



Salaries & Remuneration
Commission
Rewarding productivity

Jaramogi Oginga Odinga University of Science and Technology

Accommodation Department

April 2017



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1. Introduction

1.1. Organisation Design

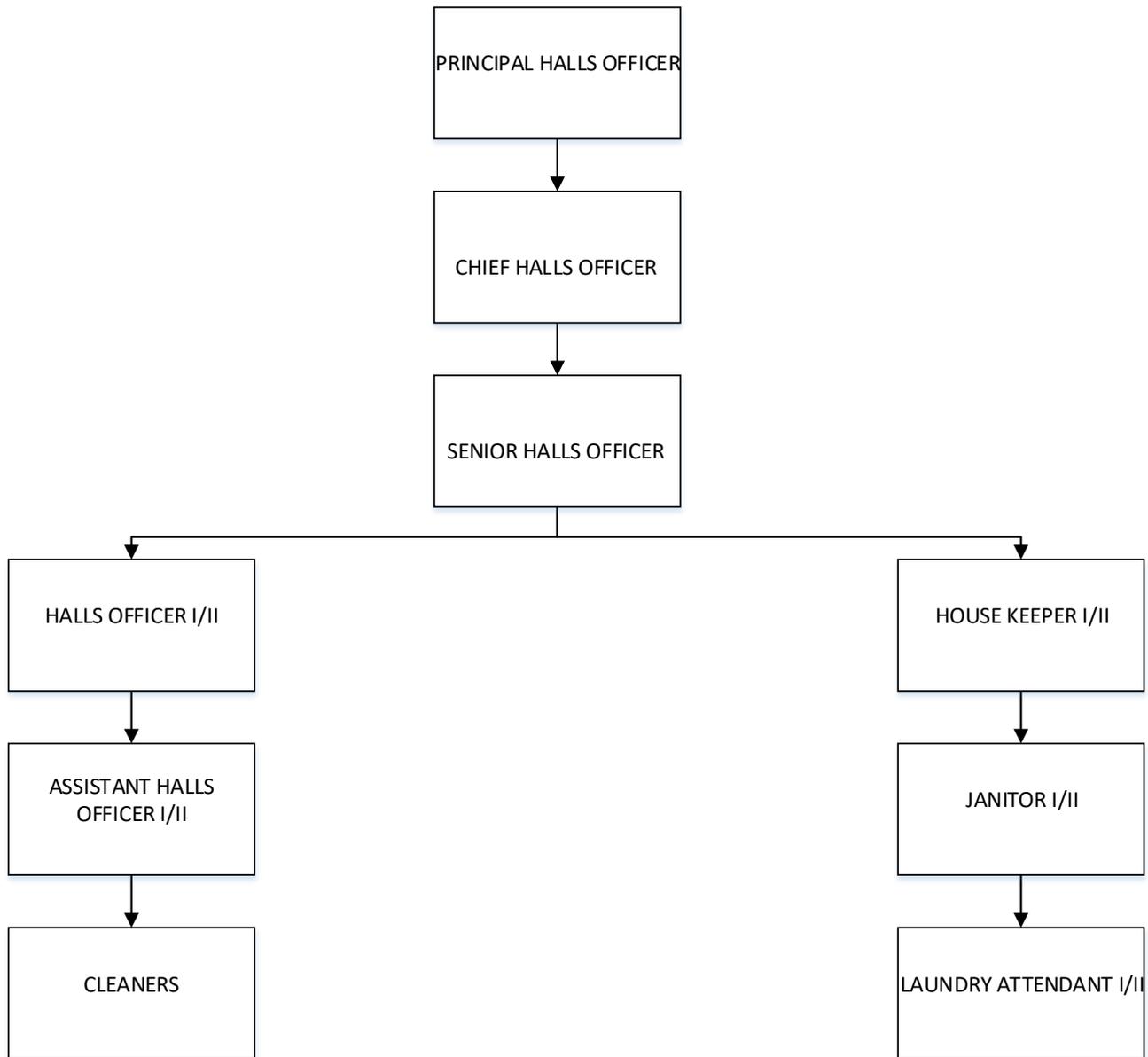
Jaramogi Oginga Odinga University of Science and Technology (JOOUST) is one of the younger universities in the country. Its recent history dates back to 2009, when Bondo University College, with a student population of only 200 students took over the Bondo Teachers' Training College premises. Bondo University College was established as a constituent college of Maseno University through Legal Order No. 56 of May 11, 2009. .

JOOUST was granted a charter on February 13, 2013 by then president Mwai Kibaki making it the 16th public university in Kenya. Over time, the student population has grown to 10,265 as at the beginning of 2016.

Located 70 kilometres west of Kisumu in Bondo Town of Siaya County is the main campus. The university also has three other campuses / Learning Centres; Nambale, Kisumu and Kisii.

JOOUST's vision is to be '**A beacon of excellence and global leader in University Education for sustainable development**' while its mission is to provide quality education that nurtures creativity and innovation through integrated training, research and community outreach for the advancement of humanity.

This job description manual consists of jobs that were analysed in Jaramogi Oginga Odinga University of Science and Technology. It contains job descriptions which are documented from information provided by job holders and validated by their respective supervisors from the job analysis exercise that was concluded in March 2017.



Accommodation Department Organisation Structure

2. Accommodation department

Provide an organisation structure under each department

2.1 Principal Halls Officer

1. Background Information			
Job Title: Principal Halls Officer	Job Level: JOOUST/ACCOM/007	Current Grade: 13	No. of Posts:
Institution: Jaramogi Oginga Odinga University Of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Academic Affairs		Department/ Section/Unit: Accommodation	
Reports to: Head of Department Catering and Accommodation			
Direct Reports: Chief Halls Officer		Indirect Reports: Senior Halls Officer	
2. Purpose of the Job:			
To consistently monitor and coordinate operations in the university accommodation facility aimed to ensure that student's accommodation needs are satisfactorily met .In addition the officer should review the operating systems and procedures in the accommodation section and identify any areas of improvement as well as recommend on the possible measures to improve the accommodation services.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities:			
a) Monitor, review and evaluate daily operations in the accommodation department through allocation and supervision of duties to the subordinates to ensure efficient accommodation services.to the students b) Handle any disciplinary cases among students and staff in the department to maintain high discipline levels and standards in the accommodation section. c) Coordinate allocation of available bed spaces in the university to students in session to ensure fair distribution and attend to any complaints of favors from the student body. d) Participate in the overall management of the department in planning, policy formulation and implementation			

<p>of strategies to aid in achievement of set goals and objectives</p> <p>e) Participate in performance appraisal for the staff in the accommodation department to help in identification of any training needs as well as organize for training of the staff to ensure career development and better services.</p> <p>f) Represent the department at the senior management level committee meetings to discuss on the progress of the department and recommend on various parts of improvement.</p> <p>g) Lead, manage and deploy a team among accommodation staff to ensure the efficient organization of the catering provision in the university</p>
<p>Operational Responsibilities:</p> <p>a) Provide overall supervision and coordination of the staff and students behavior in the halls of residence and deal with any disciplinary cases that arise in the accommodation section to ensure that all procedures are adhered to.</p> <p>b) Coordinate registration of students to the university accommodation system to facilitate proper accommodation of rooms to the students. This is achieved through verification of students movement forms to ensure students are cleared by all departments especially finance department before being assigned rooms.</p> <p>c) Monitor room clearance for the students at the end of the semester and examine their rooms to ensure that all properties assigned are intact and safe.</p> <p>d) Prepare and coordinate periodic reports on student's accommodation for management decision making and planning purposes.</p> <p>e) Organize in departmental meetings to discuss any emerging issues concerning halls usage and management</p> <p>f) Prepare daily work plans for the halls officers to help in coordination of operations in the department.</p> <p>g) Review daily occurrence reports to attend to any incident that require urgent attention to avoid or reduce any back log of cases.</p>
<p>4. Job Dimensions:</p>
<p><i>Financial Responsibilities</i></p>
<p>a) Participate in preparation of budget and procurement plan for the halls of residence section.</p> <p>b) Participate in income generation through the accommodation fee payment by the students.</p>
<p><i>Responsibility for physical assets</i></p>
<p>a) Halls of residence</p> <p>b) Beddings</p> <p>c) Furniture</p> <p>d) Computer and computer accessories</p> <p>e) Telephone handset</p> <p>f) Entertainment halls.</p> <p>g) Stationery</p>
<p><i>Nature of decision making</i></p>
<p>a) Analytical decisions</p> <p>b) Strategic Decisions</p> <p>c) Financial Decisions</p> <p>d) Operational Decisions.</p>
<p>5. Qualifications Knowledge and Skills:</p>
<p><i>Minimum level of academic qualifications required to perform effectively in the role</i></p>
<p>Master's degree in institutional/hotel management or its equivalent.</p>
<p><i>Minimum level of professional qualification required to perform effectively in the role</i></p>
<p>a) N/A</p>

Minimum level of knowledge that would be regularly applied to the job
<ul style="list-style-type: none"> a) Computer literacy b) Knowledge of occupational health and safety regulations c) High level expertise in, and detailed understanding of a number of different specialist areas within a function
Typical soft skills that would be regularly applied to the job (Attributes)
<ul style="list-style-type: none"> a) Leadership skills b) Communication skills c) Interpersonal skills d) Organizational skills e) Ability to work under pressure, f) Negotiation skills, g) Team building, h) Problem solving, i) Conflict management, j) Supervisory. k) Customer service skills
Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role
N/A
6. Relevant Experience Required:
Minimum number of months or years of experience the jobholder is required to have to be appointed to the position
At least 12 years relevant working experience 3 of which as a Chief Halls Officer Grade 12
7. Problem Solving:
Problems are complex and open ended and affect more than one area of the institution. Solutions need to be determined through consultation with other areas of the institution.
8. Communication:
Communication/information the job holder needs to understand in order to perform the job:
<ul style="list-style-type: none"> a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence h) Current legislation affecting the job holder's area of responsibility
Communication/information the job holder needs to carry out in order to perform the job:
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Communication around escalated or difficult queries with internal or external customers or clients d) Communication requiring a high level of diplomacy and sensitivity

<ul style="list-style-type: none"> e) Basic explanation of services to employees of the institution or clients f) Detailed technical explanation of services or concepts to employees of the institution or clients g) Simple verbal instructions to other employees within the institution h) Detailed verbal or written instructions or requests to employees of the institution or contractors i) Basic e-mail, fax or mail correspondence j) Detailed e-mail, fax or mail correspondence
9. Sapiential Authority
<i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i>
N /A
10. Influence:
<i>Job holder's influence over practices, policies or strategy:</i>
Has a strong influence on the strategic direction of a department or division
<i>Job holders' influence over subordinates and colleagues:</i>
Allocates work, coordinates ,supervises and lead through other Number=45-50 subordinates
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
<ul style="list-style-type: none"> a) Convey information in the institution b) Convey information outside the institution c) Convey information at Senior Management level d) Persuasion inside the institution e) Persuasion outside the institution f) Persuasion Senior Management level g) Negotiation in the institution h) Negotiation outside the institution i) Negotiation at Senior Management level
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<i>Job Hazards</i>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.



2.2 Chief Halls Officer

1. Background Information			
Job Title: Chief Halls Officer	Job Level: JOOUST/ACCOM/08	Current Grade: 12	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology.		College/ School / Faculty: N/A	
Directorate/Division: Academic Affairs		Department/ Section/Unit: Accommodation	
Reports to: Principal Halls Officer			
Direct Reports: Senior Halls Officer		Indirect Reports: Halls Officers	
2. Purpose of the Job:			
To provide accommodation to the students by room allocation and management of operations in the accommodation facilities to ensure smooth learning and comfort stay of students in the university.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: a) Coordinate allocation of available bed spaces in the university to the students on session to ensure fair distribution and avoid any complaints of unfairness from the student's body. b) Supervise staff under this position for proper execution of duties in the halls of residence. c) Participate in formulation of policies, strategies and quality management procedures to ensure compliance with the university standards and achievement of the university vision and mission.			
Operational Responsibilities: a) Monitor staff and students behavior in the halls of residence and deal with any disciplinary cases that arise in the accommodation section to ensure that all procedures are adhered to. b) Participate in Registration of students to the university accommodation system to facilitate proper accommodation of rooms to the students. This is achieved through verification of students movement forms to ensure students are cleared by all departments especially finance department before being assigned rooms. c) Carry out room clearance for the students at the end of the semester and examine their rooms to ensure that all properties assigned are intact and safe. d) Prepare and coordinate periodic reports on student's accommodation for management decision making and planning purposes.			

<ul style="list-style-type: none"> e) Participate in departmental meetings to discuss any emerging issues concerning halls usage and management f) Prepare daily work plans for the halls officers to help in coordination of operations in the department. g) Review daily occurrence reports to attend to any incident that require urgent attention to avoid or reduce any back log of cases.
4. Job Dimensions:
<i>Financial Responsibilities</i>
Participate in preparation of budget and procurement plan for the halls of residence section.
<i>Responsibility for physical assets</i>
<ul style="list-style-type: none"> a) Halls of residence b) Beddings c) Furniture d) Computer and computer accessories e) Telephone handset f) Entertainment halls. g) Stationery
<i>Nature of decision making</i>
<ul style="list-style-type: none"> a) Analytical decisions b) Strategic Decisions c) Financial Decisions d) Operational Decisions.
5. Qualifications Knowledge and Skills:
<i>Minimum level of academic qualifications required to perform effectively in the role</i>
Bachelor's degree in institution management or Hotel management
<i>Minimum level of professional qualification required to perform effectively in the role</i>
N/A
<i>Minimum level of knowledge that would be regularly applied to the job</i>
<ul style="list-style-type: none"> a) Computer literacy b) Knowledge of occupational health and safety regulations c) In-depth professional/discipline specific knowledge and experience in a specialized field or broad knowledge of a number of fields
<i>Typical soft skills that would be regularly applied to the job (Attributes)</i>
<ul style="list-style-type: none"> a) Leadership skills b) Communication skills c) Interpersonal skills, d) Organizational skills, e) Ability to work under pressure f) Negotiation skills, g) Team building, h) Problem solving, i) Conflict management, j) Supervisory

Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role
N/A
6. Relevant Experience Required:
Minimum number of months or years of experience the jobholder is required to have to be appointed to the position
At least 9 years relevant working experience 3 of which as a Senior Halls Officer Grade 11
7. Problem Solving:
Problems are complex and open ended and affect more than one area of the institution. Solutions need to be determined through consultation with other areas of the institution.
8. Communication:
Communication/information the job holder needs to understand in order to perform the job:
<ul style="list-style-type: none"> a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence h) Current legislation affecting the job holder's area of responsibility
Communication/information the job holder needs to carry out in order to perform the job:
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Communication around escalated or difficult queries with internal or external customers or clients d) Communication requiring a high level of diplomacy and sensitivity e) Basic explanation of services to employees of the institution or clients f) Detailed technical explanation of services or concepts to employees of the institution or clients g) Simple verbal instructions to other employees within the institution h) Detailed verbal or written instructions or requests to employees of the institution or contractors i) Basic e-mail, fax or mail correspondence j) Detailed e-mail, fax or mail correspondence
9. Sapiential Authority
Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).
•N /A
10. Influence:
Job holder's influence over practices, policies or strategy:

Influences or changes specific administrative or operational practices in a team, section or department
<i>Job holders' influence over subordinates and colleagues:</i>
Allocates work, coordinates ,supervises and lead through other Number=40-45 subordinates
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
a) Convey information in the institution b) Convey information outside the institution c) Convey information at Senior Management level
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<i>Job Hazards</i>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

2.3 Senior Halls Officer

1. Background Information			
Job Title: Senior Halls Officer	Job Level: JOOUST/ACCOM/09	Current Grade: 11	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty:	
Directorate/Division: Academic Affairs		Department/ Section/Unit: Accommodation	
Reports to: Chief halls Officer			
Direct Reports: a) Halls Officer I b) Halls Officer II		Indirect Reports: a) Assistant Officer I b) Assistant officer II	
2. Purpose of the Job:			
To provide high quality, efficient and satisfactorily letting and housing management services to the university students to meet their accommodation needs. The officer works within the accommodation Services team whose aim is to provide safe, comfortable and value for money accommodation to students, which facilitates their educational, social and personal development and thereby enhances their student experience			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: a) Coordinate allocation of available bed spaces in the university to the students on session to ensure fair sharing of the rooms and smooth running of the accommodation section. b) Supervise staff under this position for proper execution of duties in the halls of residence. c) Participate in formulation of policies, strategies and quality management procedures to ensure total compliance with the university standards and achievement of the university vision and mission.			
Operational Responsibilities: a) Provide assistance and advice, on a one to one basis if needed, to the Services niche students including (but not exclusively) International students, , students with additional needs and disabilities, students studying Health and Social Care courses, exchange students and short course students. b) Monitor staff and students behavior in the halls of residence and deal with any disciplinary cases that arise in the accommodation section to ensure that all procedures are adhered to. c) Participate in Registration of students to the university accommodation system to facilitate proper accommodation of rooms to the students. This is achieved through verification of students movement forms			

<p>to ensure students are cleared by all departments especially finance department before being assigned rooms.</p> <p>d) Ensure that computer databases are kept up to date, are accurately completed and any equipment defaults or flaws are quickly rectified with reference to the university accommodation standards. Carry out room clearance for the students at the end of the semester and examine their rooms to ensure that all properties assigned are intact and safe.</p> <p>e) Prepare and coordinate periodic reports on student's accommodation for management decision making and planning purposes.</p> <p>f) Participate in departmental meetings to discuss any emerging issues concerning halls usage and management</p> <p>g) Prepare daily work plans for the halls officers to help in coordination of operations in the department.</p> <p>h) Review daily occurrence reports to attend to any incident that require urgent attention to avoid or reduce any back log of cases.</p>
4. Job Dimensions:
<i>Financial Responsibilities</i>
Participate in preparation of budget and procurement plan for the halls of residence section.
<i>Responsibility for physical assets</i>
<p>a) Halls of residence</p> <p>b) Beddings</p> <p>c) Furniture</p> <p>d) Computer and computer accessories</p> <p>e) Telephone handset</p> <p>f) Entertainment halls.</p> <p>g) Stationery</p>
<i>Nature of decision making</i>
<p>a) Analytical decisions</p> <p>b) Strategic Decisions</p> <p>c) Financial Decisions</p> <p>a) Operational Decisions.</p>
5. Qualifications Knowledge and Skills:
<i>Minimum level of academic qualifications required to perform effectively in the role</i>
Bachelor's degree in hotel management/institution management or any other relevant field
<i>Minimum level of professional qualification required to perform effectively in the role</i>
N/A
<i>Minimum level of knowledge that would be regularly applied to the job</i>
<p>a) Computer literacy</p> <p>b) Knowledge of occupational health and safety regulations</p> <p>c) In-depth professional/discipline specific knowledge and experience in a specialized field or broad knowledge of a number of fields</p>
<i>Typical soft skills that would be regularly applied to the job (Attributes)</i>

<ul style="list-style-type: none"> a) Organizational skills b) Ability to work under pressure, c) Negotiation skills, d) Team building, e) Problem solving, f) Conflict management, g) Supervisory. h) Customer service skills
<p><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></p>
<p>N/A</p>
<p>6. Relevant Experience Required:</p>
<p><i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i></p>
<p>9 years of experience</p>
<p>7. Problem Solving:</p>
<p>Problems are complex and open ended and affect more than one area of the institution. Solutions need to be determined through consultation with other areas of the institution.</p>
<p>8. Communication:</p>
<p><i>Communication/information the job holder needs to understand in order to perform the job:</i></p>
<ul style="list-style-type: none"> a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence h) Current legislation affecting the job holder's area of responsibility
<p><i>Communication/information the job holder needs to carry out in order to perform the job:</i></p>
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Communication around escalated or difficult queries with internal or external customers or clients d) Communication requiring a high level of diplomacy and sensitivity e) Basic explanation of services to employees of the institution or clients f) Detailed technical explanation of services or concepts to employees of the institution or clients g) Simple verbal instructions to other employees within the institution h) Detailed verbal or written instructions or requests to employees of the institution or contractors i) Basic e-mail, fax or mail correspondence j) Detailed e-mail, fax or mail correspondence
<p>9. Sapiential Authority</p>
<p><i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i></p>

N /A
10. Influence:
<i>Job holder's influence over practices, policies or strategy:</i>
Influences or changes specific administrative or operational practices in a team, section or department
<i>Job holders' influence over subordinates and colleagues:</i>
Allocates work, coordinates ,supervises and lead through other Number=35-40 subordinates
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
Influences or changes broad practices or policies affecting a whole department
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<i>Job Hazards</i>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

2.4 Halls Officer I

1. Background Information			
Job Title: Halls Officer I	Job Level: JOOUST/ACCOM/o 10	Current Grade: 10	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology.		College/ School / Faculty: N/A	
Directorate/Division: Academic Affairs		Department/ Section/Unit: Accommodation	
Reports to: Senior Halls Officer			
Direct Reports: Assistant halls Officers		Indirect Reports: Housekeepers	
2. Purpose of the Job:			
Ensure clean and safe environment for halls users, students and staff in the university by supervision of daily cleaning and as outlined in the duty rosters. In addition the officer should ensure security measures are put in place through provision of emergency procedures and provision of solution in case of any escalated problems by the staff in the department.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: Oversee all activities within the accommodation unit by preparation of duty rosters and coordination of the operations to ensure efficient execution of duties in the halls of residence in line with the university standards.			
Operational Responsibilities:			
<ul style="list-style-type: none"> a) Prepare daily duty rosters to guide on allocation of duties to the halls staff and provide any clarity needed for efficient coordination of the department b) Ensure that any losses or damages within the rooms are restored and replaced and the culprits are charged accordingly especially the loss is caused through negligence. To discourage future destruction by other hall users. c) Attend to students complaints related to the halls usage and maintenance ,record them in the relevant books ,address them and escalate those which cannot be solved at this level to the concerned officers for example dean of students, security officers or registrar academic affairs. d) Verify payment of accommodation fees by the students through review of the fee collection receipts to ensure timely collection of the accommodation charges and prevent any loss of income for the university. e) Ensure that all nonresidents are registered and frisked by the security officers before being authorized to visit 			

<p>the residents in the halls to ensure safety of the residents and reduce theft cases.</p> <p>f) Prepare daily requisitions for the cleaning materials as required in the halls by the cleaners to ensure efficient halls management and prevent any loopholes for theft.</p>
<p>4. Job Dimensions:</p>
<p><i>Financial Responsibilities</i></p>
<p>Participate in preparation of the sectional budgets and procurement plans through preparation of requisition draft and presentation to the immediate supervisor.</p>
<p><i>Responsibility for physical assets</i></p>
<p>a) Computers b) Furniture c) Stationery d) Firefighting equipment e) Beddings f) Accommodation facilities g) Telephone handsets</p>
<p><i>Nature of decision making</i></p>
<p>a) Analytical decisions b) Operational Decisions</p>
<p>5. Qualifications Knowledge and Skills:</p>
<p><i>Minimum level of academic qualifications required to perform effectively in the role</i></p>
<p>Bachelor's degree in institutional management or other relevant area</p>
<p><i>Minimum level of professional qualification required to perform effectively in the role</i></p>
<p>N/A</p>
<p><i>Minimum level of knowledge that would be regularly applied to the job</i></p>
<p>a) Computer literacy b) Knowledge of occupational health and safety standards. c) In-depth professional/discipline specific knowledge and experience in a specialized field or broad knowledge of a number of fields</p>
<p><i>Typical soft skills that would be regularly applied to the job (Attributes)</i></p>
<p>a) Leadership skills b) Communication skills c) Interpersonal skills, d) Organizational skills, e) Ability to work under pressure f) Negotiation skills, g) Team building, h) Problem solving i) Conflict management, j) Supervisory skills</p>
<p><i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i></p>

N/A

6. Relevant Experience Required:

Minimum number of months or years of experience the jobholder is required to have to be appointed to the position

At least 6 years working experience 3 years as a Halls Officer II Grade 9.

7. Problem Solving:

Problems are complex and open ended - the best solution can only be known with hindsight.

8. Communication:

Communication/information the job holder needs to understand in order to perform the job:

- a) Basic verbal instructions or requests
- b) Detailed verbal instructions or requests
- c) Simple written instructions or requests
- d) Detailed written procedures
- e) Detailed technical and/or functional instructions or queries
- f) Basic e-mail, fax or mail correspondence
- g) Detailed e-mail, fax or mail correspondence

Communication/information the job holder needs to carry out in order to perform the job:

- a) Routine communication in connection with instructions, requests or normal work tasks
- b) Routine communication with employees of the institution or clients
- c) Communication around escalated or difficult queries with internal or external customers or clients
- d) Communication requiring a high level of diplomacy and sensitivity
- e) Basic explanation of services to employees of the institution or clients
- f) Detailed technical explanation of services or concepts to employees of the institution or clients
- g) Simple verbal instructions to other employees within the institution
- h) Detailed verbal or written instructions or requests to employees of the institution or contractors
- i) Basic e-mail, fax or mail correspondence
- j) Detailed e-mail, fax or mail correspondence

9. Sapiential Authority

Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).

N /A

10. Influence:

Job holder's influence over practices, policies or strategy:

Influences or changes specific administrative or operational practices in a team, section or department

Job holders' influence over subordinates and colleagues:

Allocates work, coordinates ,supervises and lead through other Number=45-50 subordinates
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
Convey information inside a department
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<i>Job Hazards</i>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

2.5 Halls Officer II

1. Background Information			
Job Title: Halls Officer II	Job Level: JOOUST/ACCOM/o 11	Current Grade: 09	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Academic Affairs		Department/ Section/Unit: Accommodation	
Reports to: Senior Halls Officer			
Direct Reports: Assistant Halls Officer		Indirect Reports: N/A	
2. Purpose of the Job:			
This position is responsible for the management of the halls of residence through preparation of duty rosters, allocation of duties in the department and supervision of daily cleaning as outlined in the duty rosters. Mainly to ensure clean and safe environment for halls users, students and staff in the university In addition the officer should ensure security measures are put in place through provision of emergency procedures			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities:			
<ul style="list-style-type: none"> a) Prepare daily duty rosters to guide on allocation of duties to the halls staff and provide any clarity needed for efficient coordination of the department b) Ensure that any losses or damages within the rooms are restored and replaced and the culprits are charged accordingly especially the loss is caused through negligence. To discourage future destruction by other hall users. c) Attend to students complaints related to the halls usage and maintenance ,record them in the relevant books ,address them and escalate those which cannot be solved at this level to the concerned officers for example dean of students, security officers or registrar academic affairs. d) Verify payment of accommodation fees by the students through review of the fee collection receipts to ensure timely collection of the accommodation charges and prevent any loss of income for the university. e) Ensure that all nonresidents are registered and frisked by the security officers before being authorized to visit the residents in the halls to ensure safety of the residents and reduce theft cases. 			

f) Prepare daily requisitions for the cleaning materials as required in the halls by the cleaners to ensure efficient halls management and prevent any loopholes for theft.

4. Job Dimensions:

Financial Responsibilities

Participate in preparation of the sectional budgets and procurement plans through preparation of requisition draft and presentation to the immediate supervisor.

Responsibility for physical assets

- a) Computers
- b) Furniture
- c) Stationery
- d) Firefighting equipment
- e) Bedding
- f) Accommodation facilities
- g) Telephone handsets

Nature of decision making

- a) Analytical decisions
- b) Operational Decisions

5. Qualifications Knowledge and Skills:

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

Bachelor's degree in institutional management or other relevant area

Minimum level of professional qualification required to perform effectively in the role

N/A

Minimum level of knowledge that would be regularly applied to the job

- a) Computer literacy
- b) Knowledge of occupational health and safety standards
- c) Professional/discipline specific knowledge of theory and techniques in a specialized field, or knowledge of a number of fields acquired through tertiary education and /or considerable experience

Typical soft skills that would be regularly applied to the job (Attributes)

- a) Leadership skills
- b) Communication skills
- c) Interpersonal skills
- d) Organizational skills
- e) Ability to work under pressure
- f) Negotiation skills
- g) Team building
- h) Problem solving
- i) Conflict management
- j) Supervisory skills

Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role

N/A
6. Relevant Experience Required:
<i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i>
3 years of relevant work experience
7. Problem Solving:
Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.
8. Communication:
<i>Communication/information the job holder needs to understand in order to perform the job:</i>
<ul style="list-style-type: none"> a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence
<i>Communication/information the job holder needs to carry out in order to perform the job:</i>
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Communication around escalated or difficult queries with internal or external customers or clients d) Communication requiring a high level of diplomacy and sensitivity e) Basic explanation of services to employees of the institution or clients f) Detailed technical explanation of services or concepts to employees of the institution or clients g) Simple verbal instructions to other employees within the institution h) Detailed verbal or written instructions or requests to employees of the institution or contractors i) Basic e-mail, fax or mail correspondence j) Detailed e-mail, fax or mail correspondence
9. Sapiential Authority
<i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i>
N /A
10. Influence:
<i>Job holder's influence over practices, policies or strategy:</i>
Influences or changes specific administrative or operational practices in a team, section or department
<i>Job holders' influence over subordinates and colleagues:</i>

Allocates work, coordinates ,supervises and lead through other
Number=35-40 subordinates

Job holders' influence over people outside the directorate but within the institution and people outside the institution

Convey information inside a department

11. Other responsibilities assigned outside of the core responsibilities of the job:

N/A

12. Working Conditions:

Working Environment

Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.

Job Hazards

Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

2.6 Assistant Halls Officer I

1. Background Information			
Job Title: Assistant Halls Officer I	Job Level: JOOUST/ACCOM/o 12	Current Grade: 8	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Academic Affairs		Department/ Section/Unit: Accommodation	
Reports to: Halls Officer			
Direct Reports: Housekeepers		Indirect Reports: a) Cleaners b) Janitors	
2. Purpose of the Job:			
To ensure allocation and coordination of roles among the staff in the halls of residence is properly carried out through supervision of cleaners and janitors for high standard services in the university.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: a) Prepare duty roster and to guide in allocation of duties to all cleaners and janitors for effective operations in the accommodation unit.in the university. b) Oversee daily cleaning and other operations in the halls of residence for effective running of the accommodation services.			
Operational Responsibilities: a) Receive student complaints from janitors on accommodation related issues and provide solution as possible to create a more conducive working environment. b) Ensure that all required cleaning materials are requisitioned from the central store for availability to cleaners and janitors to ease their cleaning services at respective places. c) Ensure that all defects in the halls are attended to facilitate smooth running of the department and the university operations as well. d) Ensure punctuality of staff in the section through clock in and clock out system to enable them attend to their			

<p>respective work stations in time.</p> <p>e) Ensure Quality management system and ISO 9001:2008 standards are maintained by monitoring and implementation of the set procedures to meet the organizational expectations.</p> <p>f) Ensure students are duly registered and issued with the necessary items the start of the semester for their effective operations.</p> <p>g) Ensure clearance from the halls of residence at the end of the semester and charge students for any lost item to prevent loss of the university property.</p>
4. Job Dimensions:
<i>Financial Responsibilities</i>
<p>a) Participate in budget formulation for the cleaning materials in the department and also liaise with other officers in procurement plans to ensure availability of the requirements in the unit.</p>
<i>Responsibility for physical assets</i>
<p>a) Computers</p> <p>b) Furniture</p> <p>c) Stationery</p> <p>d) Firefighting equipment</p> <p>e) Beddings</p> <p>f) Accommodation facilities</p> <p>g) Telephone handsets</p>
<i>Nature of decision making</i>
<p>a) Operational</p> <p>b) Analytical</p> <p>c) Financial</p>
5. Qualifications Knowledge and Skills:
<i>Minimum level of academic qualifications required to perform effectively in the role</i>
Bachelor's degree in hotel management or its equivalent
<i>Minimum level of professional qualification required to perform effectively in the role</i>
N/A
<i>Minimum level of knowledge that would be regularly applied to the job</i>
<p>a) Computer literacy</p> <p>b) Knowledge of occupational health and safety standards</p> <p>c) Technical, specialist or analytical skills acquired through tertiary education or the equivalent experience</p>
<i>Typical soft skills that would be regularly applied to the job (Attributes)</i>
<p>a) Leadership skills</p> <p>b) communication skills</p> <p>c) interpersonal skills,</p> <p>d) Organizational skills,</p> <p>e) ability to work under pressure</p> <p>f) Negotiation skills,</p> <p>g) Team building,</p> <p>h) problem solving,</p> <p>i) Conflict management,</p> <p>j) Supervisory</p>

Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role

N/A

6. Relevant Experience Required:

Minimum number of months or years of experience the jobholder is required to have to be appointed to the position

8 years relevant working experience, 4 of which must have been as Assistant Halls Office II Grade 7.

7. Problem Solving:

Problems are variable, and require technical or analytical skills and several years of experience in the field or discipline.

8. Communication:

Communication/information the job holder needs to understand in order to perform the job:

- a) Basic verbal instructions or requests
- b) Detailed verbal instructions or requests
- c) Simple written instructions or requests
- d) Detailed written procedures
- e) Detailed technical and/or functional instructions or queries
- f) Basic e-mail, fax or mail correspondence
- g) Detailed e-mail, fax or mail correspondence
- h) Current legislation affecting the job holder's area of responsibility

Communication/information the job holder needs to carry out in order to perform the job:

- a) Routine communication in connection with instructions, requests or normal work tasks
- b) Routine communication with employees of the institution or clients
- c) Communication around escalated or difficult queries with internal or external customers or clients
- d) Communication requiring a high level of diplomacy and sensitivity
- e) Basic explanation of services to employees of the institution or clients
- f) Detailed technical explanation of services or concepts to employees of the institution or clients
- g) Simple verbal instructions to other employees within the institution
- h) Detailed verbal or written instructions or requests to employees of the institution or contractors
- i) Basic e-mail, fax or mail correspondence
- j) Detailed e-mail, fax or mail correspondence

9. Sapiential Authority

Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).

N /A

10. Influence:

Job holder's influence over practices, policies or strategy:

Influences or changes specific administrative or operational practices in a team, section or department
<i>Job holders' influence over subordinates and colleagues:</i>
Allocates duty to and coordinates about 20-30 cleaners and janitors
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
Convey information inside a department and outside the department to other staff and students
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<i>Job Hazards</i>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

2.7 Assistant Halls Officer II

1. Background Information			
Job Title: Assistant Halls Officer II	Job Level: JOOUST/ACCOM/o 13	Current Grade: 7	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Academic Affairs		Department/ Section/Unit: Accommodation	
Reports to: Halls Officer			
Direct Reports: Housekeepers		Indirect Reports: a) Janitors b) Cleaners	
2. Purpose of the Job:			
To coordinate services offered at the university accommodation section through room allocation to clearance and replacement of broken items to facilitate smooth running of the department and student learning.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: a) Prepare duty roster and to guide in allocation of duties to all cleaners and janitors for effective operations in the accommodation unit.in the university. b) Oversee daily cleaning and other operations in the halls of residence for effective running of the accommodation services.			
Operational Responsibilities: a) Receive student complaints from janitors on accommodation related issues and provide solution as possible to create a more conducive working environment. b) Ensure that all required cleaning materials are requisitioned from the central store for availability to cleaners and janitors to ease their cleaning services at respective places. c) Ensure that all defects in the halls are attended to facilitate smooth running of the department and the university operations as well. d) Ensure punctuality of staff in the section through clock in and clock out system to enable them attend to their respective work stations in time.			

<ul style="list-style-type: none"> e) Ensure Quality management system and ISO 9001:2008 standards are maintained by monitoring and implementation of the set procedures to meet the organizational expectations. f) Ensure students are duly registered and issued with the necessary items the start of the semester for their effective operations. g) Ensure clearance from the halls of residence at the end of the semester and charge students for any lost item to prevent loss of the university property.
4. Job Dimensions:
<i>Financial Responsibilities</i>
N/A
<i>Responsibility for physical assets</i>
<ul style="list-style-type: none"> a) Halls of residence b) Beddings c) Furniture d) Computer and computer accessories e) Telephone handset f) Entertainment halls. g) Stationery
<i>Nature of decision making</i>
<ul style="list-style-type: none"> a) Operational b) Analytical
5. Qualifications Knowledge and Skills:
<i>Minimum level of academic qualifications required to perform effectively in the role</i>
Bachelor's degree in hotel management or its equivalent
<i>Minimum level of professional qualification required to perform effectively in the role</i>
N/A
<i>Minimum level of knowledge that would be regularly applied to the job</i>
<ul style="list-style-type: none"> a) Computer literacy b) Knowledge of occupational health and safety standards c) Knowledge of advanced clerical, operational or customer service skills acquired through education, experience or on the job training
<i>Typical soft skills that would be regularly applied to the job (Attributes)</i>
<ul style="list-style-type: none"> a) Leadership skills b) Communication skills c) Interpersonal skills, d) Organizational skills, e) Ability to work under pressure f) Negotiation skills, g) Team building, h) Problem solving, i) Conflict management, j) Supervisory skills

Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role
N/A
6. Relevant Experience Required:
Minimum number of months or years of experience the jobholder is required to have to be appointed to the position
At least 4 years relevant working experience
7. Problem Solving:
Problem solutions are not obvious and need to be determined through the use of technical or analytical skills.
8. Communication:
Communication/information the job holder needs to understand in order to perform the job:
<ul style="list-style-type: none"> a) Basic verbal instructions or requests b) Detailed verbal instructions or requests c) Simple written instructions or requests d) Detailed written procedures e) Detailed technical and/or functional instructions or queries f) Basic e-mail, fax or mail correspondence g) Detailed e-mail, fax or mail correspondence
Communication/information the job holder needs to carry out in order to perform the job:
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Communication around escalated or difficult queries with internal or external customers or clients d) Communication requiring a high level of diplomacy and sensitivity e) Basic explanation of services to employees of the institution or clients f) Detailed technical explanation of services or concepts to employees of the institution or clients g) Simple verbal instructions to other employees within the institution h) Detailed verbal or written instructions or requests to employees of the institution or contractors i) Basic e-mail, fax or mail correspondence j) Detailed e-mail, fax or mail correspondence
9. Sapiential Authority
Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).
N /A
10. Influence:
Job holder's influence over practices, policies or strategy:

Influences or changes specific administrative or operational practices in a team, section or department
<i>Job holders' influence over subordinates and colleagues:</i>
Allocates duty to and coordinates about 20-30 cleaners and janitors
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
Convey information inside a department and outside the department to other staff and students
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.
<i>Job Hazards</i>
Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.

2.8 Housekeeper I

1. Background Information			
Job Title: Housekeeper I	Job Level: JOOUST/ACCOM/o 14	Current Grade: 6	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Academic Affairs		Department/ Section/Unit: Accommodation	
Reports to: Assistant Halls Officer			
Direct Reports: a) Janitors b) Cleaners c) Housekeepers		Indirect Reports: N/A	
2. Purpose of the Job:			
Ensure day to day operations and general duties are performed through supervision to maintain a clean, safe and conducive resident environment for students.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities: a) Maintain and implement safe and infection free condition through washing, cleaning and replacement of equipment and furnishing b) Ensure implementation of cleaning procedures through checklists filled for standards to be maintained. c) Ensure disposal of trash, materials and waste from the halls of residence through regular checks of waste bins for residents to ensure clean and secure environment. d) Ensure any reported repairs are attended to by the respective individuals through follow ups to minimize on users complaints. e) Prepare duty roster and to guide in allocation of duties to all cleaners and janitors for effective operations in the accommodation unit.in the university. f) Oversee daily cleaning and other operations in the halls of residence for effective running of the accommodation services.			

- g) Ensure that all required cleaning materials are requisitioned from the central store for availability to cleaners and janitors to ease their cleaning services at respective places.
- h) Ensure that all defects in the halls are attended to facilitate smooth running of the department and the university operations as well.
- i) Ensure punctuality of staff in the section through clock in and clock out system to enable them attend to their respective work stations in time.
- j) Ensure Quality management system and ISO 9001:2008 standards are maintained by monitoring and implementation of the set procedures to meet the organizational expectations.

4. Job Dimensions:

Financial Responsibilities

Participate in budget formulation for the cleaning materials in the department and also liaise with other officers in procurement plans to ensure availability of the requirements in the unit.

Responsibility for physical assets

- a) Halls of residence
- b) Beddings
- c) Furniture
- d) Computer and computer accessories
- e) Telephone handset
- f) Entertainment halls.
- g) Stationery

Nature of decision making

- a) Operational
- b) Analytical

5. Qualifications Knowledge and Skills:

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

Diploma in housekeeping operations or its equivalent

Minimum level of professional qualification required to perform effectively in the role

N/A

Minimum level of knowledge that would be regularly applied to the job

- a) Computer literacy
- b) Knowledge of occupational health and safety standards
- c) Knowledge of intermediate clerical, operational or customer service skills acquired through education, experience or on the job training

Typical soft skills that would be regularly applied to the job (Attributes)

- a) Leadership skills
- b) communication skills
- c) interpersonal skills,
- d) Organizational skills,
- e) ability to work under pressure

- f) Negotiation skills,
- g) Team building,
- h) problem solving,
- i) Conflict management,
- j) supervisory

Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role

N/A

6. Relevant Experience Required:

Minimum number of months or years of experience the jobholder is required to have to be appointed to the position

3 years' work experience in a similar position

7. Problem Solving:

Problems are generally resolved by reference to established procedures. However some limited flexibility is allowed. Problems clearly outside of established procedures are referred upwards.

8. Communication:

Communication/information the job holder needs to understand in order to perform the job:

- a) Basic verbal instructions or requests
- b) Simple written instructions or requests
- c) Basic e-mail, fax or mail correspondence

Communication/information the job holder needs to carry out in order to perform the job:

- a) Routine communication in connection with instructions, requests or normal work tasks
- b) Routine communication with employees of the institution or clients
- c) Basic explanation of services to employees of the institution or clients
- d) Simple verbal instructions to other employees within the institution
- e) Basic e-mail, fax or mail correspondence

9. Sapiential Authority

Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).

N /A

10. Influence:

Job holder's influence over practices, policies or strategy:

Influences or changes specific administrative or operational practices in a team, section or department

Job holders' influence over subordinates and colleagues:

Allocates duty to and coordinates about 15-20 cleaners and janitors

Job holders' influence over people outside the directorate but within the institution and people outside the institution

Convey information to workmates and the students inside the department

11. Other responsibilities assigned outside of the core responsibilities of the job:

N/A

12. Working Conditions:

Working Environment

Is exposed to disagreeable conditions. The jobholder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.

Job Hazards

Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

2.9 Housekeeper II

1. Background Information			
Job Title: House keeper I	Job Level: JOOUST/ACCOM/o 15	Current Grade: 05	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Academic Affairs		Department/ Section/Unit: Accommodation	
Reports to: Halls Officer			
Direct Reports: Janitors		Indirect Reports: a) Cleaners b) Laundry Attendants	
2. Purpose of the Job:			
Ensure day to day operations and general halls maintenance duties are well performed by supervision to provide clean, safe and conducive accommodation facilities to the students on session.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities: a) Maintain and implement safe and infection free condition through washing, cleaning and replacement of equipment and furnishing b) Ensure implementation of cleaning procedures through checklists filled for standards to be maintained. c) Prepare duty roster and to guide in allocation of duties to all cleaners and janitors for effective operations in the accommodation unit.in the university. d) Oversee daily cleaning and other operations in the halls of residence for effective running of the accommodation services. e) Ensure disposal of trash, materials and waste from the halls of residence through regular checks of waste bins for residents to ensure clean and secure environment. f) Ensure any reported repairs are attended to by the respective individuals through follow ups to minimize on users complaints.			

- g) Ensure that all required cleaning materials are requisitioned from the central store for availability to cleaners and janitors to ease their cleaning services at respective places.
- h) Ensure that all defects in the halls are attended to facilitate smooth running of the department and the university operations as well.
- i) Ensure punctuality of staff in the section through clock in and clock out system to enable them attend to their respective work stations in time.
- j) Ensure Quality management system and ISO 9001:2008 standards are maintained by monitoring and implementation of the set procedures to meet the organizational expectations.

4. Job Dimensions:

Financial Responsibilities

Participate in budget formulation for the cleaning materials in the department and also liaise with other officers in procurement plans to ensure availability of the requirements in the unit.

Responsibility for physical assets

- a) Halls of residence
- b) Beddings
- c) Furniture
- d) Computer and computer accessories
- e) Telephone handset
- f) Entertainment halls.
- g) Stationery

Nature of decision making

- a) Operational
- b) Analytical

5. Qualifications Knowledge and Skills:

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

Diploma in housekeeping operations or its equivalent

Minimum level of professional qualification required to perform effectively in the role

N/A

Minimum level of knowledge that would be regularly applied to the job

- a) Computer literacy
- b) Knowledge of occupational health and safety standards
- c) Knowledge of intermediate clerical, operational or customer service skills acquired through education, experience or on the job training

Typical soft skills that would be regularly applied to the job (Attributes)

- a) Leadership skills
- b) Communication skills
- c) Interpersonal skills,
- d) Organizational skills,
- e) Ability to work under pressure
- f) Negotiation skills,

- g) Team building,
- h) Problem solving,
- i) Conflict management,
- j) Supervisory

Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role

N/A

6. Relevant Experience Required:

Minimum number of months or years of experience the jobholder is required to have to be appointed to the position

Entry level for diploma holders

7. Problem Solving:

Problems are generally resolved by reference to established procedures. However some limited flexibility is allowed. Problems clearly outside of established procedures are referred upwards.

8. Communication:

Communication/information the job holder needs to understand in order to perform the job:

- a) Basic verbal instructions or requests
- b) Simple written instructions or requests
- c) Basic e-mail, fax or mail correspondence

Communication/information the job holder needs to carry out in order to perform the job:

- a) Routine communication in connection with instructions, requests or normal work tasks
- b) Routine communication with employees of the institution or clients
- c) Basic explanation of services to employees of the institution or clients
- d) Simple verbal instructions to other employees within the institution
- e) Basic e-mail, fax or mail correspondence

9. Sapiential Authority

Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).

N /A

10. Influence:

Job holder's influence over practices, policies or strategy:

Is expected to come up with suggestions on improved practices

Job holders' influence over subordinates and colleagues:

N/A
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
Convey information to workmates and the students inside the department
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to disagreeable conditions. The jobholder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<i>Job Hazards</i>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

2.10 Janitor I

1. Background Information			
Job Title: Janitor I	Job Level: JOOUST/ACCOM/o 16	Current Grade: 4	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Academic Affairs		Department/ Section/Unit: Accommodation	
Reports to: Housekeeper			
Direct Reports: a) Cleaners b) Laundry attendants		Indirect Reports: N/A	
2. Purpose of the Job:			
To ensure students welfare is taken care of within the university hostels through coordination and supervision of cleaning services and address any complaints from the halls users to ensure safety of the students and the accommodation facility.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities: a) Examine room status before assigning students to ensure that all inventory is in good working condition. b) Ensure conducive environment in the halls of residence through effective cleaning timely supply of materials needed by the cleaners. c) Monitor students behavior in the halls of residence and in case of a sick student ensure quick medical attention by the university clinical officers as well as monitor their progress. d) Oversee daily operations carried out by the cleaners for effective running of the section. e) Often patrol in the hostels to ensure safety and security of students and their properties in the accommodation facilities f) Handle any complaint from the students related to accommodation and provide solution where possible. g) Ensure all defects in the halls of residence are clearly recorded and reported to appropriate officer for necessary action to be taken to prevent further damage. h) Record all incidences in the halls of residence in the daily occurrence book and report to the relevant officer			

for action to be taken.
4. Job Dimensions:
<i>Financial Responsibilities</i>
N/A
<i>Responsibility for physical assets</i>
a) Computers b) Beddings c) Cleaning equipment d) Cleaning detergents
<i>Nature of decision making</i>
a) Communication skills b) Interpersonal skills c) Problem solving skills d) Conflict management skills e) Organizational skills
5. Qualifications Knowledge and Skills:
<i>Minimum level of academic qualifications required to perform effectively in the role</i>
KCSE Grade C or its equivalent
<i>Minimum level of professional qualification required to perform effectively in the role</i>
N/A
<i>Minimum level of knowledge that would be regularly applied to the job</i>
a) Computer literacy b) Knowledge of occupational health and safety standards c) Knowledge of basic clerical, operational or customer service skills acquired through education, experience or on the job training
<i>Typical soft skills that would be regularly applied to the job (Attributes)</i>
a) Communication skills b) Interpersonal skills, c) Organizational skills, d) Ability to work under pressure e) Team building, f) Problem solving, g) Conflict management, h) Supervisory
<i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i>

Convey information to workmates and the students inside the department

6. Relevant Experience Required:

Minimum number of months or years of experience the jobholder is required to have to be appointed to the position

6 years of experience

7. Problem Solving:

Problems are generally resolved by reference to established procedures. However some limited flexibility is allowed. Problems clearly outside of established procedures are referred upwards.

8. Communication:

Communication/information the job holder needs to understand in order to perform the job:

- a) Basic verbal instructions or requests
- b) Simple written instructions or requests
- c) Basic e-mail, fax or mail correspondence

Communication/information the job holder needs to carry out in order to perform the job:

- a) Routine communication in connection with instructions, requests or normal work tasks
- b) Routine communication with employees of the institution or clients
- c) Basic explanation of services to employees of the institution or clients
- d) Simple verbal instructions to other employees within the institution
- e) Basic e-mail, fax or mail correspondence

9. Sapiential Authority

Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).

N /A

10. Influence:

Job holder's influence over practices, policies or strategy:

Job holders' influence over subordinates and colleagues:

Allocates duties and coordinates about 10-18 cleaners and Laundry attendants

Job holders' influence over people outside the directorate but within the institution and people outside the institution

Convey information inside and outside the department

11. Other responsibilities assigned outside of the core responsibilities of the job:

N/A

12. Working Conditions:

Working Environment

Is exposed to disagreeable conditions. The jobholder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.

Job Hazards

Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

2.11 Janitor II

1. Background Information			
Job Title: Janitor II	Job Level: JOOUST/ACCOM/ 17	Current Grade: 3	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Academic Affairs		Department/ Section/Unit: Accommodation	
Reports to: Housekeeper			
Direct Reports: a) Cleaners b) Laundry Attendants		Indirect Reports: N/A	
2. Purpose of the Job:			
To ensure students welfare is taken care of within the university hostels through coordination and supervision of cleaning services and address any complaints from the halls users to ensure safety of the students and the accommodation facility.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: Oversee daily operations carried out by the cleaners for effective running of the section.			
Operational Responsibilities: <ul style="list-style-type: none"> a) Examine room status before assigning students to ensure that all inventory is in good working condition. b) Ensure conducive environment in the halls of residence through effective cleaning timely supply of materials needed by the cleaners. c) Monitor students behavior in the halls of residence and in case of a sick student ensure quick medical attention by the university clinical officers as well as monitor their progress. d) Often patrol in the hostels to ensure safety and security of students and their properties in the accommodation facilities e) Handle any complaint from the students related to accommodation and provide solution where possible. f) Ensure all defects in the halls of residence are clearly recorded and reported to appropriate officer for necessary action to be taken to prevent further damage. g) Record all incidences in the halls of residence in the daily occurrence book and report to the relevant officer 			

for action to be taken.
4. Job Dimensions:
<i>Financial Responsibilities</i>
N/A
<i>Responsibility for physical assets</i>
a) Computers b) Bedding c) Cleaning equipment d) Cleaning detergents
<i>Nature of decision making</i>
a) Communication skills b) Interpersonal skills c) Problem solving skills d) Conflict management skills e) Organizational skills
5. Qualifications Knowledge and Skills:
<i>Minimum level of academic qualifications required to perform effectively in the role</i>
KCSE Grade C or its equivalent
<i>Minimum level of professional qualification required to perform effectively in the role</i>
N/A
<i>Minimum level of knowledge that would be regularly applied to the job</i>
a) Computer literacy b) Knowledge of occupational health and safety standards c) Knowledge of basic clerical, operational or customer service skills acquired through education, experience or on the job training
<i>Typical soft skills that would be regularly applied to the job (Attributes)</i>
a) Leadership skills b) communication skills c) interpersonal skills, d) Organizational skills, e) Ability to work under pressure f) Team building, g) problem solving, h) Conflict management, i) supervisory
<i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i>

N/A
6. Relevant Experience Required:
<i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i>
3 years of experience
7. Problem Solving:
Problems are generally resolved by reference to established procedures. However some limited flexibility is allowed. Problems clearly outside of established procedures are referred upwards.
8. Communication:
<i>Communication/information the job holder needs to understand in order to perform the job:</i>
<ul style="list-style-type: none"> a) Basic verbal instructions or requests b) Simple written instructions or requests c) Basic e-mail, fax or mail correspondence
<i>Communication/information the job holder needs to carry out in order to perform the job:</i>
<ul style="list-style-type: none"> a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients d) Simple verbal instructions to other employees within the institution e) Basic e-mail, fax or mail correspondence
9. Sapiential Authority
<i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i>
N /A
10. Influence:
<i>Job holder's influence over practices, policies or strategy:</i>
Is expected to come up with suggestions on improved practices
<i>Job holders' influence over subordinates and colleagues:</i>
Allocates duties and coordinates about 10-18 cleaners and Laundry attendants
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>

Convey information to workmates and the students inside the department

11. Other responsibilities assigned outside of the core responsibilities of the job:

N/A

12. Working Conditions:

Working Environment

Is exposed to disagreeable conditions. The jobholder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.

Job Hazards

Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

2.12 Laundry attendant I

1. Background Information			
Job Title: Laundry Attendant I	Job Level: JOOUST/ACCOM/o 17	Current Grade: 3	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Academic Affairs		Department/ Section/Unit: Accommodation	
Reports to: Janitor			
Direct Reports: N/A		Indirect Reports: N/A	
2. Purpose of the Job:			
To ensure availability of clean and presentable lines for use by the students The attendant also wash, iron, store and distribute clothes to their owners.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities: a) Ensure proper use and storage of laundry detergents .and equipment for use on requirement. b) Prepare laundry cleaning schedule to guide on daily operations at the laundry facility. c) Ensure cleanliness of the work area by sweeping, mopping and dusting. d) Wash, dry, iron and sort clothes assigned to maintain their neatness. e) Ensure that all laundry sinks are well scrubbed and the floor is mopped in time to prevent spread of diseases. f) Report on any breakages or spoilage of the washing machines to the immediate supervisor for replacement to ensure smooth running of the operations in the halls.			
4. Job Dimensions:			

Financial Responsibilities
N/A
Responsibility for physical assets
<ul style="list-style-type: none"> a) Cleaning detergents b) Cleaning equipment c) Protective wears
Nature of decision making
Operational decisions
5. Qualifications Knowledge and Skills:
Minimum level of academic qualifications required to perform effectively in the role
KCSE certificate
Minimum level of professional qualification required to perform effectively in the role
N/A
Minimum level of knowledge that would be regularly applied to the job
<ul style="list-style-type: none"> a) Knowledge of national languages-Kiswahili and English b) Knowledge of basic skills required to perform one type of manual work
Typical soft skills that would be regularly applied to the job (Attributes)
<ul style="list-style-type: none"> a) Communication skills b) Interpersonal skills c) Organizational skills d) Problem solving skills
Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role
N/A
6. Relevant Experience Required:
Minimum number of months or years of experience the jobholder is required to have to be appointed to the position
6 months of experience
7. Problem Solving:
Problems are generally resolved by reference to established procedures. However some limited flexibility is allowed. Problems clearly outside of established procedures are referred upwards.
8. Communication:

Communication/information the job holder needs to understand in order to perform the job:
a) Basic verbal instructions or requests b) Simple written instructions or requests c) Basic e-mail, fax or mail correspondence
Communication/information the job holder needs to carry out in order to perform the job:
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients d) Simple verbal instructions to other employees within the institution e) Basic e-mail, fax or mail correspondence
9. Sapiential Authority
Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).
•N /A
10. Influence:
Job holder's influence over practices, policies or strategy:
Is expected to come up with suggestions on improved practices
Job holders' influence over subordinates and colleagues:
N/A
Job holders' influence over people outside the directorate but within the institution and people outside the institution
Convey information to workmates and the students inside the department
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
Working Environment
Is exposed to disagreeable conditions. The jobholder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
Job Hazards
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

2.13 Laundry attendant II

1. Background Information			
Job Title: Laundry Attendant II	Job Level: JOOUST/ACCOM/o 18	Current Grade: 02	No. of Posts:
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Academic Affairs		Department/ Section/Unit: Accommodation	
Reports to: Janitor			
Direct Reports: N/A		Indirect Reports: N/A	
2. Purpose of the Job:			
To ensure clean and safe environment for both students and staff in the university facilities through cleaning, dusting and collection of the litters in and around all assigned areas within the university halls.			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities: a) Sweep all hostel corridors to remove dirt and ensure health environment for residents. b) Brush all swept corridor scuttling to remove dust c) Collect litter from the hostels compounds and clear any weed from the compound to ensure safe environment. d) Empty the dustbins from each hostel assigned to the rubbish pit to ensure safe environment and prevent breeding of harmful insects that can cause diseases to the residents. e) Wash all corridors in the hostels assigned, wash the dustbins and dry them on the sun f) Remove cobwebs to ensure clean environment and prevent spread of any diseases. g) Clean assigned bathrooms by scrubbing them to maintain cleanliness and safety for use by the students. h) Attend to the drainage tunnels within the hostel to maintain appropriate flow of waste for easy drainage. i) Ensure that all toilets are well flushed after use to maintain health and safety in the accommodation facilities. j) Ensure that all laundry sinks are well scrubbed and the floor is mopped in time to prevent spread of diseases. k) Report on any breakages or spoilage to the immediate supervisor for replacement to minimize complaints and ensure smooth running of the operations in the halls.			

4. Job Dimensions:
<i>Financial Responsibilities</i>
N/A
<i>Responsibility for physical assets</i>
a) Cleaning detergents b) Cleaning equipment c) Protective wears
<i>Nature of decision making</i>
Operational decision making
5. Qualifications Knowledge and Skills:
<i>Minimum level of academic qualifications required to perform effectively in the role</i>
KCSE certificate
<i>Minimum level of professional qualification required to perform effectively in the role</i>
N/A
<i>Minimum level of knowledge that would be regularly applied to the job</i>
a) Knowledge of national languages-Kiswahili and English b) Knowledge of basic skills required to perform one type of manual work
<i>Typical soft skills that would be regularly applied to the job (Attributes)</i>
a) Communication skills b) Interpersonal skills c) Organizational skills d) Problem solving skills
<i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i>
N/A
6. Relevant Experience Required:
<i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i>
3 years of experience
7. Problem Solving:
Problems are resolved by reference to established procedures. Problems outside of established procedures are referred upwards.

8. Communication:
<i>Communication/information the job holder needs to understand in order to perform the job:</i>
a) Basic verbal instructions or requests b) Simple written instructions or requests c) Basic e-mail, fax or mail correspondence
<i>Communication/information the job holder needs to carry out in order to perform the job:</i>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients d) Simple verbal instructions to other employees within the institution e) Basic e-mail, fax or mail correspondence
9. Sapiential Authority
<i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i>
N /A
10. Influence:
<i>Job holder's influence over practices, policies or strategy:</i>
Is expected to come up with suggestions on improved practices
<i>Job holders' influence over subordinates and colleagues:</i>
N/A
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
Convey information to workmates and the students inside the department
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to disagreeable conditions. The jobholder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<i>Job Hazards</i>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

2.14 Cleaner

1. Background Information			
Job Title: Cleaner	Job Level: JOOUST/ACCOM/o 18	Current Grade: 2	No. of Posts: 3
Institution: Jaramogi Oginga Odinga University of Science and Technology		College/ School / Faculty: N/A	
Directorate/Division: Academic Affairs		Department/ Section/Unit: Accommodation	
Reports to: Janitor			
Direct Reports: N/A		Indirect Reports: N/A	
2. Purpose of the Job:			
To ensure clean and safe environment for both students and staff in the university accommodation facilities through cleaning, dusting, collection of litter and proper disposal of waste			
3. Main Responsibilities of the Job:			
Research and Scholarship Responsibilities: N/A			
Learning and Teaching Responsibilities: N/A			
Community Service and Outreach Responsibilities: N/A			
Managerial Responsibilities: N/A			
Operational Responsibilities: <ul style="list-style-type: none"> a) Sweep all hostel corridors as assigned to remove dirt and ensure health environment for residents. b) Brush all swept corridor scuttling to remove dust c) Collect litter from the hostels compounds and clear any weed from the compound to ensure safe environment. d) Empty the dustbins from each hostel assigned to the rubbish pit to ensure safe environment and prevent breeding of harmful insects that can cause diseases to the residents. e) Wash all corridors in the hostels assigned, wash the dustbins and dry them in the sun f) Remove cobwebs to ensure clean environment g) Clean assigned bathrooms by scrubbing them to maintain cleanliness and safety for use by the students. h) Attend to the drainage tunnels within the hostel to maintain appropriate flow of waste for easy drainage. i) Ensure that all toilets are well flushed after use to maintain health and safety in the accommodation facilities. j) Ensure that all laundry sinks are well scrubbed and the floor is mopped in time to prevent spread of diseases. 			

k) Report on any breakages or spoilage to the immediate supervisor for replacement to minimize complaints and ensure smooth running of the operations in the halls.
4. Job Dimensions:
<i>Financial Responsibilities</i>
N/A
<i>Responsibility for physical assets</i>
a) Cleaning detergents b) Cleaning equipment c) Protective wears
<i>Nature of decision making</i>
Operational decisions
5. Qualifications Knowledge and Skills:
<i>Minimum level of academic qualifications required to perform effectively in the role</i>
KCSE Certificate
<i>Minimum level of professional qualification required to perform effectively in the role</i>
N/A
<i>Minimum level of knowledge that would be regularly applied to the job</i>
a) Knowledge of national languages-kiswahili and English b) Knowledge of basic skills required to perform one type of manual work
<i>Typical soft skills that would be regularly applied to the job (Attributes)</i>
a) Communication skills b) Interpersonal skills c) Problem solving skills
<i>Other requirements e.g. regulatory/statutory/Institutional required to comply with for appointment to this role</i>
N/A
6. Relevant Experience Required:
<i>Minimum number of months or years of experience the jobholder is required to have to be appointed to the position</i>
Entry position
7. Problem Solving:
Problems are resolved by reference to established procedures. Problems outside of established procedures are referred upwards.

8. Communication:
<i>Communication/information the job holder needs to understand in order to perform the job:</i>
a) Basic verbal instructions or requests b) Simple written instructions or requests c) Basic e-mail, fax or mail correspondence
<i>Communication/information the job holder needs to carry out in order to perform the job:</i>
a) Routine communication in connection with instructions, requests or normal work tasks b) Routine communication with employees of the institution or clients c) Basic explanation of services to employees of the institution or clients d) Simple verbal instructions to other employees within the institution e) Basic e-mail, fax or mail correspondence
9. Sapiential Authority
<i>Job holder's influence on practices, policies or strategy due to sapiential authority (the right to be listened to as a result of specialist expertise).</i>
N /A
10. Influence:
<i>Job holder's influence over practices, policies or strategy:</i>
Is expected to come up with suggestions on improved practices
<i>Job holders' influence over subordinates and colleagues:</i>
N/A
<i>Job holders' influence over people outside the directorate but within the institution and people outside the institution</i>
Convey information to workmates and the students inside the department
11. Other responsibilities assigned outside of the core responsibilities of the job:
N/A
12. Working Conditions:
<i>Working Environment</i>
Is exposed to disagreeable conditions. The jobholder has some exposure to heat, cold, dirt, noise and rainy weather conditions; dim or crowded surroundings; some time away from duty station through travel requirements. Some exposure to outdoor conditions.
<i>Job Hazards</i>
Moderate. Exposure to security threats and/or other injury could occur in the course of work. Minor accidents possible, such as cuts, bruises and strains but not usually involving lost time.

Final Signoff

	Name	Designation	Sign	Date
Head of Department				
Human Resource				

Fair pay for fair play