

STAFF TERMS OF REFERENCE

OFFICE ASSISTANT/DRIVER TOR

1. BACKGROUND

The Kenya Financial Sector Deepening (FSD) programme, FSD Kenya, was established in early 2005 to support the development of inclusive financial markets in Kenya. FSD understands financial inclusion as being about harnessing the power of markets to improve people's lives. Exceptional gains have been made in expanding inclusive finance in Kenya. FSD's strategy for the next five years seeks to contribute to the development of a financial system that increasingly delivers value for a green and inclusive digital economy while improving financial health and capability for women and micro and small enterprises. Drawing on a detailed understanding of market systems and a clear vision of the future, FSD looks to address identified systemic constraints and bring about large-scale and sustainable change. A broad range of partnership are core to FSD's work encompassing both the public and private sectors, the latter including commercial players and non-profits. The operational nature of these partnerships varies significantly and may involve FSD financing substantial programmes of activity, offering technical assistance, commissioning relevant research or FSD's technical team simply collaborating on issues of shared interest.

FSD is an independent Trust under the supervision of professional trustees, with policy guidance from a Programme Investment Committee (PIC). Finance is provided by development partners working with the Government of Kenya (GoK). Our current funders include the Bill & Melinda Gates Foundation, UK Aid's Foreign, Commonwealth and Development Office (FCDO), and the Swedish International Development Cooperation Agency (SIDA).

2. OBJECTIVE

The Office assistant (OA)/driver will be the key responsible custodian of FSD Kenya's vehicles and provide access to efficient transport, courier services and administrative support across the programme.

3. ROLE

Administrative delivery

- Provide safe and timely transport across the programme
- In liaison with the Office assistant/housekeeper develop schedule of transport for staff, consultants including field visits
- Ensure schedule of transport is strictly followed, resolve conflicts and escalate to the Procurement specialist/Operations manager (OM) lapses
- Provide banking and delivery services and ensure the tasks are prioritised and completed as required
- Where required coordinate procurement and disposal of vehicles
- Coordinate valuation of office vehicles and staff vehicles for purposes of insurance renewals
- Ensure vehicle logs are updated on completion of each journey and signed by the respective staff or consultant and submit for review by the Procurement Specialist on a weekly basis
- Seek approvals for self-drive from the OM or PMT and ensure proper hand over of vehicles on issuance or return

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Vehicle management and quality assurance	<ul style="list-style-type: none"> • Ensure FSD vehicles are always kept clean, tidy and in good working condition • Ensure safety of vehicles • Carry out routine and regular maintenance of the vehicles checking oils, breaks, water, batteries, tyres etc • In conjunction with the operations team arrange the servicing of vehicles in line with manufacture specifications • Ensure FSD vehicles are used in accordance with policies and procedures
Other operational support	<ul style="list-style-type: none"> • Where required undertake other operational work such as coordinating VAT exemption • Coordinating day-to-day procurement support as relates to administration
Stakeholder management	<ul style="list-style-type: none"> • Being a regular and sometimes first point of contact, ensure internal and external consultants are treated with professionalism and respect and that their concerns addressed in a timely manner

4. CONDUCT OF WORK

The OA/driver will work as a full-time member of the FSD Kenya team and report directly to the Operations manager. Given the core value of collaboration and cross-working, the OA/driver will support other colleagues including the CEO, COO, CPO, OM and other team members to achieve the programme objectives, ensure stewardship for the Trust's resources and adhere to policies and procedures.

The role requires full time physical presence with no opportunities for remote working unless under unanticipated or exogenous circumstances approved by the COO. Communication and collaboration are of paramount importance to the FSD team's effectiveness while successful flexible working requires close liaison with operations and project team members and the full adoption of FSD's technology-based communication tools. Guidelines for flexitime are set out in FSD's policies and procedures which should be strictly adhered to. Use of timesheet is mandatory and salaries will only be processed upon confirmation of updated timesheets by 20th of each month.

5. OUTCOMES AND DELIVERABLES

The OA/driver will be responsible offering timely and efficient transport, courier services and other administrative support across the programme. S/He must be flexible and adoptable and where required willing to put in long hours given the very demanding nature of the role. Given the close interaction with both internal and external stakeholders, the OA/driver will be required to project a strong professional image for FSD Kenya and be able to interact well with both internal and external stakeholders. S/He must ensure a well organised and smooth-running transport system that functions efficiently, avoiding wastage of resources and time.

FSD is managed on a strongly results based approach and each person is expected to deliver specific annual targets agreed with their team members and to support the strategy and business plan. The OA/driver will be an integral part of the Operations team and will closely work in collaboration with the rest of the FSD team to ensure the overall success of the FSD Kenya objectives. Programme and project reporting, as formally specified in the policies and procedures must be delivered on time and to the highest standards.

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6. MANDATORY, DESIRABLE REQUIREMENTS AND PERSONAL ATTRIBUTES

Mandatory requirements
Diploma or equivalent qualification in relevant field
At least 7 years' experience in a similar role within a reputable organisation
Clean and valid driving licence
Certificate of good conduct
Ability to communicate well in both written and spoken English
Good knowledge of MS Office Suite

Desirable
Experience working in the development field
Knowledge of donor policies and procedures
Ability to offer administrative or operational support beyond day-to-day driving

Personal attributes
Highly dependable and honest
Ability to interact well with both internal and external clients
Ability to prioritise against a set of demanding tasks

7. COMPETENCIES

FSD's programme is delivered by a small, multi-disciplinary team. While each member of the team will have specific roles to play in the programme, the following key competencies underpin our ability to deliver. At a minimum, the role is expected to have competencies at the Foundation level:

Initiative and decisiveness	Strong sense of engagement that leads to self-starting, taking initiative and acting decisively. Is engaged and self-starting
Innovation & value addition	Generates value-adding innovation through continuous improvement, idea generation and creativity. Adds value through improvements and good ideas
Drive for results	Strongly motivated to achieve goals and act with accountability to deliver quality results. Well organised, accountable and productive.
Thinking and problem analysis	Thinks clearly and intentionally in order to understand issues, solve problems and make good choices. Thinks ahead before acting.
Learning and resourcefulness	Possesses the personal resourcefulness to deal with difficult situations effectively and continually improve skills and knowledge. Is emotionally grounded and resourceful
Relationship building	Initiates and maintains positive relationships with others; discerning and appreciating the values, concerns and feelings of others. Understands and appreciates others, acting in a friendly, cooperative manner

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**Communication
and influencing**

Deliberately adjusts behaviour in order to address the feelings, needs and concerns of others; communicates clearly, confidently and appropriately to influence others. Is aware of personal impact on others and adjusts accordingly