

## 1. INTERNAL AUDITOR

<b>1.1 JOB TITLE: Internal Auditor</b>	<b>DEPARTMENT: Internal Audit</b>
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"><li>• Head Internal Audit</li></ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"><li>• Audit Assistants</li></ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
<p>The position assists the Head of Internal Audit in carrying out routine and planned audits in the Sacco. The internal auditor will be responsible for conducting audits, preparing reports and highlighting issues relating to internal control and risk management.</p> <p>The auditor must possess in-depth knowledge and capabilities to be able to execute audit assignments whilst bringing systematic approach to examine and evaluate the adequacy, effectiveness and efficiency of Sacco's risk management, internal control system, improve efficiency and reduce operational costs where possible.</p>	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<ul style="list-style-type: none"><li>• Assists the Head of Internal Audit in, analyzing the Sacco's financial, operational and management processes and system. .</li><li>• Evaluates the adequacy of system design, risk management and internal control framework in meeting business, operational and control objectives.</li><li>• Contributing to the preparation of risk-based audit plans, under the coordination of the Head of internal audit and ensures comprehensive and quality audit programmes are prepared.</li><li>• Performing Risk Assessment tailored to each area under review necessary for identification, analyses and evaluation of areas of significant weaknesses.</li><li>• Preparing audit files and reviewing work done to ensure it meets the set quality and the relevant</li><li>• Responsible for maintaining the Internal Audit database / templates, electronic and manual filing and diary systems.</li><li>• Preparing and presenting to the head of audit written reports detailing identified key control points and weaknesses in the system or function being audited and provide innovative and creative recommendations for correcting unsatisfactory conditions and improving operations.</li><li>• Assists in the investigation of significant suspected fraudulent activities within the Sacco and notify Management and the audit committee of the results.</li><li>• Assists the Head of Internal Audit in undertaking projects reviews and undertake special audit assignments as directed by Head of Internal Audit</li><li>• Provides value added internal consulting services.</li><li>• Undertakes any other duties as may be assigned from time to time.</li></ul>	
<b>4.0 COMPETENCIES</b>	
<b>4.1 Experience</b>	
4 years' experience as an auditor ;Internal audit or external audit in reputable company/ firm	

<b>4.2 Academic Qualification</b>
Bachelor's degree in Accounting, Finance from a recognized university
<b>4.3 Professional Qualification</b>
CPA (K) qualification or the equivalent
<b>4.4 Technical Skills, General Skills &amp; Personal Attributes</b>
<b>Technical Skills</b> <ul style="list-style-type: none"> <li>• Audit skills</li> <li>• Knowledge of Accounting Software</li> <li>• Report writing</li> <li>• Computer literate with hand on experience in use of an Enterprise Resource Planning Tool (ERP)</li> <li>• Investigation skills</li> </ul>
<b>General Skills</b> <ul style="list-style-type: none"> <li>• Planning and organization</li> <li>• Communication skills</li> <li>• Team player</li> </ul>

**2. DATA ANALYTICS OFFICER/BUSINESS INFORMATION ANALYST**

<b>1.1 JOB TITLE: Data Analyst/Business Information Analyst</b>	<b>DEPARTMENT: Finance, Investment &amp; Strategy</b>
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"> <li>• Corporate Planning Manager</li> </ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"> <li>• N/A</li> </ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
<p>The main purpose of the role is to use data from internal systems and the market to figure out Business performance and market trends to drive performance and efficiency.</p> <p>The Data Analytics role is to develop, implement, maintain and support business analysis and modeling to enable the reporting and analysis of both financial and operational Information through Business Intelligence (BI) &amp; Analytics.</p> <p>The officer interacts with the business stakeholders and subject matter experts in order to understand their needs and design solutions that are acceptable and useful in achieving the Sacco's strategic goals</p>	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<b>Data Management</b> <ul style="list-style-type: none"> <li>• Establish and uphold standards of best practice by ensuring that the business, application, data and technology perspectives are in line with the Sacco's Data</li> <li>• Assess the Sacco's information needs from business, operational, compliance and regulatory perspectives.</li> </ul>	

- Coordinates with the IT department to create and maintain Business Metrics
- Carries out in depth analysis of data and reporting, presenting findings, insights and making recommendations, while also maintaining high standards of data integrity, compliance and accessibility across multiple databases and reporting systems
- Support strategic direction of the Sacco's data architecture as well as plans to meet current and long term data requirements.
- Performing ad-hoc analysis and presenting results in reports, dashboards and charts.
- Provide quality assurance of imported data,
- Commissioning and decommissioning of data sets.
- Gather and process raw, unstructured data analysis then consolidate into the data warehouse in order to perform Business Intelligence and advanced analytics.
- Evaluate datasets for accuracy and quality using statistical data quality procedures, software, or test-driven approaches that ensure quality assurance and solve any issues which may arise.
- Processing confidential data and information according to guidelines.
- Implement statistical data quality procedures or test driven approach for quality assurance and conduct performance tuning to be able to optimize the application of statistical models and scripts
- Managing and designing the reporting environment, including data sources, security, and metadata.
- Supporting the data warehouse in identifying and revising reporting requirements.
- Supporting initiatives for data integrity and normalization.
- Assessing tests and implementing new or upgraded software and assisting with strategic decisions on new systems.
- Generating reports from single or multiple systems.
- Troubleshooting the reporting database environment and reports.
- Evaluating changes and updates to source production systems.
- Training end users on new reports and dashboards.
- Providing technical expertise on data storage structures, data mining, and data cleansing.
- Assist in developing and implementing a program of continuous improvement of BI processes for improvement, and implementing high-impact changes,
- Develop and maintain documentation/manuals on models developed, reports generated and statistical solutions devised.
- Provide guidance to project teams on all aspects of Data Management.
- Define and maintain the business intelligence architecture to drive analysis and reporting.
- Provide recommendations to update current MIS to improve reporting efficiency and consistency in liaison with stakeholders.

### **Business Performance Management**

- Defines, articulates, and delivers information, reporting, and analytical needs of key stakeholder groups as well as analyze and prioritize needs.
- Interpret data and translates it into insightful management information and provide the narrative to help stakeholders understand the significance of the information provided.
- Provides strong reporting and analytical information in a timely manner to support the

Management team.

- Analyze business information to identify process improvements for increasing business efficiency and effectiveness
- Provide references for users by writing and maintaining user documentation, providing support and assistance as well as training users.
- Maintains user confidence and keeping information confidential.
- Contributes to team effort by accomplishing related results as needed.

#### **Data Governance**

- Establish and uphold standards of best practice in data governance by ensuring that high data quality exists throughout the reports and information provided.
- Works with all areas of the organization to ensure data quality and integrity.
- Manages the creation of regular progress monitoring reports.
- Designates accountability for information quality
- Ability to translate business requirements into non-technical, lay terms.

#### **Other responsibilities**

- Performs any other responsibilities as may be assigned by Senior Management from time to time.

#### **4.1 Experience**

- At least 2 year Working experience in Data Science & Analytics
- Experience with relational Databases and SQL queries
- Experience with TARGIT Business Intelligence or any other Business Intelligence software

#### **4.2 Academic Qualification**

Bachelor's degree in Computer Science, Business Information Systems or Statistics

#### **4.3 Professional Qualification**

Diploma in Statistics or Data Science

#### **4.4 Technical Skills, General Skills & Personal Attributes**

##### **Technical Skills**

- Understanding of addressing and metadata standards.
- High-level, presentation, written and verbal communication skills
- Statistical Skills
- Knowledge of Statistics Packages

### **3. HUMAN RESOURCE MANAGER**

**1.1 JOB TITLE: Human Resource Manager**

**DEPARTMENT:** Human Resources and Administration

**SECTION:** Human Resource

**1.2 REPORTS TO:**

- Head of Human Resources and Administration

### **1.3 SUPERVISES:**

- Human Resources Officers

### **2.0 PURPOSE OF THE JOB**

To implement HR strategies, policies, processes, practices and programmes that are aligned with Harambee SACCO's Vision, Mission, Core Values and Business Strategy and that will attract, develop and retain talented people to deliver the SACCO's strategic imperatives.

### **3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES**

#### **Human Resources Planning**

- Prepares human resources plan aligned to the Sacco's strategic plan for review by the Head of Human Resources and administration and periodically updates the same.
- Monitors the plan to ensure its adherence
- Ensures that the approved staffing numbers by the board are strictly maintained and variance is communicated to the board for approval

#### **Recruitment/Selection**

- Develops a recruitment plan and implements the same
- Coordinates all recruitment in the Sacco
- Prepares recruitment reports for approval
- Ensures that each vacant position has an updated job description with competencies clearly outlined to facilitate recruitment
- Participates in interviews and salary negotiations.
- Prepares letters of appointments

#### **Staff Orientation & Welfare**

- Develops the staff induction/orientation program and implements it
- Coordinates the orientation process for new staff members for ease of integration
- Periodically reviews and updates the staff orientation material and program.
- Manage Staff welfare.

#### **Training and Development**

- Conducts on annual basis, the training needs assessment exercise and prepares a comprehensive training and development plan.
- Ensures all staff trainings and development initiatives are competency based and there is value for money
- Liaises with all heads of departments and sections on training matters
- Extracts training needs from the performance appraisal forms at the end of every appraisal period.

#### **Compensation Management**

- Conducts regular benchmarking exercises to ensure that the Sacco's compensation regime is externally competitive
- Based on the output of such exercises, design specific initiatives for consideration by management and board.
- Prepares staff budgets on annual basis.

### **Human Resources Policies and Procedures**

- Regularly reviews and updates HR policies and procedures in line with labour laws for clarity, consistency and information

### **Performance Management**

- Coordinates annual appraisal and objective setting process
- Receives individual performance contracts, reviews and maintains the same
- Prepares appraisal reports and forwards to the Head of Human Resources for review

### **Career Management/Schemes of Service**

- In liaison with the Head of Human Resources and Administration, manages the Sacco's Career Progression Plans/Schemes of Service

### **Staff Records**

- Organize and maintain personnel records
- Update internal databases (e.g. record sick or maternity leave)
- Prepare HR documents, like employment contracts and new hire guides

### **Human Resources Policies**

- Participates in the revision of the Sacco's HR policies

### **Insurance and related staff covers**

- Liaise with external partners, like insurance vendors, and ensure legal compliance
- Registers staff on WIBA and coordinates the same
- Handles cases of staff injuries in the work place
- Registers staff on NHIF and NSSF cover
- Create regular reports and presentations on HR metrics (e.g. turnover rates)

### **Staff Disciplinary matters**

- Handles all staff disciplinary matters
- Coordinates with the staff union on matters related to staff

### **Payroll Management**

- Responsible for the Sacco's payroll process\
- Prepares monthly reports on payroll with regard to budget and numbers of staff on board
- Handles all payroll queries
- Updates payroll based on approved changes

### **Leave Management**

- Coordinates staff leave and maintains updated records of the same
- Advises staff on their leave records

### **Staff Welfare**

- Handles staff medical scheme
- Handles Staff pension scheme
- Staff loans

### **Other responsibilities**

- Answer employees queries about HR-related issues

<ul style="list-style-type: none"> <li>• Arrange travel accommodations and process expense forms</li> <li>• Participate in HR projects (e.g. help organize a job fair event)</li> <li>• Performs any other responsibilities as may be assigned from time to time.</li> </ul>
<b>4.0 COMPETENCIES</b>
<b>4.1 Experience</b>
<ul style="list-style-type: none"> <li>▪ 5 years' experience</li> </ul>
<b>4.2 Academic Qualification</b>
<ul style="list-style-type: none"> <li>▪ Bachelor's Degree in Social Sciences. Possession of a Master's Degree is an added advantage</li> </ul>
<b>4.3 Professional Qualification</b>
<ul style="list-style-type: none"> <li>▪ Higher Diploma in HR, including membership and licensing</li> </ul>
<b>4.4 Technical Skills, General Skills &amp; Personal Attributes</b>
<b>Technical Skills</b> <ul style="list-style-type: none"> <li>▪ Performance Management</li> <li>▪ Training and development</li> <li>▪ Human Resources Planning</li> <li>▪ Human Resources research Skills</li> <li>▪ Payroll Management</li> <li>▪ General HR Skills</li> </ul>
<b>General Skills:</b> <ul style="list-style-type: none"> <li>▪ Basic Accounting Skills</li> <li>▪ Creativity</li> <li>▪ Problem Solving</li> <li>▪ Communication</li> <li>▪ Stress management</li> <li>▪ Computer skills</li> </ul>

#### 4. HUMAN RESOURCES OFFICER

1.1 <b>JOB TITLE: Human Resources Officer.</b>	<b>DEPARTMENT: HUMAN RESOURCES &amp; ADMINISTRATION</b> <b>SECTION: HUMAN RESOURCES</b>
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"> <li>▪ Human Resources Manager.</li> </ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"> <li>▪ Office Assistants</li> </ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
Carry out day-to-day administration of the operations of the various human resources functions and duties.	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<u><b>Leadership</b></u> <ul style="list-style-type: none"> <li>• Lead the Office Assistants to deliver all planned and agreed departmental and individual performance targets to ensure that the section is efficient and value adding to the Society.</li> </ul>	
<u><b>Recruitment</b></u> <ul style="list-style-type: none"> <li>• Recruitment logistics.</li> </ul>	

### **Employee Performance Management System.**

- Records management.
- Training logistics.

### **HR Administration.**

- Maintain accurate and up-to-date employee records through the HR files and the HR data base.
- Maintain the employee payroll and confirm payment of employee statutory payments are made on time, in full.

### **Employee Relations.**

- Assist in conducting surveys and /or studies, relevant to human resources policies, labour issues and compensation;
- Surveys data capture and records maintenance.
- Provide fast and accurate information to employee queries.
- Deal with first level staff complaints.

### **Remuneration and benefits administration**

- Remuneration and benefits administration and record keeping.

### **Employee Welfare**

- Employee safety, welfare, wellness, and health reporting.

### **HR Records Maintenance**

- Maintain employee files and employee data in the HR database.
- Maintain the staff attendance register.

### **General HR Duties.**

- Assist with the day-to-day efficient operation of the HR office.

### **Other responsibilities**

- Performs any other responsibilities as may be assigned from time to time.

## **4.1 Experience**

- 1 year experience will be required.

## **4.2 Academic and Professional Qualification**

- A Degree in HR Management
- Diploma in HR Management.

### **Need to know**

- Computer Literate.
- Customer Service.
- Labour laws of Kenya.
- Common HR practices.
- Company HR policies and Procedures.
- The Company CBA.

### **Attributes**

- Confidential.
- Team Player.
- Pays attention to detail.



- Integrity.

## 5. HR - PAYROLL OFFICER

<b>1.1 JOB TITLE: Payroll Officer</b>	<b>DEPARTMENT:</b> Human Resources and Administration  <b>SECTION:</b> Human Resource
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"> <li>• Human Resource Manager</li> </ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"> <li>• N/A</li> </ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
The Payroll Officer will be responsible for the Sacco's payroll operations ensuring that all payments are accurate and on time and that appropriate and accurate information is provided to management, Finance, pension providers and other external bodies	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<ul style="list-style-type: none"> <li>• To provide a, timely, accurate, efficient and effective monthly payroll</li> <li>• To process monthly payroll amendments including starters, leavers, contract changes, tax code changes and earnings arretments.</li> <li>• To collate and input monthly payroll data and expenses claims.</li> <li>• To process transactions relating to salary commitments such as Sacco deductions and any other scheme.</li> <li>• To process annual cost of living and incremental pay increases.</li> <li>• To conduct regular checks to ensure the integrity of the payroll database.</li> <li>• To process monthly payments to employees, pension providers and other external bodies.</li> <li>• Regularly undertake payroll checks and audit.</li> <li>• To prepare and submit monthly and annual returns to NSSF, NHIF and the Pension Scheme.</li> </ul>	
<b>Other responsibilities</b>	
<ul style="list-style-type: none"> <li>• Perform any other responsibility as may be directed from time to time.</li> </ul>	
<b>4.0 COMPETENCIES</b>	
<b>4.1 Experience</b>	
<ul style="list-style-type: none"> <li>▪ 3 years' experience</li> </ul>	
<b>4.2 Academic Qualification</b>	
<ul style="list-style-type: none"> <li>▪ Bachelor's Degree in Social Sciences.</li> </ul>	
<b>4.3 Professional Qualification</b>	
<ul style="list-style-type: none"> <li>▪ Higher Diploma in HR, including membership and licensing</li> </ul>	
<b>1.4 Technical Skills, General Skills &amp; Personal Attributes</b>	
<b>Technical Skills</b>	
<ul style="list-style-type: none"> <li>▪ Payroll Management</li> <li>▪ General HR Skills</li> </ul>	
<b>General Skills:</b>	
<ul style="list-style-type: none"> <li>▪ Basic Accounting Skills</li> <li>▪ Computer skills</li> <li>▪ Creativity</li> <li>▪ Problem Solving</li> <li>▪ Communication</li> <li>▪ Stress management</li> </ul>	

## 6. PROPERTY & ADMINISTRATION OFFICER

<b>1.1 JOB TITLE: Property &amp; Administration Officer</b>	<b>DEPARTMENT:</b> Human Resources and Administration  <b>SECTION:</b> Administration
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"><li>Property &amp; Administration Manager</li></ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"><li>Administration Officer</li><li>Admin Assistant</li><li>Drivers and Riders</li></ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
Provide an efficient and effective Property management and administration services to the Society.	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<b><u>Contract Management.</u></b>	
<ul style="list-style-type: none"><li>Ensure all long term maintenance or upkeep service providers are bound by a contract and robust service level agreements.</li><li>Ensure quality control on all services provided for the upkeep and maintenance of the Society's buildings (owned or rented).</li><li>Review and update contracts for service providers with the legal team.</li><li>Ensure that all Society's tenants are abiding with the terms and conditions of their leases.</li></ul>	
<b><u>Fleet Management.</u></b>	
<ul style="list-style-type: none"><li>Ensure maximum availability of operationally serviced vehicles and motorbikes.</li><li>Ensure that the Society's vehicles and motorbikes are insured at the correct values and on time.</li><li>Ensure a maintenance programme for all vehicles is in place and adhered to.</li><li>Ensure cost effective maintenance of the Society's fleet.</li><li>Ensure policies are in place and being followed on the appropriate use of Society's fleet of vehicles and motor cycles to curb abuse.</li><li>Ensure fuel costs and maintenance costs are kept within budget at all times.</li></ul>	
<b><u>Property and Inventory Management</u></b>	
<ul style="list-style-type: none"><li>Ensure regular maintenance of Society's premises in a clean state and good repair.</li><li>Liaise with property management agents on any needs arising</li><li>Ensure all property is adequately insured.</li><li>Ensure all assets are updated on the Society's asset register.</li><li>Ensure disposal and asset movement policies are in place and adhered to</li><li>Ensure tagging of all Society's assets is complied with.</li><li>Ensure all property lease agreements are in place</li><li>Ensures that the building is well secured</li><li>Ensures that all Sacco properties are maintained</li></ul>	
<b><u>Rent &amp; Parking Collection</u></b>	
<ul style="list-style-type: none"><li>Responsible for collection of Parking fees and rent from the tenants</li><li>Coordinates the rent payment to leased premises for the FOSA branches.</li></ul>	

### **Property Maintenance.**

- Ensure all quotations and bill of quantities for projects are vetted diligently.
- Ensure all building/electrical/shop fitting contractors are vetted properly prior to engagement.
- Monitor progress of building maintenance projects and coordinate all logistics to ensure timely completion.
- Ensure the Society's Plaza and rented premises are maintained in line with the Society's standards, requirements and policies on ambience.
- Secures contractors for repairs and maintenance
- Ensures that the lifts are in good working condition.
- Monitors the outsourced company's performance and in the event of any performance lapses liaises with the supervisor for correction.
- Participates in sourcing for cleaning services
- Follows up on electricity supply and ensures that any outstanding bills are paid promptly
- Makes prompt payment for water services

### **General Administration**

- Provide Policies and Procedures for Society's General Administration
- Oversee adherence to and implementation of corrective actions as required by formal internal and external audit recommendations
- Prepare and manage the Society's administration budget.
- Ensure that administration costs are monitored and managed effectively.
- Ensure that the administration team deliver smooth services to the Society.

### **Customer Service.**

- Ensure that members and internal customers are accorded customer service that is innovative and responsive and meets their needs and expectations.

### **Messenger Services**

- Supervises the messengers and ensures that they effectively perform their duties

### **Other responsibilities**

- Addresses audit queries concerning Property Administration.
- Performs any other responsibilities as assigned from time to time.

## **4.0 COMPETENCIES**

### **4.1 Academic Qualification and professional Experience**

- A Degree in in Business Administration, Real Estate, Finance or related field.
- 3 years' experience in Property management and administration.

### **4.4 Technical Skills, General Skills & Personal Attributes**

#### **Technical Skills**

- Knowledge of real estate and tenant legislation in-depth
- Knowledge of Relevant Landlord-Tenant Laws
- Administrative Skills

#### **General Skills:**

- Computer skills
- Creativity
- Problem Solving
- Communication
- Stress management

## 7. ASSISTANT PA TO BOARD/CEO

<b>1.1 JOB TITLE: Assistant PA to Board/CEO</b>	<b>DEPARTMENT: CEOs office</b>
<b>1.2 REPORTS TO:</b>	
• <b>PA to Board/CEO</b>	
<b>1.3 SUPERVISES:</b>	
• Office Assistants • Receptionist	
<b>2.0 PURPOSE OF THE JOB</b>	
The Assistant PA provides administrative and logistical support to the PA to CEO & Board of Directors.	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<p><b>1. Assistant PA to CEO</b></p> <ul style="list-style-type: none"><li>• Assist the PA in Managing, coordinating and maintaining calendar of CEO including appointments, meetings and travel.</li><li>• Assist PA in organizing of internal and external meetings on behalf of the CEO ensuring all necessary requirements are made e.g. meeting venue, equipment, presentations, prepare agendas.</li><li>• Provide executive and administrative support to CEO.</li><li>• Assist in organizing CEO's travel and logistics including flights, visa requirements, hotel accommodation, car rental, meeting schedules while travelling and completing expenses.</li><li>• Monitor and respond to incoming communications (including complaints) to CEO's office including phone calls, emails and walk-ins, ensuring correct department distribution.</li><li>• Secretarial support for meetings as and when required by the CEO, including drafting and circulating meeting agendas, preparing minutes, communicating meeting reminders, confirming venues and arranging refreshments.</li><li>• Writing and distributing comprehensive minutes and action points to all members post meeting.</li><li>• Drafting and writing high quality reports and presentations, as required by the CEO</li><li>• Communicating important updates and information as required by CEO</li><li>• Responsible for managing CEO's personal driver's daily schedule in line with CEO's daily requirements.</li><li>• Communicate meeting reminders and board reports with relevant Board and Committee members.</li></ul> <p><b>2. Board Support</b></p> <ul style="list-style-type: none"><li>• Assists as the CEO's administrative liaison to the board of directors</li><li>• Assists board members with travel arrangements, lodging, and meal planning as needed</li><li>• Maintains discretion and confidentiality in relationships with all board members</li><li>• Adhere to compliance with applicable rules and regulations set in bylaws regarding board and board committee matters, including advance distribution of materials before meetings in electronic/paper format. In liaison with the CEO and Company Secretary, organizes for Board Meetings.</li></ul>	

<ul style="list-style-type: none"> <li>• Communicate meeting reminders and board reports with relevant Board and Committee members including their Assistants.</li> <li>• In Liaison with the PA, confirms meeting venues, arrange refreshments as well as creating and distributing comprehensive minutes including board resolutions to all members post meeting.</li> </ul>
<b>3. Office Administration</b> <ul style="list-style-type: none"> <li>• Line Manage administration and support team – Office Assistant and Receptionist</li> <li>• Central Office drivers.</li> <li>• Carry out performance appraisals of direct reports and arrange/ or make recommendations for professional development if required</li> </ul>
<b>4. Senior Management Liaison</b> <ul style="list-style-type: none"> <li>• Participates as an adjunct member of the Management Team including assisting in scheduling meetings and attending all meetings</li> <li>• Assists in coordinating the agenda of senior management team meetings and off-sites, and all staff meetings</li> <li>• Facilitates cross-divisional coordination of travel and outreach plans</li> </ul>
<b>4.0 COMPETENCIES</b>
<b>4.1 Experience</b>
5 years' experience
<b>4.2 Academic Qualification</b>
KCSE GRADE C-
<b>4.3 Professional Qualification</b>
Diploma in Secretarial Management or Business Administration.
<b>4.5 Technical Skills, General Skills &amp; Personal Attributes</b>
<b>Technical Skills</b> <ul style="list-style-type: none"> <li>• Secretarial Skills</li> <li>• Administrative skills</li> <li>• Organization and coordination skills</li> </ul>
<b>General Skills</b> <ul style="list-style-type: none"> <li>• Communications skills</li> <li>• Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and Social Media web platforms</li> </ul>

## 8. SOCIAL MEDIA OFFICER

<b>1.1 JOB TITLE: Social Media Officer</b>	<b>DEPARTMENT: BUSINESS DEVELOPMENT &amp; MARKETING</b> <b>SECTION: Communications</b>
<b>1.2 REPORTS TO:</b> <ul style="list-style-type: none"> <li>▪ Communication Manager</li> </ul>	
<b>1.3 SUPERVISES:</b> <ul style="list-style-type: none"> <li>▪ None</li> </ul>	

## **2.0 PURPOSE OF THE JOB**

To manage the Sacco's communication activities both internal and external. The position is directly responsible for the effective management of the social media platform and Website.

## **3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES**

### **Customer Service.**

4. Ensure that members are accorded customer service that are responsive and meet their needs and expectations.
5. Answers queries on social media professionally ( FaceBook, Twitter, Google review, Instagram among others )
6. Responsible for the Sacco's website
7. Respond to customer inquiries on Social Media platform.
8. Research required information using available resources.
9. Handle and resolve member complaints on social media platform
10. Follow up member queries where necessary.
11. Identify and escalate member queries to rightful departments for assistance.
12. Provide members with product and service information on social media
13. Post daily/ weekly post on social media to create member engagement
14. Complete social media reports.
15. Ensure compliance with the Customer Services policies and guidelines of the Society.
16. Ensure compliance with the Customer Service Charter.
17. Innovative new and effective ways to engage members on social media
18. Communicate to members on the ongoing of the SACCO on social media platform
19. Ensure conformance to organizational policy for all purchases, claims and contracts
20. Maintain records of goods and services ordered and received
21. Prepare reports regarding market conditions and merchandise costs
22. Daily management of incoming procurement requests from user department.
23. Process invoices and certify them for payment.
- 24.

### **Team Work**

25. Work diligently with other team members and other Society staff to ensure that members' issues, concerns and or needs are handled in the most efficient and effective way, on time in full at all times.

### **Other Duties:**

26. Perform any other duties as may be assigned from time to time.

## **4.1 Experience**

2 years' experience

## **4.2 Academic and Professional Qualification**

A degree in Marketing or relevant Field.

### **Need to know**

- Familiarity with web design and publishing
- Proficient in relevant computer applications.
- Customer service principles and practices
- Good keyboard skills
- Administration and clerical processes
- Relevant product knowledge
- Problem analysis and solving
- Team player

- Excellent multitasking skills

**Attributes**

- Good verbal and written communication skills.
- Good interpersonal relationship skills.
- Good listening skills
- Customer service orientation
- Good attention to detail
- Good judgment
- Good stress tolerance
- Resilient.

**9. PROCUREMENT & STORES OFFICER**

<b>1.1 JOB TITLE: Procurement &amp; Stores Officer</b>	<b>DEPARTMENT: N/A</b> <b>SECTION: Procurement</b>
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"> <li>▪ Head of Procurement</li> </ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"> <li>▪ Procurement &amp; Stores Assistant</li> </ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
To provide transparent, competitive, efficient and effective procurement of goods and services for Harambee SACCO.	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<p><b>Key responsibilities</b></p> <ol style="list-style-type: none"> <li>27. Carry out periodic market surveys to ensure that Harambee SACCO derives best value for money from procurement contracts.</li> <li>28. Ensures suppliers deliver materials and services in accordance with standards of price, time, quantity and quality agreed upon.</li> <li>29. Ensures all invoices are audited for compliance with contract terms and supervises contract closeout.</li> <li>30. Responsible for ensuring records are maintained and procurements are documented from origination through completion.</li> <li>31. Maintains complete record of authority contracts for goods and services.</li> <li>32. Writes and reviews action items going before the Board of Directors on procurement, contract awards and modifications.</li> <li>33. Makes recommendations on policies and procedures as needed to ensure the success and compliance of all procurement related activities.</li> <li>34. Coordinates routinely with other departments to assure effective and timely coordination and team work in procuring goods and services. Provides procurement research, guidance and direction by presenting available procurement options.</li> <li>35. Incorporates best practices and market research into procurement practices to ensure the Sacco obtains cost effective prices.</li> </ol>	

36. Exhibits a strong sense of urgency to maintain high personal performance while making decisions and allocating resources in a cost-efficient manner
37. Participate in periodic and annual stock taking.
38. Coordinate the receiving and opening of tender documents, quotations and proposals.
39. Coordinate the evaluation of tenders, quotations and proposals.
40. Raise LPOs and LSOs.
41. Ensure timely purchase and delivery of items and services as per reorder levels.
42. Ensure materials specifications and standardization.
43. Ensure conformance to organizational policy for all purchases, claims and contracts
44. Maintain records of goods and services ordered and received
45. Prepare reports regarding market conditions and merchandise costs
46. Daily management of incoming procurement requests from user department.
47. Process invoices and certify them for payment.

### **Customer Service**

Provide exemplary external and internal customer service to both external and internal customers by providing required information and advice on procurement issues.

### **Team Work**

Work as part of the team with other team members to ensure that all performance targets are achieved.

### **Other responsibilities**

48. Performs any other responsibilities as may be assigned from time to time.

### **4.1 Experience**

3 years' experience

### **4.2 Academic and Professional Qualification**

Bachelor's Degree in Procurement, Finance, Accounting, Economics or related field

### **4.3 Professional Qualification**

A Certificate in Purchasing and Supplies or Supplies Management or related qualification.

### **4.4 Technical Skills, General Skills & Personal Attributes**

#### **Technical Skills**

- Computer skills and word processing, in particular spreadsheets

#### **Need to know**

- Procurement Policies and procedures.
- Stores Management policies and procedures.
- Harambee SACCO Strategic Plan.
- Computer skills

#### **Attributes**

- High level of integrity
- Confidentiality.
- Excellent communication and interpersonal relationship skills,
- A team player and approachable.
- Maturity and leadership skills.



## 10. FOSA MANAGER

<b>1.1 JOB TITLE: FOSA Manager</b>	<b>DEPARTMENT: FOSA</b>
	<b>SECTION: Branches</b>
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"> <li>▪ Head, FOSA</li> </ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"> <li>▪ Operations Office</li> <li>▪ Head Teller</li> <li>▪ Customer Service Executive</li> <li>▪ ATM Executive</li> </ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
To plan, organize and coordinate the FOSA operations and ensure effective and efficient delivery services to the satisfaction of members/customers expectations.	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Leads the branch team in the provision of efficient services.</li> <li>• Sets goals and objectives for the branch staff and regularly evaluates their performance.</li> <li>• Coaches and mentors the branch team</li> </ul> <p><b>Management</b></p> <ul style="list-style-type: none"> <li>• Effectively manages and coordinates the branch operations at minimal costs.</li> <li>• Ensures that the branch is appropriately staffed at all times.</li> </ul> <p><b>Department's goals/Objectives</b></p> <ul style="list-style-type: none"> <li>• Aligns the branch operations to the Department's strategic goals/objectives</li> <li>• Contributes to the departmental Plan</li> <li>• Creates awareness to the branch staff on the department's goals/objectives.</li> <li>• Ensures his/her branch adherence to the department's set out goals/objectives</li> <li>• Periodically reviews his/her branch performance based on the set out goals/objectives</li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Leads the branch in the delivery of superior customer service</li> <li>• Ensures that the branch adheres to the approved customer service charter and all queries raised at the branch level are promptly handled to the satisfaction of the customer/member.</li> <li>• Ensures his/her branch staff are regularly trained on delivering superior customer service</li> </ul> <p><b>Cash Management</b></p> <ul style="list-style-type: none"> <li>• Ensures that the Head Teller adheres to the approved cash holding limits at all times</li> <li>• Ensures that the branch strictly adheres to the approved cash management Policy</li> <li>• In conjunction with HR department disciplines branch staff that breach the Cash</li> </ul> <p><b>Credit Management</b></p> <ul style="list-style-type: none"> <li>• Works closely with the credit department to ensure customer's/member's loans are efficiently processed and promptly paid as per the approved service level agreement.</li> </ul> <p><b>Policies and Procedures</b></p>	

- Ensures that the branch operation's manual is strictly adhered to
- Strives to ensure FOSA operations are aligned to best practices
- Ensures his/her branch adheres to corporate governance principles as laid down in the SASRA regulations.

**Budgets**

- Prepares branch operational budget for approval by the Head of FOSA
- Monitors the branch approved budgets
- Ensures branch strictly adheres to the approved budget

**People Management**

- Effectively manages the branch staff
- Sets performance goals/objectives for the branch staff and regularly monitors their performance
- Appraises Branch staff

**Reports**

- Prepares monthly, quarterly and annual branch reports

**Other responsibilities**

- Undertakes any other responsibilities as may be assigned from time to time.

**4.1 Experience**

5 years' working experience; of which at least two must be at a management level.

**4.2 Academic Qualification**

Bachelor's Degree in Business Related Subjects.

**4.3 Professional Qualification**

- Post Graduate in Business Administration, Marketing, Customer Service and related areas. A professional qualification CPA (K), ACCA. ACA is an added advantage.

**4.4 Technical Skills, General Skills & Personal Attributes**

**Technical Skills**

- Business savvy
- Accounting
- Marketing
- Supervisory skills
- Computer skills
- Customer Service Training Skills
- Creative and innovative

**General Skills**

- Communication skills
- Report writing skills
- Negotiation Skills
- Interpersonal skills
- Conflict Management
- People Management skills
- Problem solving skills

## 11. ATM AND M-SACCO OFFICER

<b>1.1 JOB TITLE: ATM and M-SACCO Officer</b>	<b>DEPARTMENT:FOSA SECTION: FOSA</b>
<b>1.2 REPORTS TO:</b>	
▪ FOSA Manager	
<b>1.3 SUPERVISES:</b>	
▪ ATM Executives	
<b>2.0 PURPOSE OF THE JOB</b>	
To ensure smooth operations of ATM Cards and M-SACCO mobile banking section. Manage the prompt liaison with the Coop Bank, FOSAs for the resolution of issues related to cards and ensure accurate and prompt reconciliations within the section.	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<b><u>ATM Services.</u></b>	
<ol style="list-style-type: none"><li>6. Ensure that forms are issued out to members by the ATM executives.</li><li>7. Receive and be accountable for all the ATM cards and Pin mailers.</li><li>8. Ensure that all ATM cards are linked as they are issued out.</li><li>9. Link ATM cards issued out by the branches.</li><li>10. Verify all ATM applications.</li><li>11. Issue out ATM application forms to members.</li><li>12. Assist members in completing ATM forms.</li><li>13. Receive and record all completed ATM application forms.</li><li>14. Maintain registers – inward applications, card register, filing of reports and delivery register.</li><li>15. Reconcile received and issued and uncollected cards and PIN numbers.</li><li>16. Print reports and file.</li><li>17. Backup ATM data and storage.</li></ol>	
<b><u>M-SACCO Services</u></b>	
<ol style="list-style-type: none"><li>18. Verify all M-SACCO applications.</li><li>19. Send PINs to members on the same day as application.</li></ol>	
<b><u>FOSA Banking Services:</u></b>	
<ol style="list-style-type: none"><li>20. Write all bankers cheques.</li><li>21. Sign bankers cheques to the authorized limits.</li><li>22. Effect EFT (money transfers).</li><li>23. Ensure the processing of M-Pesa Business to Customer transfers (B to C)</li></ol>	
<b><u>Customer Service.</u></b>	
<ul style="list-style-type: none"><li>• Ensure that members are accorded customer service that are responsive and meet their needs and expectations.</li></ul>	
<b><u>Compliance, Corporate Governance and Control.</u></b>	
<ul style="list-style-type: none"><li>• Comply with the policies and guidelines of the Society regarding issuance of ATM cards.</li><li>• Comply with the statutory reports and returns (SASRA) regarding issuance of ATM cards.</li></ul>	
<b><u>Other responsibilities</u></b>	

<ul style="list-style-type: none"> <li>• Performs any other responsibilities as may be assigned from time to time.</li> </ul>
<b>4.1 Experience</b>
At least 1 year work experience.
<b>4.2 Academic and Professional Qualification</b>
A minimum of a Degree in Accounting/ Business Management/Cooperative Management/Banking or related field or CPA (III) or its equivalent.
<b>Need to know</b> <ul style="list-style-type: none"> <li>▪ SACCO ATM guidelines</li> <li>▪ SASRA ATM guidelines</li> <li>▪ Computer literate</li> <li>▪ Advanced excel skills</li> <li>▪ Monitoring and evaluation skills.</li> </ul> <b>Attributes</b> <ul style="list-style-type: none"> <li>• Team member.</li> <li>• Good interpersonal relationship skills.</li> <li>• Good written and oral communication skills.</li> <li>• Attention to detail.</li> </ul>

## 12. CUSTOMER SERVICE EXECUTIVE

<b>1.1 JOB TITLE: Customer Services Executive</b>	<b>DEPARTMENT: FOSA</b> <b>SECTION: Customer Services / One Stop Customer Service Centre and all FOSAs</b>
<b>1.2 REPORTS TO:</b>	
<ul style="list-style-type: none"> <li>▪ Customer Services Officer or FOSA Operations Officer.</li> </ul>	
<b>1.3 SUPERVISES:</b>	
<ul style="list-style-type: none"> <li>▪ None</li> </ul>	
<b>2.0 PURPOSE OF THE JOB</b>	
The Customer Services Executive is responsible for the provision of front facing exemplary customer service to members. The job holder is also responsible for selling of all products members, as well as the capture of all loan applications within the Society.	
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>	
<b>Key responsibilities</b> <ul style="list-style-type: none"> <li>• Ensure the provision of excellent customer service to all members, branch officials and the general public.</li> </ul> 49. Attend to members, branch officials and the general public queries verbally or in writing. 50. Attend to, handle and resolve members' and branch officials' complaints. 51. Avail information on loans, withdrawals, erroneous deductions etc. to all members and branch officials. 52. Assess members pay slips for loan eligibility. 53. Research required information using available resources. 54. Receive and process as required all member loan forms, variation forms and member update forms. 55. Follow up on delayed loan applications and withdrawals.	

56. Ensure that customer service area ambiance is maintained at exemplary levels.
57. Initiate account opening for new members through the filling of all relevant forms.
58. Issues all society forms to members, branch officials and enquiring public.
59. Follow up members' issues where necessary.
60. Escalate member queries to rightful departments for assistance.
61. Provide members with product and service information.
62. Make all attempts to dissuade withdrawing members from doing so.
63. Recruit and register new members as often as possible.
64. Complete customer service logs.
65. Complete customer service reports.
66. Ensure compliance with the customer services policies and guidelines of the Society.
67. Ensure compliance with the customer service charter.

**Team Work**

- Work diligently with other team members and other Society staff to ensure that members' issues, concerns and or needs are handled in the most efficient and effective way, on time in full at all times.

**Other responsibilities**

68. Performs any other responsibilities as may be assigned from time to time.

**4.1 Experience**

6 months on-the-job training.

**Need to know**

- Proficient in relevant computer applications.
- Customer service principles and practices
- Good keyboard skills
- Administration and clerical processes
- Relevant product knowledge
- Problem analysis and solving

**Attributes**

- Good verbal and written communication skills.
- Good interpersonal relationship skills.
- Good listening skills
- Customer service orientation
- Good attention to detail
- Good judgment
- Team player
- Good stress tolerance
- Resilient

**13. LOANS ASSISTANT**

**1.1 JOB TITLE: Loans Assistant.**

**DEPARTMENT: FOSA  
SECTION: LOANS**

**1.2 REPORTS TO:**

- Loans officer

<b>1.3 SUPERVISES:</b>
<ul style="list-style-type: none"> <li>▪ None</li> </ul>
<b>2.0 PURPOSE OF THE JOB</b>
To provide efficient and effective verification and processing of loan applications.
<b>3.0 KEY RESPONSIBILITIES/ACCOUNTABILITIES</b>
<b><u>Loans Applications Verification</u></b>
<p>24. Verify all loans data captured within the system in accordance with the Society’s Loans Policy and procedures to ensure that only good and credit worthy loans are submitted for approval.</p> <ul style="list-style-type: none"> <li>• Defer all non-qualifying loans to the Loans Officers for scrutiny and decision making.</li> </ul>
<b><u>Customer Service</u></b>
<ul style="list-style-type: none"> <li>• Ensure that members and fellow employees are accorded customer service that are responsive and meet their needs and expectations.</li> </ul>
<b><u>Compliance, Corporate Governance and Control</u></b>
<ul style="list-style-type: none"> <li>• Ensure compliance with the credit policies and guidelines of the Society.</li> <li>• Ensure compliance with the statutory reports and returns (SASRA).</li> </ul>
<b>Other responsibilities</b>
25. Performs any other responsibilities as may be assigned from time to time.
<b>4.1 Experience</b>
6 months on the job training.
<b>4.2 Academic and Professional Qualification</b>
A Diploma in Accounting/Cooperative Management/Banking or related field.
<b>Need to know</b>
<ul style="list-style-type: none"> <li>▪ SACCO guidelines</li> <li>▪ SASRA guidelines</li> <li>▪ Computer literate</li> <li>▪ Advanced excel skills</li> <li>▪ Monitoring and evaluation skills</li> </ul>
<b>Attributes</b>
<ul style="list-style-type: none"> <li>• Team Leader.</li> <li>• Good interpersonal relationship skills.</li> <li>• Good written and oral communication skills.</li> <li>• Attention to detail.</li> </ul>