

**JD 023 JOB DESCRIPTION FOR THE ASSISTANT MANAGER, CERTIFICATION****QMS – CERTIFICATION BODY – HEAD OFFICE NAIROBI**

<b>Job Title</b>	<b>Assistant Manager, System Certification</b>
<b>Grade</b>	KS 5
<b>Corporation/organization</b>	Kenya Bureau of Standards
<b>Directorate</b>	Standards Development
<b>Department</b>	Certification Body
<b>Division</b>	<ul style="list-style-type: none"><li>a. Quality Management System (QMS),</li><li>b. Food Safety Management System (FSMS),</li><li>c. Environmental Management System (EMS) &amp; Occupational health and safety Management System (OHSMS),</li><li>d. Information Security Management System (ISMS),</li><li>e. Personnel Certification (PC).</li><li>f. Systems Management Competence &amp; Business Development PC.</li></ul>
<b>Section / Unit</b>	<ul style="list-style-type: none"><li>a. Quality Management System (QMS) (Learning Institutions, Public Administration, &amp; other organizations),</li><li>b. Food Safety Management System (FSMS),</li><li>c. Environmental Management System (EMS) &amp; Occupational health and safety Management System (OHSMS),</li><li>d. Information Security Management System (ISMS),</li><li>e. Personnel Certification (PC) - (Audit Personnel, Welders &amp; Non-Destructive Testing).</li><li>f. Systems Management Competence &amp; Business Development PC.</li></ul>
<b>Location / Workstation</b>	KEBS Headquarters, Popo Road, Nairobi

<b>Reporting Relationships</b>	
<b>Reports to:</b>	Manager, Certification
<b>Direct reports:</b>	a. officers/senior/ principal Certification (16)
<b>Indirect Reports:</b>	a. N/A

<b>Job Purpose</b>
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The job Coordinates and is responsible for development and implementation of strategic objectives at the Certification Body by planning, organizing, supervising, coordinating and implementing the audit and certification schemes (QMS, FSMS, EMS, OHMS, ISMS, PC) in public and private sector in order to promote industry (services/products) competitiveness and increasing efficiency and effectiveness of its operations by providing internationally recognized conformity assessment service, based on adopted international standards and requirements in realization of sustainable development goals, Kenya vision 2030 and African Union Agenda 2063, Ensure protection of consumer health and safety in line with Article 46 (a, b & c) of the Constitution of Kenya 2010 and the Standards Act, CAP 496 Laws of Kenya:

## Key Responsibilities / Duties / Tasks

### Managerial / Supervisory Responsibilities

- a. Supervises implementation of identified Conformity Assessment Schemes in order to promote industry competitiveness through the provision of internationally recognized systems and per personnel certification services to organizations nationally and regionally;
- b. Supervises the analysis of the business environment and implementation of the competitive strategies for development of market driven certification schemes and increase uptake for achievement of sustainable development goals in the section;
- c. Coordinates in preparation of certification reports and Provides technical support/advise in decision making process on management system certification, personnel registration and communicates final decisions to applicants in the section;
- d. Coordinates system accreditation to adopted international standards - *KS ISO/IEC 17021 Conformity assessment - requirements for bodies providing audit and certification of management systems, KS ISO/TS 22003 food safety management systems – requirements for bodies providing audit and certification of food safety management systems, Food Safety System Certification - FSSC 22000 Scheme requirements and KS ISO/IEC 17024 Conformity assessment – requirements for bodies operating certification of persons* , for compliance purposes and improved international recognition;
- e. Articulates Kenya's position regionally and internationally in ISO committees on Standards, Metrology and Conformity Assessment to facilitate trade;
- f. Coordinates the negotiation on new certification projects to expand clients' base;
- g. Coordinates the development and update of the certifications process documentation to ensure effective and efficient implementation of the certification body processes;
- h. Supervises the Operationalize conformity assessment – system certification issues in other public institutions to build, support and sustain the national quality culture;
- i. Supervises the implementation of performance management and productivity improvement strategies in the division to increase the certifications market share;
- j. Supervises the development and implementation of certification strategies towards the achievement of KEBS Corporate Strategic Objectives;
- k. Coordinates the establishment, implementation, maintenance, monitoring, evaluation and improvement of Management systems certifications adopted by KEBS for the purpose of ensuring efficiency, effectiveness and sustained customer satisfaction; and

- I. Supervises and implements the establishment and implementation of business continuity strategies and projects to ensure resilience and sustainability of department's processes, products and services.

**Operational Responsibilities / Tasks**

- a. Undertakes Audits of client's management systems based on the relevant standards and prepares audit reports for consideration of the certification audit committee for decision making and maintain competence as an auditor;
- b. Supervises in the identification of staff competencies in the division through formal training programmes, mentorship, coaching, and on-the-job training to be able to deliver the sectional objectives;
- c. Coordinates uptake of Foundation for Food Safety Systems Certification (FSSC 22000) requirement's compliance to maintain and enhance food safety and security;
- d. Coordinates accreditation assessment (Food Safety System Certification - FSSC, Kenya Accreditation Service -KENAS and Dutch Accreditation Council - RVA) to maintain the certification body accreditation status for demonstration of competence and international recognition;
- e. Supervises identification and management of sectional human and physical resources to maximize contribution to the overall strategy of Kenya Bureau of Standards;
- f. Coordinates the uptakes of management systems certification issues in public and private institutions to build, support and sustain the national quality culture;
- g. Promotes the use and performance of the Total Quality Management (TQM) Software with the management system clients;
- h. Supervises the identification, monitoring of sectional risk management framework and submits reports to the manager;
- i. Participates in committee meetings and manage matters of the committee as assigned by the Chief Manager;
- j. Disseminates information to auditors/technical experts for knowledge transfer. Remove
- k. Coordinates evaluation of audit personnel on a continuous basis. and recommends further action;
- l. Undertakes Marketing and promotion of certification services of the certification body (CB) services;
- m. Supervises the evaluation of audit personnel on a continuous basis and makes decision on results of review;
- n. Recommends for Appointment of examiners/evaluators/auditors for personnel certification scheme;
- o. Appoints personnel certification scheme examiners/evaluators;
- p. Supervises Implementation of policies on personnel certification scheme and the established management system schemes to guide in performance of section functions;
- q. Evaluates and makes decision for certification of audit personnel, certification of client's management system;
- r. Develops and Implements the section work plans, budget, Medium Term Expenditure Framework, and procurement plans and evaluates their performance effectiveness through implementation and submit reports to manager;
- s. Coordinates review of the system certifications process documentation to ensure effective and efficient implementation of the certification body processes;

- t. Undertakes internal audits, departmental meetings and management reviews for purposes of performance improvement in the certification body;
- u. Supervises the preparation of proposals for clients in accordance with the guidance documents e.g., International accreditation Forum mandatory documents; and
- v. Assigns duties and approves leave to direct reports

#### **Job Dimensions:**

##### **Financial Responsibility:**

- a. Generates revenue of approximately KES 25 M per annum
- b. Implements resource mobilization strategies

##### **Responsibility for Physical Assets**

- a. Ensures prudent utilization of physical assets (Computer, workstation, phones and office Furniture's and Equipment) in the section/division.

##### **Decision Making:**

- a. Makes operational decisions and
- b. Makes financial decisions

##### **Working Conditions:**

- a. Works predominantly within the office.
- b. Expected travels within and outside the country

#### **Job Competencies (Knowledge, Experience and Attributes / Skills).**

##### **Academic Qualifications**

- a. Bachelor's Degree in Science, Technology, Engineering and mathematics (STEM), Humanities and Social sciences.

##### **Professional Qualifications / Membership to professional bodies**

- Registration with relevant professional body e.g.
- a. KEBS – Personnel Certification scheme,
  - b. National Quality Institute membership,
  - c. Kenya Institute of Management
  - d. Kenya Nutritionists and Dieticians Institute - KNDI
  - e. International register for certification auditors. - IRCA
  - f. Engineers Board of Kenya
  - g. Institution of Engineers of Kenya
  - h. Kenya Chemical society
  - i. Food Science and Technology Platform of Kenya.

**Previous relevant work experience required.**

A minimum period of eight (8) years relevant work out of which three (3) years' must have been in a supervisory capacity

**Functional Skills, Behavioral Competencies/Attributes:**

**Functional**

- a. Knowledge on management systems.
- b. International standards development Skills
- c. Information security management skills
- d. Management skills
- e. Proficient in utilization management systems software
- f. Presentation skills
- g. Financial management
- h. Project management skills
- i. Report writing
- j. Analytical skills

**Behavioural**

- a. Leadership skills
- b. Conflict resolution skills
- c. Counselling skills.
- d. Problem solving skills
- e. Time management skills
- f. Communication skills
- g. Interpersonal skills
- h. Negotiation skills