

Vistari SEZ Limited - Job description

Job details	
Job title: Chief Corporate Services Officer	Line Manager title: Chief Executive Officer
Department: Corporate Services	Location: Eldoret, Kenya
Direct reports	
- Administration Manager - Corporate Communications Manager - IT Manager - Health & Safety - Human Resources - Supply Chain & Procurement	
Job summary	
The Chief Corporate Services Officer (CCSO) provides strategic leadership and oversight of all corporate support functions including Administration, Corporate Communications, Health & Safety (H&S), Human Resources (HR), Information Technology (IT) Supply Chain & Procurement , and to ensure efficient, compliant, and people-centered operations across the organisation. The role ensures that organisational systems, policies, and culture enable the achievement of strategic goals, operational excellence, and sustainability. As a key member of the Executive Leadership Team, the CCSO acts as a trusted advisor to the Chief Executive Officer and Board on governance, human capital, digital enablement, and corporate compliance ensuring that the Company's internal capacity matches its growth and transformation ambitions.	
Key roles and responsibilities	
Strategic Leadership & Governance - Provide strategic direction and oversight for all corporate service functions in line with the organisation's strategic plan. - Develop and implement corporate policies, frameworks, and systems to enhance operational efficiency and compliance. - Ensure alignment between corporate services strategy and organisational goals, including Administrative, Corporate Communications, H&S, HR, IT, and Supply Chain & Procurement functions. - Coordinate the preparation and submission of Board papers, corporate reports, and performance reviews. - Drive continuous improvement and operational excellence initiatives across all corporate service functions to enhance efficiency, productivity, and service delivery. - Champion innovation and change management to strengthen systems, accountability, and business resilience. Human Resources & Organisational Development - Lead the development and implementation of HR strategies covering workforce planning, recruitment, retention, and talent management. - Oversee performance management systems, staff development, and succession planning. - Drive employee engagement, culture transformation, and leadership capability-building initiatives. - Ensure compliance with labour laws, employment standards, and collective bargaining agreements. - Champion diversity, equity, inclusion, and a values-driven workplace culture. Administration, Facilities & Support Services - Oversee corporate administration, logistics, fleet management, facilities maintenance, and office services. - Ensure optimal management of assets, utilities, leases, and security arrangements across all locations. - Implement cost-effective administrative systems and service-level agreements with vendors and service providers. - Drive operational efficiency and sustainability initiatives in energy use, waste management, and occupational health. - Oversee workplace health, safety, and environmental (HSE) programs to ensure compliance with statutory requirements, promote safe work practices, and cultivate a safety-first culture.	

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- Lead continuous improvement in administrative and facilities processes through lean methods, automation, and service-level benchmarking.
- **IT & Digital Transformation**
 - Oversee the development and implementation of ICT strategy to support business operations and digital transformation.
 - Ensure data integrity, cybersecurity, and effective functioning of ERP and enterprise systems.
 - Collaborate with Finance and Technical Services to integrate technology solutions that enhance productivity and decision-making.
 - Lead automation and digitisation initiatives across HR, procurement, and corporate processes.
 - Leverage digital tools to streamline workflows, reduce transaction costs, and support data-driven decision-making.
- **Corporate Communications & Stakeholder Relations**
 - Lead the design and execution of the Company's corporate communications strategy, ensuring alignment with its vision, mission, and values. Safeguard the brand's integrity and consistency across all platforms, internal and external.
 - Develop and maintain a coherent corporate narrative, editorial calendar, and key message framework that support the CEO, Board, and leadership communications.
 - Oversee media relations, public affairs, and digital communication channels, including website, social media, and publications, to promote brand visibility and thought leadership.
 - Develop and maintain a crisis communication and incident-response plan. Coordinate communication with media, regulators, and the public during incidents in collaboration with Legal, HR, and HSE teams.
 - Partner with HR to design internal communication campaigns that reinforce culture, employee engagement, and organisational values.
 - Manage leadership communications, town halls, newsletters, and change announcements.
 - age stakeholder relationships with government agencies, regulators, industry associations, and community partners, ensuring proactive and transparent engagement.
 - Establish communication performance indicators (media sentiment, internal engagement rates, response time) and produce periodic reports to evaluate communication effectiveness.
 - Oversee planning and execution of corporate events, CSR initiatives, and industry participation to enhance the Company's reputation and stakeholder goodwill.
- **Financial Stewardship & Resource Management**
 - Champion cost containment and process efficiency across corporate services through zero-based budgeting, shared services models, and spend analytics.
 - Identify and implement cost-reduction opportunities without compromising service quality or compliance.
 - Ensure cost efficiency and value-for-money in HR, ICT, legal, and administrative operations.
 - Monitor and evaluate departmental performance against agreed financial and operational targets.
 - Collaborate with the CFO and other executives to align resource allocation with strategic priorities.
- **Continuous Improvement, Risk & Compliance**
 - Establish and oversee corporate performance dashboards and service delivery standards to drive accountability and continuous improvement.
 - Collaborate with Internal Audit, Risk & Compliance to ensure effective internal controls, policy compliance, and mitigation of operational risks.
 - Champion a culture of learning, innovation, and operational discipline across all support functions.
- **Leadership & Team Development**
 - Lead, mentor, and develop functional heads in HR, IT, Supply Chain & Procurement, H&S, Administration and Communications.
 - Foster cross-functional collaboration, innovation, and continuous improvement.
 - Build a high-performing, customer-focused corporate services team with strong service orientation.
 - Promote integrity, accountability, and ethical behaviour in all operations.

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• Compliance with Vistari's Corporate Systems

- Apply the highest standards of internal controls and risk management practices and behaviours and embed a positive risk and control culture.
- Demonstrate prudence, sound judgement, and appropriate and timely escalations in management of all types of risk (including fraud risk) applicable to the role.
- Promote and adhere to Vistari's core values and ensure compliance with organisational policies and procedures.
- Maintain zero tolerance to bribery, fraud, and corruption, and ensure the immediate reporting of any corruption or suspect behaviour that threatens Vistari's reputation.
- Adhere to safeguarding policies and procedures and immediately report any safeguarding concerns.
- Any other related responsibilities that may be assigned by the Line Manager from time to time.

Academic and professional qualifications

- Bachelor's degree in Business Administration or a related field.
- Master's degree in Business Administration (MBA), Strategic Management, or a related discipline is an added advantage.
- Demonstrated experience in managing multi-disciplinary teams and digital transformation.

Work experience

- Minimum of eighteen (18) years progressive experience, with at least ten (10) years in senior management overseeing corporate or shared services functions in manufacturing or industrial sectors.
- Good knowledge of ERP systems and audit software.

Technical skills and behavioural competencies

- **Strategic Leadership:** Ability to align corporate support functions with long-term business objectives.
- **Organisational Development Expertise:** Skilled in building capacity, culture, and leadership pipelines for growth.
- **Governance & Compliance:** Deep understanding of corporate governance, and policy oversight.
- **Digital Transformation:** Proficient in IT systems integration and leveraging technology for operational efficiency.
- **Financial Acumen:** Strong budget management, cost optimization, and performance monitoring capability.
- **People Leadership:** Excellent interpersonal and coaching skills with the ability to inspire and build high-performing teams.
- **Communication & Diplomacy:** Effective communicator with strong negotiation, presentation, and stakeholder engagement skills.
- **Change Management:** Experience in driving structural and cultural transformation in complex organizations.
- **Integrity & Professionalism:** Upholds ethical standards, confidentiality, and accountability.
- **Values and work ethic:** High integrity, ethical judgment, results-driven approach, and commitment to accountability.

Sign off

Job holder name:	Signature:	Date:
Line Manager name:	Signature:	Date:
Secondary Reviewer name:	Signature:	Date: