTRRH/14)

1. BACKGROUND INFORMATION	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit: None
Job Title: Carpenter	
Reports to: Maintenance Manager	
2. PURPOSE OF THE JOB	
Reporting to the Maintenance Manager the Carpenter job exists to contribute to the repair and maintenance of furniture, carpentry and timber related items at KUTRRH.	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"> <li>• Carrying out all repair works on furniture, doors, windows and any wooden material belonging to the hospital.</li> <li>• Handling maintenance requests as assigned by supervisors</li> <li>• Responsible for ensuring that any carpentry works are attended to as soon as they are reported.</li> <li>• Carry out periodic surveys as a check to ensure that broken furniture in the hospital are repaired as soon as possible to mitigate against risk.</li> </ul>	
4. QUALIFICATIONS KNOWLEDGE AND SKILLS:	
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>	
<ul style="list-style-type: none"> <li>a) KCSE Certificate.</li> <li>b) Government Trade Test</li> <li>c) Carpentry apprenticeship program</li> </ul>	
<i>Professional qualifications required to effectively perform in the role:</i>	
None	
<i>Minimum level of knowledge required for the job:</i>	
<ul style="list-style-type: none"> <li>a) Knowledge of carpentry and proficiency in carpentry works</li> </ul>	
<i>Soft skills required for the Job:</i>	
<ul style="list-style-type: none"> <li>a) Communication skills</li> <li>b) Observation skills</li> <li>c) Analytical skill</li> <li>d) Ability to work under pressure</li> </ul>	



e) Ability to work odd hours and days

**5. RELEVANT WORK EXPERIENCE REQUIRED:**

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*

At least two years working experience as a Carpenter a reputable organization.



## BIOMEDICAL TECHNICIAN - DCASBT/KUTRRH/10

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
<b>Department:</b> Hospital Administration	<b>Section/Unit</b> Biomedical Engineering
<b>Job Title:</b> Biomedical Technician	
<b>Reports to:</b> Biomedical Engineer	
<b>2. PURPOSE OF THE JOB</b>	
Reporting to the Biomedical Engineer, the Biomedical Technician job exists to provide support in patient diagnosis and treatment by installing, testing, calibrating, and repairing biomedical equipment at KUTRRH.	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"> <li>a) Repair, maintain and ensure that medical equipment in operating rooms, intensive care, clinical labs, including therapeutic and diagnostic clinics are running well at the hospital.</li> <li>b) Provide preventive maintenance to medical equipment in a safe, self-directed and proper functioning in the hospital.</li> <li>c) Provide technical support on informal and formal basis concerning operation of medical equipment to ensure that all processes are adhered to while using them in the hospital.</li> <li>d) Collaborate with biomedical engineers and researchers to design and fabricate specialized devices for use in the clinical and research settings in the hospital.</li> <li>e) Document and maintain records pertaining to all repairs, replacement parts, calibrations and modifications of medical equipment in the hospital.</li> <li>f) Gather and provide first response information on medical equipment related issues involved in patient occurrence reports to ensure follow up of issues raised in the hospital.</li> <li>g) Identify aging and obsolete patient care equipment and ensures all procedures are followed while disposing them within and without the in the hospital.</li> <li>h) Ensure provision of supporting documentation for the assessment, justification and selection of new devices while realizing fiscal responsibility in the hospital.</li> </ul>	
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>	
Minimum level of academic qualifications required to perform effectively in the role:	



Certificate in Electrical Engineering with focus on medical engineering from a recognized institution
Professional qualifications required to effectively perform in the role:
None
Minimum level of knowledge required for the job:
a) Computer literate b) Knowledge of relevant legislations c) Knowledge of professional standards
Soft skills required for the job:
a) Communication skills b) Observation skills c) Analytical skills d) Team player e) Ability to solve problems f) Ability to work on odd hours and odd days
<b>5. RELEVANT WORK EXPERIENCE REQUIRED:</b>
Minimum number of years of experience the jobholder is required to have to be appointed to the position:
At least two years working experience as a Biomedical Technician in a reputable health facility.



## BOILER OPERATOR – DCASBO/KUTRRH/9

1. BACKGROUND INFORMATION	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit: Mechanical Engineering
Job Title: Boiler Operator	
Reports to: Hospital Mechanical Engineer	
Direct Reports: Boiler Assistant	
2. PURPOSE OF THE JOB	
Reporting to the Hospital Mechanical Engineer, the Boiler to provide operation and maintenance works of the heating systems in the high-pressure boiler, engine, and mechanical machines and air conditioning equipment at the KUTRRH.	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"> <li>• Perform routine maintenance of the boiler, engine, piping system and other related appliances in the hospital.</li> <li>• Identify old, worn out and thus defective parts of the boilers and systems and replace them with new ones for effective operations in the hospital.</li> <li>• Test boiler water chemical balance and bring it to the recommended level so as to avoid corrosion, deposits that may damage it thus affecting operations in the hospital</li> <li>• Manipulate valves to control the flow of water and fuel and to increase or decrease steam pressure and heat as required for use in the hospital.</li> <li>• Observe operating equipment, meters, and gauges to ensure that operation is in accord with specified instructions to ensure safety of the device and users in the hospital.</li> <li>• Report to the Mechanical Engineer, any abnormal operating conditions or major repair requirements to shift engineer, and assist in implementing remedial action in the hospital</li> <li>• Record and document hourly operations of the boiler and heating or cooling system and relay the same information to shift boilers operators and engineer of maintenance mechanic who make the necessary repairs or corrections if necessary in the hospital.</li> <li>• Check and record temperatures of air conditioning equipment, such as chillers, chilled water pumps, and condensed water pumps in the hospital.</li> </ul>	





<ul style="list-style-type: none"> <li>• Ensure and maintain boiler rooms and related work area in a clean, orderly, and safe condition, free from any unauthorized access and interference or contamination in the hospital.</li> <li>• Ensure maintenance and observation of all safety requirements and standards for the heating and cooling systems for the safety of all in the hospital.</li> <li>• Test and treat boiler feed water for scale, oxygen, pitting, corrosion, hardness, etc. and add chemicals to treat these problems on a daily basis for use in the hospital.</li> </ul>
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>
Diploma in Boiler Operation, Advanced Certificate in Boiler Operation, or Craft 1 or other relevant field from a recognized institution
<i>Professional qualification required to effectively perform in the role:</i>
None
<i>Minimum level of knowledge required for the job:</i>
<ul style="list-style-type: none"> <li>a) Computer literate</li> <li>b) Knowledge of relevant professional standards</li> <li>c) Knowledge of water treatment, electricity, plumbing, welding and computer controls</li> </ul>
<i>Soft skills required for the job:</i>
<ul style="list-style-type: none"> <li>a) Communication skills</li> <li>b) Observation skills</li> <li>c) Analytical skills</li> <li>d) Supervisory skills</li> <li>e) Ability to work under pressure</li> <li>f) Ability to work odd hours and days</li> </ul>
<b>5. RELEVANT WORK EXPERIENCE REQUIRED:</b>
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least three years working experience as a Boiler Operator

## BOILER ASSISTANT – DCSABA/KUTRRH/12

### 1. BACKGROUND INFORMATION



Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit Mechanical Engineer
Job Title: Boiler Assistant	
Reports to: Boiler Operator	
<b>2. PURPOSE OF THE JOB</b>	
Reporting to the Boiler Operator, the Boiler Assistant job exists to provide operation and maintenance works of the heating systems in the high-pressure boiler, engine, and mechanical equipment at the KUTRRH.	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"><li>• Perform routine maintenance of the boiler, engine, piping system and other related appliances in the hospital.</li><li>• Identify old, worn out and thus defective parts of the boilers and systems and replace them with new ones for effective operations in the hospital.</li><li>• Test boiler water chemical balance and bring it to the recommended level so as to avoid corrosion, deposits that may damage it thus affecting operations in the hospital</li><li>• Manipulate valves to control the flow of water and fuel and to increase or decrease steam pressure and heat as required for use in the hospital.</li><li>• Observe operating equipment, meters, and gauges to ensure that operation is in accord with specified instructions to ensure safety of the device and users in the hospital.</li><li>• Report to the Mechanical Engineer, any abnormal operating conditions or major repair requirements to shift engineer, and assist in implementing remedial action in the hospital</li><li>• Record and document hourly operations of the boiler and heating or cooling system and relay the same information to shift boilers operators and engineer of maintenance mechanic who make the necessary repairs or corrections if necessary in the hospital.</li><li>• Check and record temperatures of air conditioning equipment, such as chillers, chilled water pumps, and condensed water pumps in the hospital.</li><li>• Ensure and maintain boiler rooms and related work area in a clean, orderly, and safe condition, free from any unauthorized access and interference or contamination in the hospital.</li><li>• Ensure maintenance and observation of all safety requirements and standards for the heating and cooling systems for the safety of all in the hospital.</li></ul>	



<ul style="list-style-type: none"> <li>• Test and treat boiler feed water for scale, oxygen, pitting, corrosion, hardness, etc. and add chemicals to treat these problems on a daily basis for use in the hospital.</li> </ul>
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>
a) Diploma in Boiler operation or Advanced Certificate in Boiler Operation or its equivalent from a reputable institution.
<i>Professional qualifications required to effectively perform in the role:</i>
None
<i>Minimum level of knowledge required for the job:</i>
<ul style="list-style-type: none"> <li>a) Computer literate</li> <li>b) Knowledge of relevant professional standards</li> <li>c) Knowledge of water treatment, electricity, plumbing welding and Computer control</li> <li>d) Knowledge of Diesel engines and Petrol engine.</li> </ul>
<i>Soft skills required for the job:</i>
<ul style="list-style-type: none"> <li>a) Communication skills</li> <li>b) Observation skills</li> <li>c) Analytical skills</li> <li>d) Team player</li> <li>e) Ability to work under pressure</li> <li>f) Ability to work odd hours and odd days</li> </ul>
<b>3. RELEVANT WORK EXPERIENCE REQUIRED:</b>
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least two years working experience as a Boiler Assistant from a reputable organization.

**EXECUTIVE SECRETARY – DCSAES/KUTRRH/8**



1. BACKGROUND INFORMATION	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit Administrative Service
Job Title: Executive Secretary	
Reports to: Chief Executive Officer & Directors	
Direct Reports: a) Administrative Clerk b) Secretary/Copy Typist	
2. PURPOSE OF THE JOB	
Reporting to the Chief Executive Officer, the Executive Secretary job exists to coordinate and provide secretarial and administrative services at the KUTRRH.	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"> <li>• Manage the executive's diary by booking appointments for, organizing meetings for them, organizing their work and programming their daily, weekly, monthly or annual activities in the hospital.</li> <li>• Manage the executive's calendar by planning their work plans and work schedules, annual leaves and day offs and thus reminding them when they are due in the hospital.</li> <li>• Provide logistical support to executives with issues such as visas, travel, itinerary and personal needs within and without the hospital.</li> <li>• Keep the records of their work by taking notes of their meetings, typing documents, documenting and filing documents within or without the hospital.</li> <li>• Correspond with the executives' customers, clients and colleagues on official business of the hospital.</li> <li>• Book appointments, receive and screen all visitors to the executives' offices, telephone calls, inward and outward mail and ensure relevant action is taken by respective staff in the hospital.</li> <li>• Secure and safe-keep the executives' office, information, documents, equipment by limiting access to any unauthorized persons, controlling movement and access to any unauthorized persons and any unauthorized access to classified information, movement of documents or equipment from their offices in the hospital.</li> <li>• Manage administration of formal events such as logistics of high-level delegations to the hospital, logistics for international conference hosted in or organized by the hospital.</li> <li>• Prepare invoices, reports, memos, letters, financial statements, and other documents, using word processing, spreadsheet, database, or presentation software for the executives in the hospital.</li> </ul>	



- Prepare agendas and make arrangements, such as coordinating catering for luncheons, for management committee, board, board committees, and other high-level meetings in the hospital.
- Coordinate and direct office services, such as records, departmental finances, budget preparation, personnel issues, and housekeeping, to aid executives within and without the hospital.
- Oversee, formulate, review and implement administrative policies, procedures and practices for executives' offices in the hospital.
- Guide the operations and activities of other administrative staff in the hospital within the policies, procedures and processes of the administrative services of the hospital.
- Supervise other clerical and administrative staff together with their work, and train them where necessary in order to improve their skills and performance in the hospital.

#### 4. QUALIFICATIONS KNOWLEDGE AND SKILLS:

*Minimum level of academic qualifications required to perform effectively in the role:*

- Diploma in Secretarial Studies, Office Management or other relevant field from a recognized institution.
- Bachelors' degree in Business Administration, Management Studies or Social Sciences from a recognized institution

*Professional qualifications required to effectively perform in the role:*

None

*Minimum level of knowledge required for the job:*

- Computer Literate
- Knowledge of shorthand ability to type 50 words per minute
- Knowledge of office management
- Knowledge of executive dairy keeping
- Knowledge of professional standards

*Soft skills required for the job:*

- Communication skills
- Organizational skills
- Team building skills
- Observation skills
- Analytical skills
- Courteous
- Ability to work under pressure
- Ability to observe confidentiality

#### 5. RELEVANT WORK EXPERIENCE REQUIRED:

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*



At least five years working experience as an Executive Secretary in a reputable organization.



## SENIOR ADMINISTRATOR – DCSASA/KUTRRH/7

1. BACKGROUND INFORMATION	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit Corporate Services
Job Title: Senior Administrator	
Reports to: Deputy Director Administration	
Direct Reports: a) Senior Administrative Assistant	
2. PURPOSE OF THE JOB	
Reporting to the Deputy Director Administration, the Senior Administrator will manage administrative staff of the department and prepare performance reports for staff at KUTRRH.	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"> <li>• Provision of office accommodation to ensure that staff have comfortable work stations</li> <li>• Supervise transport services to ensure efficient movement of staff and supplies</li> <li>• Supervise health and safety of staff, building &amp; equipment to ensure a conducive work environment at the hospital.</li> <li>• Supervise maintenance of office buildings and equipment to enhance occupational health and safety.</li> <li>• Supervise ground maintenance to ensure a clean work environment at KUTRRH.</li> <li>• Conducts performance appraisals in conjunction with the Quality Management Section to measure performance targets.</li> <li>• Sign performance contracts with administration officers and head of sections to set annual performance indicators.</li> <li>• Oversee provision of secretarial services to facilitate smooth office operations.</li> <li>• Oversee efficient and effective utilization of office resources to ensure prudent use of the same.</li> <li>• Liaises and leads on strategic relationships with main service providers.</li> <li>• Mentors administrative staff in accomplishing their goals and objectives and fosters harmonious working relationships.</li> <li>• Coordinate the conduct of drills and put in place safety equipment to enhance emergency preparedness.</li> <li>• Plan for trainings of the division staff in liaison with the human resource division to enhance capacity building.</li> <li>• Takes the lead in coordinating the full range of staff and human resource administration related issues, ensuring requirements are met. This involves overseeing development and maintenance of staffing table records,</li> </ul>	



<p>interpretation and application of staff rules relating to human resources issues, preparation of staffing projects and other ad hoc status reports on those issues.</p> <ul style="list-style-type: none"> <li>• Ensures all actions follow operational procedures for recruitment, placement and separation of staff as well as career development, gender equality and staff-management relations.</li> <li>• Participates in management meetings to provide advice on administrative, financial and human resources matters, as required.</li> <li>• Overseas travel, procurement, information technologies, asset and facilities management functions.</li> </ul>
<p><b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b></p>
<p><i>Minimum level of academic qualifications required to perform effectively in the role:</i></p>
<ul style="list-style-type: none"> <li>a) Bachelor degree in Public Relations, Business, Education, Administration or any related social science field from a recognized institution.</li> <li>b) Master’s Degree in Public Administration, Social Science, Business, Education or any related field from a recognized Institution will be an added advantage</li> </ul>
<p><i>Professional qualifications required to effectively perform in the role:</i></p>
<p>None</p>
<p><i>Minimum level of knowledge required for the job:</i></p>
<ul style="list-style-type: none"> <li>s a) Computer Literate</li> <li>b) Fluent in English and Kiswahili</li> <li>c) Time Management skills</li> <li>d) Leadership skills</li> <li>e) Multi -Tasking skills</li> <li>f) Organizational skills</li> <li>g) Judgement/Decision making skills</li> <li>h) Office management skills</li> <li>i) Knowledge of office operations</li> </ul>
<p><i>Soft skills required for the Job:</i></p>
<ul style="list-style-type: none"> <li>a) Communication skills</li> <li>b) Organizational skills</li> <li>c) Observation skills</li> <li>d) Analytical skills</li> <li>e) Courteous</li> <li>f) Ability to work under pressure</li> <li>g) Ability to observe confidentiality</li> </ul>
<p><b>5. RELEVANT WORK EXPERIENCE REQUIRED:</b></p>
<p><i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i></p>
<p>At least five years’ working experience as a Senior Administrator in a reputable organization.</p>





## SENIOR ADMINISTRATIVE ASSISTANT – DCASSAS/KUTRRH/9

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit Public Relations and Customer Service
Job Title: Senior Administrative Assistant	
Reports to: Senior Administrator	
<b>2. PURPOSE OF THE JOB</b>	
Reporting to the Senior Administrator, the Senior Administrative Assistant job exists providing administrative support to ensure efficient operation of the offices at KUTRRH.	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"> <li>Support managers and executives with daily clerical tasks within the hospital.</li> <li>Plan meetings and take detailed minutes.</li> <li>Answer phone calls, provide information to clients and transfer the calls to the specific person.</li> <li>Schedule appointments for senior staff within the assigned department and update their calendar.</li> <li>Order office supplies for departments within the hospital.</li> <li>Produce and distribute correspondence memos and letters within the departments.</li> <li>Assist in the preparation of regularly scheduled reports</li> <li>Provide general support to the visitors.</li> <li>Develop and Maintain a filing system.</li> <li>Reconcile and submit expense reports.</li> <li>Assist in preparation of regularly scheduled reports.</li> </ul>	
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>	
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>	
<ul style="list-style-type: none"> <li>a) Degree in Business Administration from a recognized institution.</li> <li>b) Diploma in Business Management, Secretarial or Administration.</li> </ul>	
<i>Professional qualifications required to effectively perform in the role:</i>	
None	
<i>Minimum level of knowledge required for the job:</i>	
B) Computer Literate	



- c) Fluent in English and Kiswahili
- d) Ability to type 50 words per minute
- e) Time Management skills
- f) Office management skills
- g) Knowledge of office operations

*Soft skills required for the Job:*

- a) Communication skills
- b) Organizational skills
- c) Observation skills
- d) Analytical skills
- e) Courteous
- f) Ability to work under pressure
- g) Ability to observe confidentiality

**5. RELEVANT WORK EXPERIENCE REQUIRED:**

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*

At least five years' working experience as an Administrative Assistant in a reputable organization.



## ADMINISTRATIVE ASSISTANT – DCASAS/KUTRRH/10

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit Public Relations and Customer Service
Job Title: Administrative Assistant	
Reports to: Executive Secretary	
<b>2. PURPOSE OF THE JOB</b>	
Reporting to the Executive Secretary, the Administrative Assistant job exists to manage phones, emails, scheduling appointments and planning meetings at KUTRRH	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"> <li>• Keep records, mails, parcels and file and distribute all inward and outward correspondence to ensure timely delivery of documents and information in the hospital.</li> <li>• Store, arrange, index and classify records to facilitate easier reference and thus smooth running of office activities in the hospital.</li> <li>• Retrieve documents and files from their storage facilities, and move them to the appropriate destinations in the hospital.</li> <li>• Move documents, parcels, other hard office information and physical assets within and without the offices in the hospital.</li> <li>• Provide administrative support within offices by moving things around and about, being sent to run errands within and without the hospital.</li> <li>• Implement and manage filing systems and maintain both electronic and paper-based files in the offices to ensure timely retrieval and data integrity in the hospital.</li> <li>• Control movement of people and goods within and among departmental offices for safety and security of officers in the hospital.</li>   <li>• Prepare rooms and venues for meetings by moving, arranging and cleaning seats and tables, public address and organize and deliver refreshment to their attendants in the hospital.</li> </ul>	
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>	
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>	
<ul style="list-style-type: none"> <li>a) Bachelor's Degree in Business Administration from a recognized Institution.</li> <li>b) Diploma in Business Administration or a related field from a recognized Institution.</li> </ul>	
<i>Professional qualifications required to effectively perform in the role:</i>	



None
<i>Minimum level of knowledge required for the job:</i>
<ul style="list-style-type: none"><li>b) Computer Literate</li><li>c) Fluent in English and Kiswahili</li><li>d) Ability to type 50 words per minute</li><li>e) Record keeping skills</li><li>f) Office management skills</li><li>g) Knowledge of office operations</li></ul>
<i>Soft skills required for the Job:</i>
<ul style="list-style-type: none"><li>a) Communication skills</li><li>b) Organizational skills</li><li>c) Observation skills</li><li>d) Analytical skills</li><li>e) Courteous</li><li>f) Ability to work under pressure</li><li>g) Ability to observe confidentiality</li></ul>
<b>5. RELEVANT WORK EXPERIENCE REQUIRED:</b>
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least five years working experience as an Administrative Assistant in a reputable organization.



## CUSTOMER CARE ASSISTANT – DCASCSA/KUTRRH/12

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit Public Relations and Customer Service
Job Title: Customer Care Assistant	
Reports to: Executive Secretary	
<b>2. PURPOSE OF THE JOB</b>	
Reporting to the Executive Secretary, the Customer Care Assistant job exists to receive and direct visitors to the respective departments at KUTRRH	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"> <li>• Primary point of contact within the hospital</li> <li>• Responding to visitors' queries</li> <li>• Receiving, guiding and directing the patients around the hospital</li> <li>• Maintaining good ambience in the hospital</li> <li>• Maintaining a log of visitors</li> <li>• Resolving customer complaints</li> <li>• Filling and processing of application forms</li> <li>• Facilitating appointments</li> <li>• Prepare reports on trends to inform resolution of continuous customer service quality improvement</li> </ul>	
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>	
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>	
Diploma in Business Administration or Public Relations from a recognized institution.	
<i>Professional qualifications required to effectively perform in the role:</i>	
None	
<i>Minimum level of knowledge required for the job:</i>	
<ul style="list-style-type: none"> <li>b) Computer Literate</li> <li>c) Fluent in English and Kiswahili</li> <li>d) Record keeping skills</li> <li>e) Office management skills</li> <li>f) Knowledge of office operations</li> </ul>	
<i>Soft skills required for the Job:</i>	



- a) Communication skills
- b) Organizational skills
- c) Observation skills
- d) Analytical skills
- e) Courteous
- f) Ability to work under pressure
- g) Ability to observe confidentiality

**5. RELEVANT WORK EXPERIENCE REQUIRED:**

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*

At least two years working experience as a customer care assistant in a reputable organization.



## RECEPTIONIST – DCASR/KUTRRH/12

1. BACKGROUND INFORMATION	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Administration and Finance	Section/Unit: Public Relations and Customer Services
Job Title: Receptionist	
Reports to: Senior Administrator	
2. PURPOSE OF THE JOB	
Reporting to the Customer Relations Officer, the Receptionist job exists to provide all front office services such as receiving visitors, giving the right information, receiving phone calls and parcels and directing them to the appropriate destinations at KUTRRH.	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"> <li>•Receive all phone calls to the hospital and respond to the inquiries, give the appropriate information or redirect them to the appropriate persons in the hospital.</li> <li>•Hand over to customers and other stakeholder mails and parcels delivered at the reception, from within and outside the hospital.</li> <li>•Record all visitors to the hospital in the front office directory, taking their personal details for auditing and security purposes in the hospital.</li> <li>•Document and file all customer care and customer service information for future reference and follow ups in the hospital.</li> <li>•Report to the security guards or officer of any suspiciously looking persons or objects entering into or present in the reception area for the appropriate security procedures in the hospital.</li> <li>•Liaising with other hospital departments and different personalities regarding services and issues of interest to customers, patients and visitors of the hospital.</li> <li>•Implement all the established administrative and operations programmes in the reception area of the hospital.</li> <li>•Document, record and file all reception daily business and forward it to the Customer Relations Officer for the appropriate action in the hospital.</li> </ul>	
4. QUALIFICATIONS KNOWLEDGE AND SKILLS:	
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>	
Degree in Public Relations from a recognized institution.	



*Professional qualification required to effectively perform in the role:*

None

*Minimum level of knowledge required for the job:*

- a) Fluent in English and Kiswahili
- b) Excellent knowledge of hospital products
- c) Knowledge of professional standards
- d) Computer Literate
- e) Customer service skills

*Soft skills required for the job:*

- a) Communication skills
- b) Ability to multitask
- c) Organizational skills
- d) Observation skills
- e) Listening skills
- f) Analytical skills
- g) Compassionate
- h) Team player
- i) Courteous
- j) Strong memory
- k) Ability to work under pressure
- l) Ability to observe confidentiality

**5. RELEVANT WORK EXPERIENCE REQUIRED:**

*Minimum number of years of experience the jobholder is required to have to be appointed to the position:*

At least two years working experience as a Receptionist or Customer Service Assistant in a reputable organization.





## SWITCHBOARD OPERATORS – DCASSO/KUTRRH/12

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit: Public Relations and Customer Services
Job Title: Switchboard Operator	
Reports to: Senior Administrator	
<b>1. PURPOSE OF THE JOB</b>	
Reporting to the Customer Relations Officer, the Telephone Operator job exists to provide telephone operations services by operating the telephone switchboard at the KUTRRH.	
<b>2. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"> <li>• Ensure cleanliness, tidiness and orderliness in the telephone switchboard of the hospital.</li> <li>• Receive all external telephone calls to the hospital and redirect them to the appropriate recipients in the hospital.</li> <li>• Ensure all telephone consoles are manned properly in the hospital.</li> <li>• Ensure proper use of telephone to minimize cost of telephone bill in the hospital.</li> <li>• Ensure customers are well attended to promptly and courteously by phone in the hospital.</li> <li>• Liaise with Engineers/Technicians on maintenance of telephone exchange equipment in the hospital.</li> <li>• Liaise with accounts section on payment of telephone bills and purchase of calling cards in the hospital.</li> <li>• Interrupt busy lines if an emergency warrants in the hospital.</li> <li>• Keep records of calls placed and received, and of the related toll charges, every day in the hospital.</li> <li>• Update hospital telephone directory information for easier and convenient contacts in the hospital.</li> <li>• Listen to customer requests, to answer questions and provide telephone information in the hospital.</li> </ul>	
<b>3. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>	
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>	
Diploma in Telecommunication, Business Administration or its equivalent from a recognized Institution.	
<i>Professional qualification required to effectively perform in the role:</i>	



None
<i>Minimum level of knowledge required for the job:</i>
a) Ability to operate the switchboard b) Good knowledge of hospital products c) Fluent in spoken English and Kiswahili d) Knowledge of professional standards e) Computer Literate f) Customer Service skills
<i>Soft skills required for the job:</i>
a) Good communication skills b) Ability to multitask c) Organizational skills d) Listening skills e) Analytical skills f) Courteous g) Ability to work under pressure
<b>4. RELEVANT WORK EXPERIENCE REQUIRED:</b>
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least three years working experience as a Telephone Operator in a busy organization.



## LAUNDRY SUPERVISOR – DCASLA/KUTRRH/13

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit: Hospitality Services
Job Title Laundry Supervisor	
Reports to: Executive Housekeeper	
Direct Reports: a) Tailor b) Launderer	
<b>2. PURPOSE OF THE JOB</b>	
Reporting to the Executive Housekeeper, the Laundry Supervisor job exists to coordinate, direct and supervise laundering and tailoring services at the KUTRRH.	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"> <li>• Prepare work-plans and schedules, allocate work to laundry staff and set laundry production goals in the hospital.</li> <li>• Ensure, through the procurement office, the availability of tools, equipment and materials required provide laundering and tailoring services and manage their inventory in the hospital.</li> <li>• Ensure that public health and sanitation policies and procedures are appropriately adhered to, especially while handling septic clothing, in the laundry unit of the hospital.</li> <li>• Ensure that linen and other clothing materials are laundered in accordance the manufacturers' instructions and specifications, for use in the hospital.</li> <li>• Ensure that all wards and other medical units are well supplied with quality linen and other clothing materials in the hospital.</li> <li>• Collaborate with other supervisors in the hospitality section to ensure that overlapping hospitality services are properly taken care within different units of the hospital.</li> <li>• Inspect and ensure that laundry equipment are in condition, report any malfunction to the engineering unit, in order to readily provide laundry services in the hospital.</li> <li>• Take linen orders from the Nursing Officers in-charge of Wards and other units and prepare the ensure preparation of the same by the tailors in the hospital.</li> <li>• Take uniforms and other fitting orders from end users and ensure that the tailoring staff prepare it accordingly in the hospital.</li> </ul>	



<ul style="list-style-type: none"> <li><input type="checkbox"/> Interpret specifications, analyze charts, work orders, production schedules, and other records and reports to determine production requirements, record and report the same in the hospital</li> <li><input type="checkbox"/> Perform basic human resource process such as recruitment of casual staff, manage their timesheets, performance and disciplinary in the hospital</li> <li><input type="checkbox"/> Supervise laundry staff together with their work in order to ensure that they operate within the established standards and that their work meets the expected quality and quantity in the hospital.</li> </ul>
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>
Diploma in House-keeping, or other Hospitality Services from a recognized institution.
<i>Professional qualification required to effectively perform in the role:</i>
None
<i>Minimum level of knowledge required for the job:</i>
<ul style="list-style-type: none"> <li>a) Computer literate</li> <li>b) Knowledge of hospital operations</li> <li>c) Knowledge of professional standards</li> </ul>
<i>Soft skills required for the job:</i>
<ul style="list-style-type: none"> <li>a) Communication skills</li> <li>b) Leadership skills</li> <li>c) Organizational skills</li> <li>d) Observation skills</li> <li>e) Sense of cleanliness and orderliness</li> </ul>
<b>5. RELEVANT WORK EXPERIENCE REQUIRED:</b>
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least three years' working experience as a Laundry Supervisor in a reputable organization.



## LAUNDRY ATTENDANT –DCASLA/KUTRRH/14

1. BACKGROUND INFORMATION	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit: Hospitality Services
Job Title Laundry Attendant	
Reports to: Laundry Supervisor	
2. PURPOSE OF THE JOB	
Reporting to the Laundry Supervisor, the Launderer job exists to provide laundering services including operating washing or dry-cleaning machines to clean, dry, press and fold cloth-ware at KUTRRH.	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"> <li>• Prepare work-plans and schedules, allocate work to laundry staff and set laundry production Receive or collect used up linen for cleaning and record or classify it according to its sources from different wards and units of the hospital.</li> <li>• Sort and classify and mark or tag dirty linen according to its source in the hospital, type, color and maintenance specifications for laundering in the hospital.</li> <li>• Determine spotting procedures and proper solvents, detergents and other cleaning materials based on fabric and stain types in the laundry unit of the hospital.</li> <li>• Pre-soak, sterilize, scrub, spot-clean, and dry contaminated or stained articles, using neutralizer solutions and portable machines in the laundry unit of the hospital.</li> <li>• Spray steam, water, or air over spots to flush out chemicals, dry material, raise naps, or brighten colors of garments in the laundry unit of the hospital.</li> <li>• Load dry-cleanable garments into washers or dry-cleaning machines, add detergents and other washing materials and start washing process in the laundry unit of the hospital.</li> <li>• Use other cleaning procedures to clean and dry non-dry-cleanable linen in the laundry unit of the hospital.</li> <li>• Operate machines that comb, dry and polish furs, clean, sterilize and fluff feathers and blankets, or roll and package towels in the laundry unit of the hospital.</li> <li>• Remove items from washers or dry-cleaning machines and dry them on cloth lines to reduce excessive moisture in the laundry unit of the hospital.</li> <li>• Collect cleaned and dried up linen, sort, press and pack according to its source and type, from different wards and units in the hospital.</li> </ul>	



<ul style="list-style-type: none"> <li>• Perform other special or peculiar garment maintenance or garment care according to need or manufacturers' specifications in the laundry unit of the hospital.</li> <li>• Liaise with the tailors and dressmakers to repair and mend torn or replace missing parts of garments during and after laundering in the laundry unit of the hospital.</li> <li>• Maintain dry-cleaning machines and other laundry equipment, or report their breakdown for repair and maintenance in the hospital.</li> </ul>
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>
Certificate in Laundry-related Housekeeping or Hospitality field from a recognized institution.
<i>Professional qualification required to effectively perform in the role:</i>
None
<i>Minimum level of knowledge required for the job:</i>
<ul style="list-style-type: none"> <li>a) Ability to operate laundry machines</li> <li>b) Knowledge of hospital operations</li> <li>c) Knowledge of hospital sanitation practices</li> <li>d) Knowledge of professional standards</li> </ul>
<i>Soft skills required for the job:</i>
<ul style="list-style-type: none"> <li>a) Communication skills</li> <li>b) Team player</li> <li>c) Observation skills</li> <li>d) Sense of cleanliness and orderliness</li> <li>e) Ability to work under pressure</li> </ul>
<b>5. RELEVANT WORK EXPERIENCE REQUIRED:</b>
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least two years working experience as a Launderer in reputable organization.



## TAILORING SUPERVISOR – DCASTS/KUTRRH/13

<b>1. BACKGROUND INFORMATION</b>	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Administration	Section/Unit: Hospitality Services
Job Title: Tailoring Supervisor	
Reports to: Executive House Keeper	
Direct Reports: Tailor	
<b>2. PURPOSE OF THE JOB</b>	
Reporting to the Executive House Keeper the Tailoring Supervisor exists to supervise and coordinates activities of workers engaged in operating sewing machines at KUTRRH	
<b>3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:</b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> Trains workers by demonstrating work methods and machine operation</li> <li><input type="checkbox"/> Develop, copy, or adapt designs for garments, and design patterns to fit measurements, applying knowledge of garment design, construction, styling, and fabric in the hospital.</li> <li><input type="checkbox"/> Take and record the required alterations and instructions on tags, and attach them to garments to be repaired or mended in the hospital</li> <li><input type="checkbox"/> Take measurements from patients and staff and assemble garment parts and join parts with basting stitches, using needles and thread or sewing machines.</li> <li><input type="checkbox"/> Determining quality control standards in the hospital.</li> <li><input type="checkbox"/> Overseeing production processes.</li> <li><input type="checkbox"/> Re-negotiating timescales or schedules as necessary with the managers.</li> <li><input type="checkbox"/> Selecting, ordering and purchasing materials.</li> <li><input type="checkbox"/> Organizing the repair and routine maintenance of production equipment.</li> <li><input type="checkbox"/> Supervising the work of junior staff.</li> <li><input type="checkbox"/> Take part in machine selection of the hospital.</li> <li><input type="checkbox"/> Ensure the stitching is of Quality.</li> <li><input type="checkbox"/> Estimating negotiating and agreeing budgets and timescales with clients and managers.</li> <li><input type="checkbox"/> Ensuring that health and safety regulations are met</li> <li><input type="checkbox"/> Create a design and pattern by hand by hand or using computer software</li> </ul>	
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>	



<i>Minimum level of academic qualifications required to perform effectively in the role:</i>
a) Diploma in Sewing & Textile Design from a recognized institution
<i>Professional qualification required to effectively perform in the role:</i>
None
<i>Minimum level of knowledge required for the job:</i>
Knowledge of a sewing machine
<i>Soft skills required for the job:</i>
a) Communication skills b) Ability to work under pressure c) Ability to work odd hours and odd days d) Customer service skills e) Attention to detail skills
<b>6. RELEVANT WORK EXPERIENCE REQUIRED:</b>
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least three years working experience as a Senior Tailor in a reputable hospital





## TAILOR – DCAST/KUTRRH/14

1. BACKGROUND INFORMATION	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit: Hospitality Services
Job Title Tailor	
Reports to: Tailoring Supervisor	
2. PURPOSE OF THE JOB	
Reporting to the Tailoring Supervisor, the Tailor job exists to provide all tailoring and dressmaking services including sewing, mending and repairing hospital linen, uniforms and other clothing needed and used at KUTRRH.	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"> <li>• Take orders from the Tailoring Supervisor and prepare garments and other accordingly for patients and staff in the hospital.</li> <li>• Repair, adjust, alter and mend garments such as uniforms, aprons, pants, shirts and blouses, gowns and other clothing for patients and staff in the hospital.</li> <li>• Take measurements from patients and staff and assemble garment parts and join parts with basting stitches, using needles and thread or sewing machines.</li> <li>• Press and iron ready-made garments, uniforms, gowns, pants, shirts and blouses for patients and staff in the hospital.</li> <li>• Take and record the required alterations and instructions on tags, and attach them to garments to be repaired or mended in the hospital.</li> <li>• Fit, alter, repair, and make made-to-measure clothing, according to customers' and clothing manufacturers' specifications and fit, and applying principles of garment design, construction, and styling in the hospital.</li> <li>• Develop, copy, or adapt designs for garments, and design patterns to fit measurements, applying knowledge of garment design, construction, styling, and fabric in the hospital.</li> <li>• Take care of the garment store and keep its inventory under supervision and instruction of the Tailoring Supervisor in the hospital.</li> </ul>	
4. QUALIFICATIONS KNOWLEDGE AND SKILLS:	
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>	
<ul style="list-style-type: none"> <li>a) KCSE Certificate with Mean Grade D+</li> <li>b) Certificate in Tailoring and Dressmaking or its equivalent from a recognized institution.</li> </ul>	



<i>Professional qualification required to effectively perform in the role:</i>
None
<i>Minimum level of knowledge required for the job:</i>
a) Ability to operate tailoring equipment b) Knowledge of hospital operations c) Knowledge of professional standards
<i>Soft skills required for the job:</i>
a) Communication skills b) Team player c) Observation skills d) Analytical skills
5. Relevant work experience required:
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least two years working experience as a Tailor or Dressmaker in a reputable organization



## LANDSCAPER – DCSALS/KUTRRH/13

1. BACKGROUND INFORMATION	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Hospital Administration	Section/Unit: Hospitality Services
Job Title Landscaper	
Reports to: Senior Administrator	
1. PURPOSE OF THE JOB	
Reporting to the Senior Administrator, the Landscaper job exists to clean and clear outdoor water drainage channels and ensure proper drainage at KUTRRH.	
2. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"> <li>•Facilitate planting of flowers, trees and grass in the flowerbeds, lawns, playing fields, grounds and fences within and around the hospital.</li> <li>•Repair flowers and flower fences and lawns by filling gaps with seedlings and grass carpet in the grounds of the hospital.</li> <li>•Replace old trees, shear flowers and trees and prune falling branches of trees in the compound of the hospital.</li> <li>•Apply manure, mulch, fertilizers, and dirt to flowerbeds, playing fields, resting and other recreation grounds and lawns in the hospital.</li> <li>•Apply pesticides and rodenticide in affected areas of grounds, flowerbeds, recreation, resting and playing grounds in order to control pests and rodents in the hospital.</li> <li>•Water seedlings, young trees, flowers beds, lawns and other trees and seedlings, mow lawns and gardens in the compound of the hospital.</li> <li>•Mow the lawns, rake all sheared grass and flowers, pruned trees branches, gather and burn it in the designated areas of the hospital.</li> <li>•Sweep grounds, courtyards, walkways and paths, drives, parking lots, assembly grounds and other outside areas of the hospital.</li> <li>•Dispose all refuse and garbage from the grounds and gardens appropriately in accordance with the public health and sanitation policies of the hospital.</li> <li>•Clean and arrange sitting and other outside resting and recreation facilities in the compounds of the hospital.</li> <li>•Clear and clean outdoor water drainage channels and ways to ensure proper drainage, and drain stagnant waters from the grounds of the hospital.</li> <li>•Report any breakdown and other dysfunctions among gardening and compound cleaning tools and equipment to the Compound Supervisor in the hospital.</li> </ul>	
3. QUALIFICATIONS KNOWLEDGE AND SKILLS:	



<i>Minimum level of academic qualifications required to perform effectively in the role:</i>
BSC in Environmental Horticulture and Landscaping Technology from a recognized institution
<i>Professional qualification required to effectively perform in the role:</i>
None
<i>Minimum level of knowledge required for the job:</i>
a) Knowledge of gardening techniques and plant identification b) Knowledge of pest management and basic lawn maintenance
<i>Soft skills required for the job:</i>
a) Communication skills b) Good team player c) Sense of cleanliness and orderliness d) Ability to work on odd hours and odd days e) Ability to work in outdoor environment (sunny, rainy, dusty, noisy)
<b>4. RELEVANT WORK EXPERIENCE REQUIRED:</b>
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least one year working experience in landscape installation and maintenance.



## HOUSEKEEPING SUPERVISOR – DCASHS/KUTRRH/13

1. BACKGROUND INFORMATION	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Administration	Section/Unit: Hospitality Services
Job Title :Executive Housekeeper	
Reports to: Hospitality Manager	
Direct Reports:	
<ul style="list-style-type: none"> <li>a) Compound Supervisor</li> <li>b) Floor Supervisor</li> <li>c) Laundry Supervisor</li> </ul>	
2. PURPOSE OF THE JOB	
Reporting to the Hospitality Manager, the Executive Housekeeper job exists to oversee, coordinate and direct all house-keeping service within the KUTRRH.	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"> <li>• Establish and implement operational standards and procedures for the section in collaboration with the public health and sanitation section of the hospital.</li> <li>• Outsource cleaning services from service providers through service lending agreements in collaboration with the procurement office of the hospital.</li> <li>• Outsource cleaning equipment and materials for gardens, floors and laundry, in collaboration with the procurement office of the hospital.</li> <li>• Liaise with service lender and equipment vendors concerning conditions and service provision situations in the hospital.</li> <li>• Ensure that work plans for cleaning staff are prepared in order to provide effective and efficient cleaning services in the hospital.</li> <li>• Ensure that cleaning services are well coordinated and satisfactory among the different sections and units of the hospital.</li> <li>• Inspect and certify cleaning services and works performed to ensure that they meet the established sanitation and hygiene standards of the hospital.</li> <li>• Ensure orientation of outsourced cleaning staff with the hospital's policies and procedures so that they can always act and do their work within the expected sanitation standards of the hospital.</li> <li>• Receive and investigate cleaning service complaints and feedback from different end users and equipment, and take corrective action according to the policies and procedures of the hospital.</li> </ul>	



<ul style="list-style-type: none"> <li>• Inspect and assess physical condition of hospital facilities in order to determine the type of cleaning work they require and if they require maintenance from engineering sections of the hospital.</li> <li>• Ensure that cleaning equipment are always in good conditions for continuous cleaning service provision, and report any dysfunction to the hospital engineering division of the hospital.</li> <li>• Ensure steady supply of cleaning materials such as soaps, detergents, disinfectants and deodorants for continuous cleaning services in the hospital.</li> <li>• Prepare and disburse reports on cleaning services and service providers, and cleaning equipment and materials in the hospital.</li> </ul>
<b>4. QUALIFICATIONS KNOWLEDGE AND SKILLS:</b>
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>
<ul style="list-style-type: none"> <li>• Diploma in Hotel Management or other Hospitality Services from a recognized institution.</li> <li>• Higher Diploma in Hotel Management or other Hospitality Management Specializations from a recognized.</li> <li>• Bachelors' Degree in Hotel Management or appropriate Hospitality services from a recognized institution will be added advantage.</li> </ul>
<i>Professional qualification required to effectively perform in the role:</i>
None
<i>Minimum level of knowledge required for the job:</i>
<ul style="list-style-type: none"> <li>a) Computer literate</li> <li>b) Knowledge of hospital operations</li> <li>c) Knowledge of relevant legislations</li> <li>d) Knowledge of professional standards</li> </ul>
<i>Soft skills required for the job:</i>
<ul style="list-style-type: none"> <li>a) Communication skills</li> <li>b) Organizational skills</li> <li>c) Leadership skills</li> <li>d) Observation skills</li> <li>e) Analytical skills</li> <li>f) Ability to work under pressure</li> <li>g) Ability to work odd hours and odd days</li> </ul>
<b>5. RELEVANT WORK EXPERIENCE REQUIRED:</b>
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least three years working experience in a similar role.



## SENIOR HOUSEKEEPER – DCASSH/KIUTRRH/14

1. BACKGROUND INFORMATION	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Administration	Section/Unit: Hospitality Services
Job Title: Senior Housekeeper	
Reports to: Housekeeping Supervisor	
Direct Reports: Housekeeper	
2. PURPOSE OF THE JOB	
Reporting to the Housekeeping Supervisor, the Senior Housekeeper exists to ensure the upkeep and cleanliness of the entire hotel. Specifically, a Senior Housekeeping Supervisor will perform the following tasks to the highest standards of KUTRRH.	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"> <li>• Allocate work duties to Team Members</li> <li>• Perform routine inspections of all check out rooms and spot checks of all occupied rooms</li> <li>• Report and follow up on any maintenance defects or other issues</li> <li>• Inspect, routinely, service areas, store rooms and corridors</li> <li>• Schedule and supervise deep cleaning and any other projects</li> <li>• Manage and train Room Attendants and other Team Members to ensure their performance is to the standards required</li> <li>• Manage, efficiently, stock control and the maintenance of equipment</li> <li>• Provide excellent Guest service</li> <li>• Ensure team members receive work schedules and are clear on their daily tasks.</li> <li>• Oversee the day to day housekeeping service; checking quality and referring to line manager or trouble-shooting issues as appropriate.</li> <li>• Deliver a full housekeeping and, where relevant, meals service in accordance with the requirements of the needs of the resident, care home or unit and the line manager's direction.</li> <li>• Order and control stores and equipment.</li> <li>• Comply with Health and Safety regulations and legislation at all times, reporting hazardous</li> <li>• Undertake elements of induction and training of all new colleagues</li> </ul>	
4. QUALIFICATIONS KNOWLEDGE AND SKILLS:	
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>	



Diploma in Hotel Management or other Hospitality Services from a recognized institution, and
<i>Professional qualification required to effectively perform in the role:</i>
None
<i>Minimum level of knowledge required for the job:</i>
<ul style="list-style-type: none"> <li>a) Computer literate</li> <li>b) Knowledge of hospital operations</li> <li>c) Knowledge of relevant legislations</li> <li>d) Knowledge of professional standards</li> </ul>
<i>Soft skills required for the job:</i>
<ul style="list-style-type: none"> <li>a) Communication skills</li> <li>b) Organizational skills</li> <li>c) Leadership skills</li> <li>d) Observation skills</li> <li>e) Analytical skills</li> <li>f) Ability to work under pressure</li> <li>g) Ability to work odd hours and odd days</li> </ul>
<b>5. RELEVANT WORK EXPERIENCE REQUIRED:</b>
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
At least two years working experience as a Senior Housekeeper in reputable organization.





## HOUSE KEEPER – DCASH/KUTRRH/14

1. BACKGROUND INFORMATION	
Kenyatta University Teaching, Research and Referral Hospital (KUTRRH)	
Department: Administration & Finance	Section/Unit: Hospitality Services
Job Title Housekeeper	
Reports to: Floor Supervisor	
2. PURPOSE OF THE JOB	
Reporting to the Executive House Keeper, the House Keeper job exists to provide cleaning services including cleaning all surfaces, arrange furniture, window and door curtains and other household items in wards, working rooms, corridors and verandas at KUTRRH.	
3. MAIN DUTIES AND RESPONSIBILITIES OF THE JOB:	
<ul style="list-style-type: none"> <li>•Mop floors and wipe surfaces in wards, working rooms, verandas, corridors, bathrooms and toilets in the hospital.</li> <li>•Wipe clean walls, ceilings, touchable electrical appliances, window guards and remove cobwebs from the surfaces in the rooms in the hospital.</li> <li>•Remove and dispose garbage from wards, examination rooms and other working and living areas of buildings, in accordance with public health and sanitation policies and practices of the hospital.</li> <li>•Prepare examination beds in consultation rooms for use by patients in the hospital.</li> <li>•Draw window curtains, open and shut windows in the working rooms, wards, offices and other living areas according to needs in the hospital.</li> <li>•Remove septic materials from the dustbins of the consultation, injection and dressing rooms, in accordance with public health and sanitation policies and practices in the hospital.</li> <li>•Remove used bedding material, replace them and hand used ones over to the laundry for cleaning in the hospital.</li> <li>•Arrange furniture and other stuff in the consultation, wards, injection and dressing rooms, waiting rooms, living areas and verandas in the hospital.</li> <li>•Report any broken cleaning tools and equipment to the Floor Supervisor for the appropriate maintenance action in the hospital.</li> <li>•Obtain cleaning tools, equipment and materials such as soap, detergents and deodorants from the Floor Supervisor in the hospital</li> </ul>	
4. QUALIFICATIONS KNOWLEDGE AND SKILLS:	
<i>Minimum level of academic qualifications required to perform effectively in the role:</i>	
KCSE Certificate with Mean Grade D+	



<i>Professional qualification required to effectively perform in the role:</i>
None
<i>Minimum level of knowledge required for the job:</i>
a) Knowledge of hospital operations b) Ability to handle cleaning equipment
<i>Soft skills required for the job:</i>
a) Communication skills b) Observation skills c) Team player d) Sense of cleanliness and orderliness e) Ability to work under pressure f) Ability to work odd hour and odd day
<b>5.RELEVANT WORK EXPERIENCE REQUIRED:</b>
<i>Minimum number of years of experience the jobholder is required to have to be appointed to the position:</i>
Must have at least two years working experience as a House Keeper in a reputable organization.