



# STAREHE GIRLS' CENTRE

## ADMINISTRATION OFFICER

### JOB DETAILS

|                                                    |                                                                                                                                                   |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Administration Officer- HR &amp; Operations</b> | <b>Supervisor:</b> Deputy Director – Partnerships & Resource Mobilization                                                                         |
| <b>Scope</b>                                       | <b>HR, Operations, Secretariat, Transport, Farm, Cateress, Kitchen, Bakery, Security, Maintenance, Boarding, Matrons, Healthcare, Chaplaincy,</b> |

**Job Location:** Nairobi

### I. JOB SUMMARY

Reporting to the **Deputy Director – Partnerships & Resource Mobilization (P&RM)**, the **Administration Officer** provides strategic and operational leadership for the Centre's Human Resources and administrative support services, overseeing the **Secretariat, Transport, Farm, Catering, Kitchen, Bakery, Security, Maintenance, Boarding, Matrons, Healthcare, and Chaplaincy** functions. The position plays a critical multidisciplinary role in ensuring the efficient, safe, compliant, and effective operation of the Centre's 24-hour residential environment by providing leadership in human resource management, staff welfare and performance, service delivery, facilities and asset management, health and safety, risk management, statutory compliance, financial accountability within assigned functions, and continuous operational improvement. Working closely with the Deputy Director, the Administration Officer fosters positive employee relations, identifies staffing and training needs, coordinates recruitment and staff development initiatives, strengthens cross-functional collaboration, and ensures that all operational services are integrated, responsive, and aligned with the Centre's strategic objectives, governance standards, and commitment to providing a high-quality learning and living environment for students and staff.

### II. KEY RESPONSIBILITIES

#### Duties and Key Performance Indicators (KPIs)

#### 1. Provide Strategic Leadership and Coordination of Administrative Services

##### Duties

- Provide overall leadership and coordination of all administrative and support service departments.
- Develop annual operational plans aligned with the institution's strategic plan.
- Ensure effective coordination among all departments.
- Monitor departmental performance and implement corrective actions.
- Promote continuous improvement and operational excellence.
- Prepare management reports on operational performance.

#### **KPIs**

- Annual operational plan implemented at **≥95%**.
- Quarterly departmental performance reviews completed.
- **90%** of departmental KPIs achieved.
- Management reports submitted on schedule.
- Year-on-year improvement in operational efficiency.

### **2. Human Resource Management and Operations**

#### **Duties**

- Supervise recruitment, induction, deployment and retention of staff.
- Oversee performance management.
- Ensure staff welfare programmes are implemented.
- Capacity Building by designing and executing professional development plans, soft-skills training pipelines, and workplace wellness initiatives for support staff departments.
- Manage employee relations and disciplinary processes.
- Ensure compliance with labour laws and HR policies.
- Promote a positive organizational culture.

#### **KPIs**

- Vacancies filled within approved timelines.
- **100%** staff receive annual performance appraisals.
- Staff turnover maintained below target.
- Training plan implemented at **90%**.
- Employee satisfaction improves annually.
- Zero successful labour disputes arising from procedural non-compliance.

### **3. Secretariat and Governance Services**

#### **Duties**

- Coordinate meetings of management committees.
- Guide the secretarial staff to prepare agendas and meeting documentation; pre and post meetings.
- Ensure timely preparation and circulation of minutes.
- Maintain statutory records.
- Track implementation of management decisions.
- Maintain confidential institutional records.

#### **KPIs**

- **100%** meetings supported effectively.
- Minutes circulated within **7 working days**.
- **90%** of resolutions implemented within agreed timelines.
- Zero loss of governance records.
- Compliance with governance requirements.

## **4. Transport and Fleet Management**

### **Duties**

- Oversee institutional fleet operations.
- Enforce a best practice vehicle movement register
- Ensure preventive vehicle maintenance.
- Supervise drivers.
- Monitor fuel consumption.
- Ensure transport safety and compliance of all drivers.
- Coordinate transport logistics.

### **KPIs**

- Vehicle availability maintained above **95%**.
- Preventive maintenance completed as scheduled.
- Fuel variance below approved threshold.
- Zero avoidable accidents.
- Driver compliance at **100%**.

## **5. Farm Operations**

### **Duties**

- Supervise crop and livestock operations.
- Develop annual farm production plans.
- Ensure proper utilization of farm resources.
- Monitor productivity.
- Promote sustainable farming practices.
- Maintain farm records including monthly reports.

### **KPIs**

- Farm production targets achieved.
- Reduction in production losses.
- Farm budget adhered to.
- Annual productivity improvement.
- Zero major disease outbreaks due to negligence.

## **6. Catering, Kitchen and Bakery Services**

### **Duties**

- Supervise catering operations.
- Ensure quality food production.
- Ensure nutritional standards are met.
- Oversee bakery production, ensure its operations are commercial and sustainable.
- Monitor hygiene standards.
- Control food costs.
- Supervise stock management.

### **KPIs**

- Food safety compliance at **100%**.
- Meal quality satisfaction above **90%**.
- Food wastage maintained below target.
- Zero food poisoning incidents.
- Kitchen inspections passed.

## **7. Security Services**

### **Duties**

- Oversee institutional security.
- Conduct security risk assessments.
- Supervise contracted security personnel.
- Coordinate emergency preparedness.
- Investigate security incidents.
- Ensure access control.

### **KPIs**

- Zero major security breaches.
- Security audits completed.
- Emergency drills conducted annually.
- Incident reports investigated within **48 hours**.
- Security compliance above **95%**.

## **8. Facilities and Maintenance Management**

### **Duties**

- Develop preventive maintenance schedules.
- Supervise maintenance staff.
- Manage repairs.
- Ensure utilities function efficiently.
- Oversee contractors.
- Maintain institutional assets.

### **KPIs**

- Preventive maintenance completed on schedule.
- Breakdown response within agreed SLA.
- Asset register updated.
- Building inspection compliance above **95%**.
- Reduced maintenance downtime.

## **9. Boarding Services**

### **Duties**

- Oversee boarding operations.
- Ensure a safe and conducive residential environment.
- Monitor boarding standards.

- Coordinate student welfare.
- Ensure compliance with safeguarding requirements.
- Supervise boarding staff.

#### **KPIs**

- Boarding inspections completed.
- Student satisfaction above **90%**.
- Zero serious safeguarding incidents.
- Compliance with boarding standards.
- Timely resolution of boarding concerns.

### **10. Matrons' Services**

#### **Duties**

- Supervise matrons.
- Ensure student welfare.
- Coordinate pastoral support.
- Monitor dormitory management.
- Ensure student safety.
- Promote discipline and wellbeing.

#### **KPIs**

- Student welfare issues addressed promptly.
- Dormitory inspections completed.
- Reduced disciplinary incidents.
- Positive boarding environment maintained.
- Performance appraisals completed.

### **11. Healthcare Services**

#### **Duties**

- Supervise health centre operations.
- Ensure adequate medical supplies.
- Coordinate preventive healthcare programmes.
- Manage referrals.
- Promote health education.
- Ensure compliance with health regulations.

#### **KPIs**

- Medical supplies available at all times.
- Health education programmes implemented.
- Response to medical emergencies within established timelines.
- Zero regulatory non-compliance.
- Annual health screening completed.

## **12. Chaplaincy and Pastoral Care**

### **Duties**

- Coordinate spiritual programmes.
- Promote values-based leadership.
- Support counselling services.
- Coordinate institutional worship.
- Support bereavement and crisis response.
- Promote ethical conduct.

### **KPIs**

- Spiritual programmes implemented.
- Student participation rates achieved.
- Counselling referrals managed promptly.
- Positive wellbeing indicators.
- Stakeholder satisfaction.

## **13. Budget and Resource Management**

### **Duties**

- Prepare departmental budgets.
- Monitor expenditure.
- Ensure prudent utilization of resources.
- Manage procurement planning.
- Monitor contracts.
- Promote cost efficiency.

### **KPIs**

- Budget variance within **±5%**.
- Procurement plans implemented.
- Cost savings achieved.
- Zero audit queries.
- Timely procurement.

## **14. Compliance, Risk and Quality Assurance**

### **Duties**

- Ensure compliance with institutional policies.
- Coordinate risk management.
- Conduct internal inspections.
- Ensure occupational safety.
- Support safeguarding implementation.
- Coordinate audits.

### **KPIs**

- Zero major compliance breaches.
- Risk register updated quarterly.
- Audit recommendations implemented.

- Safety inspections completed.
- Reduction in operational risks.

## 15. Reporting and Continuous Improvement

### Duties

- Prepare monthly operational reports.
- Analyze departmental performance.
- Recommend improvements.
- Implement quality initiatives.
- Benchmark administrative practices.

### KPIs

- Reports submitted on time.
- Continuous improvement initiatives implemented.
- Departmental performance improves annually.
- Stakeholder satisfaction above **90%**.

16. Undertake any other duties and responsibilities as may be assigned by the Deputy Director from time to time.

## III. ACADEMIC, PROFESSIONAL QUALIFICATIONS AND EXPERIENCE

The successful candidate should possess one or more of the following:

1. Bachelor's degree from an accredited university in Business Administration, Human Resource Management, Operations Management, Educational Leadership, or a related field.
2. Professional Qualifications (**Desirable**)
  - a) Certified Human Resource Professional (CHRP-K)
  - b) Higher Diploma in Human Resource Management
  - c) Certified Public Secretary (CPS-K)
  - d) Professional qualification in Governance or Corporate Administration
  - e) Leadership and Management Programme from a recognized institution
  - f) Project Management certification (e.g., PRINCE2, PMP, or equivalent)
  - g) Change Management certification
  - h) Training in Occupational Safety and Health (OSH)
  - i) Fire Safety and Emergency Response Training
  - j) Child Protection and Safeguarding Certification
  - k) Gender-Based Violence (GBV) Prevention and Response training

### 3. Registration and Membership

The candidate should:

- a) Be a registered member of the **Institute of Human Resource Management (IHRM Kenya)** and hold a valid practicing certificate where applicable.
- b) Be a member of a relevant professional body depending on qualifications (e.g., governance or management associations).
- c) Meet the requirements of **Chapter Six of the Constitution of Kenya**.

#### 4. Experience

The ideal candidate should have:

- a) At least **8–10 years** of progressively responsible experience in administration, human resource management, or institutional operations.
- b) At least **5 years** in a senior management or supervisory role.
- c) Demonstrated experience managing multiple operational departments simultaneously.
- d) Experience in a **boarding school, university, hospital, NGO, hospitality, or other large residential institution** would be an added advantage.
- e) Proven experience in strategic planning, policy implementation, budgeting, performance management, procurement oversight, and staff development.
- f) Demonstrable record of directly supervising diverse blue-collar and white-collar personnel across multiple sub-units (e.g., tech, facilities, transport).

#### 5. Technical Competencies

The candidate should demonstrate proficiency in:

- a) Human Resource Management
- b) Employment and Labour Laws of Kenya
- c) Performance Management Systems
- d) Employee Relations and Conflict Resolution
- e) Budgeting and Financial Control
- f) Risk Management
- g) Facilities and Asset Management
- h) Fleet and Transport Management
- i) Procurement processes
- j) Occupational Health and Safety
- k) Child Safeguarding
- l) Project Management
- m) ICT and Human Resource Management Information Systems (HRMIS)
- n) Report writing and data analysis

### IV. PERSONAL TRAITS AND ATTRIBUTES

#### Personal Attributes

The role requires an individual who demonstrates:

1. A natural leader with strong organisational skills and possess perceptible charisma and energy to inspire the confidence of Starehe's staff and other stakeholders.
2. High personal integrity, accountability and confidentiality
3. Strong strategic and systems thinking
4. Excellent leadership and people management skills
5. Sound judgement and decision-making
6. Emotional intelligence and resilience
7. Excellent communication and negotiation skills

8. Strong organizational and planning abilities
9. Problem-solving and analytical skills
10. Ability to manage multiple priorities under pressure
11. Collaboration and stakeholder management skills
12. Commitment to continuous improvement and service excellence
13. An inclusive team player demonstrating interactive engagement.
14. Commands presence demonstrates sound decision-making and judgement capabilities, integrity, resilience and is self-driven.
15. A vision and passion for providing quality service at all times.
16. Understanding, internalizing, own and fully commits to the mission of Starehe and ethos that define The Starehe Way and the essence of Starehe.
17. Uphold "the good name of Starehe" through engagement with the staff and key stakeholders including sponsors/donors, international and local partners, Alumni, Government officials or other institutions keen on engaging with Starehe.

## V. OVERALL KEY PERFORMANCE INDICATORS

The Administration Officer shall be evaluated on the metrics below at the intervals indicated:

| Performance Area                                   | KPI                        | Frequency |
|----------------------------------------------------|----------------------------|-----------|
| Achievement of Annual Operational Plan             | ≥95%                       | Quarterly |
| Departmental KPI Achievement                       | ≥90%                       | Quarterly |
| Budget Compliance                                  | ±5% variance               | Monthly   |
| Staff Performance Appraisals Completed             | 100%                       | Quarterly |
| Staff Satisfaction                                 | ≥85%                       | Quarterly |
| Student Satisfaction (Boarding & Support Services) | ≥90%                       | Quarterly |
| Food Safety Compliance                             | 100%                       | Monthly   |
| Vehicle Availability                               | ≥95%                       | Quarterly |
| Security Incidents                                 | Zero major breaches        | Monthly   |
| Preventive Maintenance Compliance                  | ≥95%                       | Monthly   |
| Audit Recommendations Implemented                  | ≥90%                       | Quarterly |
| Management Reports Submitted on Time               | 100%                       | Monthly   |
| Statutory and Regulatory Compliance                | 100%                       | Monthly   |
| Major Health & Safety Incidents                    | Zero preventable incidents | Quarterly |
| Operational Service Availability                   | ≥95%                       | Quarterly |

This framework reflects the responsibilities emphasizing leadership, governance, service quality, compliance, and efficient management of human, physical, and financial resources.

## **Application Process**

Interested and qualified candidates are encouraged to submit their applications by strictly following the specified steps. Submit your application by **3<sup>rd</sup> August 2026**.

### **Step 1: (Online Form)**

**Click** or **Press** the **Google Form** icon to fill the Data Form online.



### **Step 2: (Email Submission)**

Submit an application letter and a curriculum vitae that includes the contact information of three referees. Additionally, copies of your certificates, testimonials, copies of your ID, and your KRA PIN. Send all documents to **[recruitment@starehegirlscentre.co.ke](mailto:recruitment@starehegirlscentre.co.ke)**