



NZOIA WATER SERVICES COMPANY LIMITED

Maji Safi Maisha Poa!!!

P.O Box 1010 - 50205
WEBUYE- KENYA

Phone: +254 0202060536

Fax:

Email: info@nzoiawater.or.ke

Website: www.nzoiawater.or.ke

1. Head of Commercial and Corporate Affairs-1post-Salary scale 13-14 - Employment contract of Five years

Reporting to the Managing Director

Support Staff

- Deputy Manager Commercial services
- Public Relations officer
- ICT Officer
- Officer, Water Services

Job Purpose (Role)

Reporting to the Managing Director, the Head of Commercial and Corporate Affairs ensures prudent management of commercial function and continuous improvement of customer service delivery and monitoring and reporting on implementation of the strategic plan. S/he also oversees all communications for the company, ensuring its message is consistent and engaging about media reports, press releases, and marketing materials.

Key Responsibilities

- i. Develops and oversees implementation of the business development strategy for the company to increase revenue base
- ii. Develops and oversees implementation of the Marketing strategy for the company
- iii. Ensure compliance to the statutory obligations as per the law, policies and procedures manual.
- iv. Develops and oversees implementation of the Communication strategy for the company
- v. Prepares and submits monthly, quarterly and annual reports for the department to the Board and ensure they are implemented to the later
- vi. Engages strategic public and private partners on commercial matters
- vii. Develop the departmental work plans, budget and performance contract/appraisal
- viii. Oversees all water services activities under the function including metering, billing and revenue collection
- ix. Responsible for physical assets assigned by the company in his custody
- x. Ensures provision of comprehensive commercial information systems, including up-to- date customer database



NZOIA WATER SERVICES COMPANY LIMITED

Maji Safi Maisha Poa!!!

P.O Box 1010 - 50205
WEBUYE- KENYA

Phone: +254 0202060536

Fax:

Email: info@nzoiawater.or.ke

Website: www.nzoiawater.or.ke

- xi. Oversees preparation of comprehensive departmental reports and budgets;
- xii. Oversees the Customer Experience and liaises with other functions in provision of quality service to customers including developing new innovations in service provision
- xiii. Oversees Carrying out customer surveys and propose improvements from feedback received
- xiv. Produces management reports in a timely manner
- xv. Participates in strategic planning and implementation.

Competencies and Critical Success Factors

1. Working with Others:

- (a) Team working: Recognizes and develops opportunities for team working at cross organizational level, driving improvements to the teams' outputs/service and developing colleagues within the teams
- (b) Customer Focus: Anticipates the needs of customers, seeking evidence of demand from the market(s) and from stakeholders. Seeks out and manages long-term relationships with stakeholders, develops strategic initiatives to ensure the delivery of a quality and valued service.
- (c) Communicating and influencing: Communicates and negotiates effectively with a range of stakeholders on complex matters that have future implications for the success of the organisation. Alert to internal and external dynamics of the organisation. Incorporates wider political factors into influencing strategy

2. Delivering Results

- (a) Making informed decisions: Identifies areas for development by reviewing current trends and data. Develops products, policy and strategy for the future. outputs/service and developing colleagues within the teams
- (b) Organisation Delivery: Adopts a long-term view and plans resources accordingly. Develops local strategy in support of the Strategic Plan and develops resourcing models to underpin implementation
- (c) Adaptability: Instigates and leads programmes of change, working in close collaboration with colleagues. Identifies resource implications of strategic developments and manages them accordingly

3. Focusing on the Future

- (a) Entrepreneurship and Commercial Focus: Keeps up to date with the factors influencing the commercial context of the organisation and actively seeks out opportunities for income generation, commercial



NZOIA WATER SERVICES COMPANY LIMITED

Maji Safi Maisha Poa!!!

P.O Box 1010 - 50205
WEBUYE- KENYA

Phone: +254 0202060536

Fax:

Email: info@nzoiawater.or.ke

Website: www.nzoiawater.or.ke

exploitation, and to ensure the organisation retains a competitive edge within the sector

- (b) Creativity and Innovation: Develops and implements new concepts, models, approaches to practice and products that have a significant impact on the longer-term success of the organisation. Drives strategic thinking.
- (c) Leading and Coaching: Takes responsibility for strategic developments sets standards and direction. Takes responsibility for developing talent and succession planning. Is a role model for others.

Communication /Contacts

Internal Contacts

- The Managing Director for instructions and guidance.
- Other Heads of Departments
- With departmental support staff by allocating duties and responsibilities to them and supervising their work performance
- All employees of the Organisation

Job Specification

Academic/ professional Qualifications/ Experience

- Bachelor's degree in Finance, Accounting, Economics, strategic management or any other Business-Related Field from a recognized institution;
- Masters in the relevant field is an added advantage
- CPA (K), ACCA or relevant professional qualifications
- Membership with the relevant professional body and in good standing
- **Seven (7) years** relevant working experience with at least **three (3) years** in a Senior Management position
- Management course lasting four weeks is an added advantage

2. Head of Risk and Internal Audit- 1 Post- Salary Scale 13-14

-Employment contract of Five years

Reporting functionally directly to the Audit and Risk committee of the board and administratively to the Managing Director

Support Staff

- Internal Auditors



NZOIA WATER SERVICES COMPANY LIMITED

Maji Safi Maisha Poa!!!

P.O Box 1010 - 50205
WEBUYE- KENYA

Phone: +254 0202060536

Fax:

Email: info@nzoiawater.or.ke

Website: www.nzoiawater.or.ke

- Audit Assistants

Job Purpose (Role)

Reporting to the Managing Director and Board Audit Committee, the Head of, Internal Audit and Risk shall be responsible for examining, evaluating and investigating the adequacy and effectiveness of management control systems and procedures of the Company and Subsidiary in order to strengthen internal controls in accordance with Company Policies and plans.

Key Responsibilities

- Ascertain the extent to which the system of internal control ensures compliance with the company's policies and procedures and State laws and regulations
- Develop a flexible annual audit plan using appropriate risk based methodology including any risks concerned as identified by the management.
- Ensure that approved audit plan is implemented including any special tasks or projects requested by the Audit and Risk committee and the MD . the requests by the CMT and the MD must comply with the laws, regulations, BKB policies and the Audit charter
- Carry out special audits and investigations as may be required from time to time and prepare reports of findings for the Board in case of ad hoc audit.
- Documentation of audit procedures, developing criteria , reviewing and analyzing evidence and documenting processes and procedures
- Analyze outcomes of audit activities, providing timely and accurate reports and following through to ensure that recommendations are considered and implemented in a timely manner
- Examine accounting systems and procedures in the company's department/sections to determine adequacy of internal controls/checks and recommend appropriate measures.
- Develop, in conjunction with management, a risk profile for each business unit within the company.
- Conduct risk assessments and recommend controls to be put in place to eliminate/mitigate those risks.
- Prepare the annual audit programme and ensuring that it is effectively and efficiently implemented



NZOIA WATER SERVICES COMPANY LIMITED

Maji Safi Maisha Poa!!!

P.O Box 1010 - 50205
WEBUYE- KENYA

Phone: +254 0202060536

Fax:

Email: info@nzoiawater.or.ke

Website: www.nzoiawater.or.ke

- xi. Prepare and submit quarterly board papers to the audit and Risk committee periodically to review internal audit activities against the audit plan.
- xii. Review and reporting on the accuracy, timeliness and relevance of the financial and other information
- xiii. Prepare the departmental performance contract, review staff performance appraisal and evaluation in the department
- xiv. Conducting appropriate governance and performance assessment exercises to streamline the company's performance and governance processes
- xv. Prepare and submit clear audit findings and annual reports.
- xvi. Assist the MD in execution of special and consulting assignments and carry out other related duties as assigned by the MD or Audit and Risk Committee.
- xvii. Consult with external auditors to ensure external audits and financial reporting systems are efficient and effective; provide optimal audit coverage of the company
- xviii. Ensure compliance to statutory requirements of the Audit and risk function as stipulated by the mandatory regulatory bodies.
- xix. Report the results of follow up implementation of external audit findings and recommendations

Competencies and Critical Success Factors

1. Working with Others:

- a) Team working: Recognizes and develops opportunities for team working at cross organizational level, driving improvements to the teams' outputs/service and developing colleagues within the teams
- b) Customer Focus: Anticipates the needs of customers, seeking evidence of demand from the market(s) and from stakeholders. Seeks out and manages long-term relationships with stakeholders, develops strategic initiatives to ensure the delivery of a quality and valued service.
- c) Communicating and influencing: Communicates and negotiates effectively with a range of stakeholders on complex matters, which have future implications for the success of the organization. Alert to internal and external dynamics of the organization. Incorporates wider political factors into influencing strategy



NZOIA WATER SERVICES COMPANY LIMITED

Maji Safi Maisha Poa!!!

P.O Box 1010 - 50205
WEBUYE- KENYA

Phone: +254 0202060536

Fax:

Email: info@nzoiawater.or.ke

Website: www.nzoiawater.or.ke

2. Delivering Results

- a) Making informed decisions: Identifies areas for development by reviewing current trends and data. Develops products, policy and strategy for the future. outputs/service and developing colleagues within the teams
- b) Organization Delivery: Adopts a long-term view and plans resources accordingly. Develops local strategy in support of the Strategic Plan and develops resourcing models to underpin implementation
- c) Adaptability: Instigates and leads programed of change, working in close collaboration with colleagues. Identifies resource implications of strategic developments and manages them accordingly

3. Focusing on the Future

- a) Entrepreneurship and Commercial Focus: Keeps up to date with the factors influencing the commercial context of the organization and actively seeks out opportunities for income generation, commercial exploitation, and to ensure the organization retains a competitive edge within the sector
- b) Creativity and Innovation: Develops and implements new concepts, models, approaches to practice and products that have a significant impact on the long-term success of the organization. Drives strategic thinking.
- c) Leading and Coaching: Takes responsibility for strategic developments sets standards and direction. Takes responsibility for developing talent and succession planning. Is a role model for others?

Communication /Contacts

Internal Contacts

- The Managing Director for instructions and guidance.
- Board Audit Committee
- Other Heads of Departments
- With departmental support staff by allocating duties and responsibilities to them and supervising their work performance

Job Specification

Academic/ Professional Qualifications/ Experience



NZOIA WATER SERVICES COMPANY LIMITED

Maji Safi Maisha Poa!!!

P.O Box 1010 - 50205
WEBUYE- KENYA

Phone: +254 0202060536

Fax:

Email: info@nzoiawater.or.ke

Website: www.nzoiawater.or.ke

- Bachelor's degree in Accounting/ Finance, Economics or business related field or relevant degree from a recognized institution
- Master's degree in a business related field will be an added advantage
- CPA (K), ACCA, or equivalent.
- A registered member of relevant professional body and in good standing
- Management course lasting at least 4 weeks will be an added advantage
- Seven (7) years relevant working experience with at least three (3) years in a Senior Management position/managerial experience

3. Senior Accountant - 1 post

Salary scale 9-10

- Permanent and Pensionable

Reporting lines

Reporting to the Head of Finance and Accounting

Support Staff

- Accountants
- Accounts Assistants
- Cashiers

Job Purpose (Role)

The jobholder plays a vital part in the company's financial management which includes all account reconciliations and reporting to necessary parties

Key Responsibilities

- i. Responds to financial inquiries by gathering, analysing, summarizing, and interpreting data.
- ii. Prepares company's quarterly and annual statements by assembling data.
- iii. Complies with the statutory tax filing requirements by studying regulations; adhering to requirements; advising management on required actions; calculating quarterly estimated tax payments; assembling data for quarterly and annual tax filings.
- iv. Provides financial advice by studying operational issues; applying financial principles and practices; developing recommendations.
- v. Prepares special reports by studying variances; preparing budgets; developing forecasts.



NZOIA WATER SERVICES COMPANY LIMITED

Maji Safi Maisha Poa!!!

P.O Box 1010 - 50205
WEBUYE- KENYA

Phone: +254 0202060536

Fax:

Email: info@nzoiawater.or.ke

Website: www.nzoiawater.or.ke

- vi. Preparing weekly cash flow statements, and controlling expenditure and cash flow
- vii. Develops and document business processes and accounting policies to maintain and strengthen internal controls
- viii. Summarizes and prepares financial status and transactions reports, including a profit and loss statement, and other necessary reports

Competencies and Critical Success Factors

Working with Others:

- (a) Team working: Contributes to team development, seeking and testing improvements to the team's outputs/service.
 - (b) Customer Focus: Works to identify customer needs. Seeks feedback and develops service delivery accordingly. Influences and develops ideas to enhance customer satisfaction.
 - (c) Communicating and influencing: Communicates information effectively to a wide range of diverse stakeholders, influencing events.
- 1) Delivering Results
- (a) Making informed decisions: Uses analyses, reports and data to test the validity of options and assess risk before taking decisions. Ensures optimum decisions are taken.
 - (b) Organisation Delivery: Plans time taking account of organisational priorities and other colleagues' work roles to achieve results.
 - (c) Adaptability: Responds positively to change, supporting others in managing transition and being flexible in approaches to job role. Is aware of own strengths and areas for development. Seeks feedback on own work.
- 2) Focusing on the Future
- (a) Entrepreneurship and Commercial Focus: Understands the financial context and budgets for expenditure and plans income accordingly.
 - (b) Creativity and Innovation: Seeks out, reviews and implements new ways of working to improve delivery of service
 - (c) Leading and Coaching: Builds a productive team environment. Delegates appropriate tasks and supports colleagues to deliver better results. Develops and coaches individuals to improve their skills. Takes responsibility for the team and manages performance.

Communication /Contacts

Internal Contacts

- Head of Finance and accounting
- Other Heads of Departments
- With departmental support staff by allocating duties and responsibilities to them and supervising their work performance



NZOIA WATER SERVICES COMPANY LIMITED

Maji Safi Maisha Poa!!!

P.O Box 1010 - 50205
WEBUYE- KENYA

Phone: +254 0202060536

Fax:

Email: info@nzoiawater.or.ke

Website: www.nzoiawater.or.ke

- Other employees as appropriate

Job Specification

Academic/ professional Qualifications/ Experience

- A Bachelor's Degree in Accounting, Finance or equivalent qualifications
- CPA (K)/ACCA or equivalent qualifications
- A registered member of ICPAK and in good standing
- Computer literate
- Five (5) years relevant working experience two of which should have been in a supervisory role

Interested applicants should submit their application letter, Curriculum vitae, copies of academic and professional certificates, National Identification card/Passport and any other relevant testimonials in **HARD COPY, sealed envelopes marked with Reference Number and the position applied**, by 13th October 2022 and addressed as shown below. Or may be deposited at Nzoia Water Services Company Limited Head Office – Webuye, opposite former Pan Paper Mills, Next to Masinde Muliro University (Webuye Branch) along Webuye – Eldoret/Bungoma road.

Shortlisted candidates will be required to provide the following documents during the interview; Certificate of good conduct, HELB clearance certificate, CRB clearance, Tax Compliance Certificate from KRA and EACC clearance.

**Managing Director
Nzoia Water Services Company Ltd
P.O. Box 1010- 50205
Webuye**