



**Kenya Bureau of
Standards**

Standards for quality life

JOB DESCRIPTION FOR CHIEF MANAGER, QUALITY ASSURANCE.

Job Reference: KEBS/HR/EXT/DEC-25/03

Job Title	Chief Manager, Quality Assurance
Grade	KS 3
Corporation/Organization	Kenya Bureau of Standards
Directorate	Quality Assurance and Inspection
Department	Quality Assurance
Division	N/A
Section / Unit	N/A
Location / Work Station	Kenya Bureau of Standards Head Office, Popo Road off Mombasa Road, Nairobi

Reporting Relationships	
Reports to	Director, Quality Assurance & Inspection
Direct Reports	<ul style="list-style-type: none"> a) Manager, Civil & Electrical b) Manager, Mechanical & Textile c) Manager, Chemical d) Manager, Food e) Manager, Agriculture & Beverage f) Manager, Product Certification
Indirect Reports	<ul style="list-style-type: none"> a) Assistant Manager, Civil b) Assistant Manager, Electrical c) Assistant Manager, Mechanical d) Assistant Manager, Textile e) Assistant Manager, Chemical f) Assistant Manager, Food g) Assistant Manager, Agriculture h) Assistant Manager, Beverage/Water i) Assistant Manager, Product Certification

Job Purpose
Provides strategic leadership in designing and implementation of conformity assessment systems based on approved specifications in inspection and certification of imported and locally manufactured products with a

business volume of approximately KES 2.5 Trillion¹. This is to facilitate local, regional and international trade and ease of doing business while safeguarding consumer health and safety, protection of environment in line with Articles 42, 43(a, b, c & d), 46 (a, b & c) of the Constitution of Kenya and the Standards Act (Cap 496 Laws of Kenya); and entrenchment of a culture of quality for the realization of Kenya's vision 2030, African Union Agenda 2063 and United Nations Sustainable Development Goals.

Articulates Kenya's position in Standardization, Metrology and Conformity Assessment (SMCA) and negotiates on behalf of Kenya at regional and international level to ensure that Kenyan products access international markets

Key Responsibilities/ Duties / Tasks

I. Managerial / Supervisory Responsibilities

- a) Provides leadership and is accountable for development and implementation of policies, strategies and programmes for conformity assessment systems based on approved specifications in inspection and certification of both imported and locally manufactured products for delivery of KEBS mandate and realization of KEBS vision of becoming a global leader in provision of standard-based solutions, Kenya Vision 2030, African Union Agenda 2063 and the United Nations Sustainable Development Goals (SDGs);
- b) Leads the implementation of product certification schemes in order to facilitate manufacturing, trade, protect environment and health and safety of the consumers;
- c) Provides leadership in designing and implementation and monitoring of conformity assessment systems based on approved specifications for certification of products to facilitate access to local, regional, and international markets whilst safeguarding health and safety of consumers and protection of the environment;
- d) Directs and is accountable for certification of both imported and locally manufactured products;
- e) Leads in risk profiling and analysis of locally manufactured products and advises on the implementation of strategies for the safeguarding of the health and safety of consumers;
- f) Oversees formulation of departmental objectives and strategies in line with KEBS Performance Contract and strategic plan that promote standardization in industry and commerce;
- g) Leads the execution of collaborations with industry stakeholders, regional and international bodies that are involved in the advancement of quality practices in order to realize mutually beneficial partnerships;
- h) Provides leadership and is responsible for the establishment and implementation of Departmental risk management framework to minimize risk for achievement of departmental objectives;
- i) Oversees development and implementation of departmental resource mobilization strategies ensure to increase revenue base and ensure financial sustainability;
- j) Leads in establishment, implementation, monitoring, evaluation and improvement of adopted Management systems in Quality Assurance Department for the purpose of ensuring efficiency, effectiveness, risk management and sustained customer satisfaction;
- k) Oversees development, implementation, monitoring, evaluation, and improvement of departmental business continuity strategies to ensure resilience and sustainability of Product Certification processes;
- l) Provides leadership and is responsible for development and implementation of departmental annual budget, medium term expenditure framework, procurement plans and workplan;
- m) Organizes and chairs inter-departmental fora to discuss quality improvements in the organization.
- n) Oversees performance management and productivity improvement in the Quality Assurance Department;

¹ Source KNBS Economic Survey 2020

<ul style="list-style-type: none"> o) Oversees appropriate and effective communication within the department and external stakeholders for effective service delivery and customer satisfaction; and p) Provides leadership in the identification of the Departmental resources both human and physical for the effective implementation and achievement of strategic objectives.
II. Operational Responsibilities / Tasks
<ul style="list-style-type: none"> a) Leads the development, implementation monitoring and evaluation of Product Certification schemes; b) Directs maintenance of product certification databases for providing information for decision making and market surveillance activities; c) Coordinates the development, implementation, Monitoring & Evaluation of performance targets and submits performance reports to the Director Quality Assurance & Inspection; d) Oversees and is responsible for drafting of NSC board and management papers in relation to Quality Assurance for review by the Director; e) Leads in the implementation of NSC Board resolutions in relation to Quality Assurance; f) Oversees development and implementation of annual Departmental budgets; g) Advises the Director Quality Assurance and Inspection on technical issues in relation to certification of products; h) Reviews and approves Departmental expenditure within their threshold; i) Directs the development of staff competencies in the departmental through formal training, mentorship, coaching and on-job the training to enable delivery of departmental objectives; and j) Allocates duties and approves leave for direct reports.

Job Dimensions:
I. Financial Responsibility
<ul style="list-style-type: none"> a) Generates revenue of approximately KES.200 Million per annum; b) Approves expenditures amounting to approximately KES 35 Million per annum; c) Oversees and is accountable for utilisation of resources in the Department; d) Oversees formulation and implementation of cost minimization and resource mobilization strategies;
II. Responsibility for Physical Assets
Responsible for the following physical assets in the Department: Laptops and desktop computers, Office furniture, Desk telephones, Printers, Photocopiers.
III. Decision Making / Job Influence
<p>Makes:</p> <ul style="list-style-type: none"> a) Strategic decisions for the department; b) Operational decisions for the department; and c) Financial decisions for the department.
IV. Working Conditions
<ul style="list-style-type: none"> a) The job is predominantly office based but involves travelling within and outside the country for oversight of the Product Certification functions, industry engagements forums and meetings; b) Occasional hostile working environment especially in the field and factory visits, occasional exposure to hazardous materials.

Job Competencies (Knowledge, Experience and Attributes / Skills).
Academic qualifications

<ul style="list-style-type: none"> i. Bachelor's Degree in Science, Technology, Engineering and Mathematics (STEM). ii. Relevant Masters Degree iii. Supervisory course lasting not less than two (2) weeks from a recognized institution. iv. Management Course lasting not less than four (4) weeks from a recognized institution. v. Leadership Course lasting not less than four (4) weeks from a recognized institution.
Professional Qualifications / Membership to professional bodies
a) Registration with any of the following Professional bodies e.g.: <ul style="list-style-type: none"> i. Engineers Board of Kenya; ii. Chemical society of Kenya; iii. Physics society of Kenya; iv. Food Nutrition and Dietetics Board; v. Computer Society of Kenya; vi. Kenya Institute of Management; vii. National Quality Institute or any other relevant body; and viii. Any other relevant professional body.
Previous relevant work experience required.
At least ten (10) years work experience in conformity assessment field out of which five (5) years must have been in a managerial position.

Functional Skills, Behavioural Competencies/Attributes:
Functional Skills <ul style="list-style-type: none"> a) Quality Inspection and Systems auditing Skills; b) Skills to apply Statistical quality control tools; c) Prosecution skills d) Negotiation skills; e) Project management skills; f) Financial management skills; g) Management skills; h) Information, communication, and technology skills; i) Leadership skills; j) Presentation skills; k) Report writing; and l) Analytical skills. Behavioural <ul style="list-style-type: none"> a) Counselling skills; b) Problem solving skills; c) Time management skills; d) Communication skills; and e) Interpersonal skills.