



**JARAMOGI OGINGA ODINGA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

**DOCUMENT: PROCEDURE FOR OFFICE ADMINISTRATION
AND MANAGEMENT**

DOC. NO. JOOUST/PAF/RPA/OP 10

**AUTHORIZED BY: DEPUTY VICE-CHANCELLOR SIGN: 
PLANNING ADMINISTRATION & FINANCE**

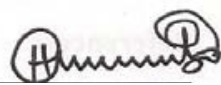
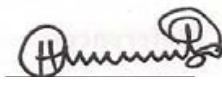
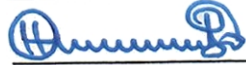
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0.1 DOCUMENT DISTRIBUTION

S/NO	TYPE	OFFICE
(i)	Master Copy	QMR
(ii)	Copy	DVC,PAF
(iii)	Copy	RPA
(iv)	Copy	Functional Heads
(v)	Soft Copy	JOOUST Website by Password

0.2 DOCUMENT CHANGES

DATE	CHANGES	AUTHORIZED BY
27/4/2012	Revised the Filing and telephone call methods	
29/4/2013	Procedure revised to reflect change of status from BUC to JOOUST	
30/4/2015	Procedure reviewed for adequacy	

ISSUE NO: 001	REVISION NO: 03	DATE OF ISSUE: 15 TH OCTOBER, 2011
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1.0 Purpose: This procedure ensures effective and efficient office administration and management.

2.0 Scope: The procedure covers the administration and management of all offices.

- 3.0 References:**
- 3.1 ISO 9001: 2008 Standard
 - 3.2 JOOUST Quality Manual
 - 3.3 JOOUST Compulsory Procedures
 - 3.4 JOOUST Statutes
 - 3.5 JOOUST Terms of Service
 - 3.6 JOOUST Service Charter
 - 3.6 Government of Kenya Circulars

4.0 Terms and Definitions

- 4.1 **BUC:** Bondo University College
- 4.2 **JOOUST:** Jaramogi Oginga Odinga University of Science and Technology
- 4.3 **QMR:** Quality Management Representative
- 4.4 **DVC, PAF:** Deputy Vice-Chancellor (Planning, Administration and Finance)
- 4.6 **R PA:** Registrar, Planning and Administration
- 4.7 **FHs:** Functional Heads (DVC, Deans, Directors, Registrars, Heads of Sections/Units, Chairpersons of Departments)
- 4.8 **ICT:** Information and Communication Technology
- 4.9 **Delivery Book:** Book used for transfer/movement of documents/mails from one office to another.
- 4.10 **Document Register:** Book in which all incoming/outgoing documents are recorded
- 4.11 **CR:** Central Registry Office where all commonly used University files are kept and maintained.

ISSUE NO: 001	REVISION NO: 03	DATE OF ISSUE: 15 TH OCTOBER, 2011
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5.0 Responsibility: Registrar, Planning and Administration shall be responsible for the effective implementation and supervision of this procedure.

6.0 Method

6.1 Office Planning

- 6.1.1 The Secretary shall ensure the office environment is conducive at all times.
- 6.1.3 The Secretary shall maintain an office diary to help in itinerary planning and event organization.
- 6.1.5 The Secretary shall be responsible for stocking of office requirements on a need arises.
- 6.1.6 The Secretary shall ensure the safety of office documents as appropriate.
- 6.1.7 The Secretary shall always maintain appropriate registers in the office.

6.2 Managing Mails/Documents

- 6.2.1 The Secretary shall ensure that all documents and mails are received and duly signed for in the Delivery book.
- 6.2.3 The Secretary shall forward the document to the FH for necessary action.

6.3 Filing

- 6.3.1 The Secretary shall maintain an updated filing system.
- 6.3.2 The Secretary shall ensure that records are easily accessible to authorized persons.
- 6.3.4 The Secretary shall openly display the file name and reference on the file as prescribed in the JOOUST Quality manual
- 6.3.7 The Secretary shall keep an updated register of all existing files in the department and submit the same to the Central Registry.

6.4 Telephone calls

- 6.4.1 The Secretary shall endeavor to answer all telephone calls in the office with appropriate salutation
- 6.4.3 The Secretary shall ensure that all messages received are registered and relayed to the functional head.

ISSUE NO: 001	REVISION NO: 03	DATE OF ISSUE: 15 TH OCTOBER, 2011
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