

Job description

Job details	
Job title: Executive Officer	Line Manager title: General Managers / Chief Officers
Grade:	Direct reports: None
Department: Corporate Services	Location: Eldoret
Job summary	
To provide high-quality, coordinated administrative and executive support to multiple members of the senior leadership team including General Managers and Chief Officers ensuring efficient management of schedules, meetings, communication, and documentation. The role operates as part of a shared service function, enabling effective planning, follow-up, and execution of executive priorities across departments. The role requires exceptional organizational skills, discretion, and multitasking ability to support several leaders concurrently while maintaining service excellence and confidentiality.	
Roles and responsibilities	
1. Executive and Administrative Support • Provide comprehensive secretarial and administrative assistance to multiple executives (GMs/Chief Officers). • Manage calendars, schedule meetings, and coordinate travel, accommodation, and logistics for assigned executives. • Prepare meeting materials, presentations, briefing notes, and correspondence. • Handle confidential documents with discretion and maintain organized filing systems (physical and digital). • Ensure the executives are briefed, prepared, and on schedule for key meetings and events.	
2. Coordination and Communication • Serve as the central coordination point for communication between executives, internal teams, and external partners. • Screen, prioritize, and route correspondence, calls, and inquiries for timely response or delegation. • Facilitate internal communication across departments to support information flow and alignment. • Draft, edit, and format letters, reports, and internal memos on behalf of assigned executives. • Support virtual and hybrid meeting logistics, including scheduling, invites, and minutes.	
3. Meeting Management and Documentation • Coordinate and prepare materials for departmental and cross-functional meetings. • Record and circulate accurate minutes, decisions, and action items; monitor follow-up status. • Maintain a shared tracking matrix for recurring and strategic meetings across supported departments. • Liaise with the CEO's Office and Senior Executive Assistant to align executive schedules and reporting timelines.	
4. Travel, Events, and Logistics • Arrange domestic and international travel itineraries, transport, and accommodation for multiple executives. • Coordinate logistics for conferences, trade fairs, and internal events involving leadership teams. • Process expense claims, per diems, and reimbursements in compliance with policy. • Support planning of leadership offsites, workshops, and staff engagement sessions.	
5. Information and Record Management • Maintain up-to-date databases of executive contacts, partners, and stakeholders.	

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- Support document management, tracking incoming/outgoing memos, reports, and approvals.
- Ensure safe custody and retrieval of confidential and historical records.
- Assist in the preparation and consolidation of monthly departmental reports for executive review.

6. Operational Efficiency and Continuous Improvement

- Streamline administrative processes to enhance efficiency across supported departments.
- Proactively identify and resolve bottlenecks in scheduling, document flow, or communication.
- Support implementation of digital tools for workflow, meeting management, and shared calendars.
- Participate in periodic reviews to improve shared service delivery standards.

7. Professionalism and Representation

- Represent the executives with professionalism, diplomacy, and confidentiality at all times.
- Maintain high personal and professional standards, punctuality, and responsiveness.
- Demonstrate a service-oriented attitude, teamwork, and commitment to organizational goals.

Academic and professional qualifications + Work experience

- Diploma or Bachelor's degree in Business Administration, Secretarial Studies, Management, Communication or a related field.
- Minimum of 5 years' administrative or executive assistant experience, supporting senior management.
- Proven experience managing multiple priorities and stakeholders simultaneously.
- Excellent proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and digital collaboration tools.
- Knowledge of records management, meeting coordination, and travel logistics in a corporate setting.

Technical skills and behavioural competencies

- Executive Support Proficiency - Strong multitasking skills to manage diverse administrative needs across multiple leaders.
- Organization & Time Management - Exceptional ability to prioritize, plan, and execute tasks efficiently.
- Communication Skills - Excellent verbal and written communication, drafting, and editing abilities.
- Confidentiality & Integrity - Discreet handling of sensitive company and personnel information.
- Interpersonal Effectiveness - Builds rapport with diverse teams and senior leaders with tact and diplomacy.
- Attention to Detail - Produces high-quality documents and correspondence with precision.
- Tech Savviness - Competent in digital tools for scheduling, virtual meetings, and document management.
- Team Collaboration - Works cooperatively within a shared service environment; flexible in reallocation of support priorities.
- Customer Orientation - Anticipates executive needs and delivers prompt, professional service.
- Composure Under Pressure - Maintains poise and problem-solving ability under tight deadlines.
- Continuous Improvement Mindset - Seeks and implements better ways of working, reducing redundancy and errors.

Sign off

Job holder name:	Signature: _____	Date: _____
Line Manager name:	Signature: _____	Date: _____
Counter-signing Quality Assuror (CQA) name:	Signature: _____	Date: _____