

Director Shared Services

Job Title:	Director Shared Services	Division:	N/A
Job Code:		Directorate:	Directorate of Shared Services
Reporting to:	Director General	Department:	N/A
Direct Reports:		Indirect Reports:	

Role Objective:

Oversee KFAS' support functions including HR, IT, and Administration and Engineering Services to ensure the timely provision and allocation of human and physical resources required for the Foundation to achieve its strategic goals and objectives whilst maintaining internal customer satisfaction.

Key Responsibilities & Accountabilities:

Strategic	<ol style="list-style-type: none"> 1. Assist in the development of the annual business plan for KFAS and ensure that the services provided by the Directorate enables the achievement of the business plan. 2. Define short-term and long-terms strategies for each Department within the Directorate of Shared Services in line with the KFAS strategy. 3. Coordinate with the Financial Affairs Directorate in the development of the annual budget for the Directorate of Shared Services; monitor and review the budget on a continual basis to ensure that it is adhered to. 4. Develop relevant policies and procedures pertaining to the Directorate of Shared Services. 5. Advise the Director General on how KFAS can attract, retain and develop its talent towards the achievement of KFAS' strategic objectives. 6. Assist KFAS in determining the feasibility of implementing special projects, establishing new centers and developing new programs based on the availability and capability of its resources (people, information technology etc.).
Operational	<ol style="list-style-type: none"> 1. Act as the primary liaison point between the Directorate of Shared Services and the Director General and the to ensure the provision and allocation of quality Shared Services to the Foundation. 2. Guide the Managers in executing their respective their responsibilities towards the achievement of the Directorate's goals and objectives as well as those of KFAS. 3. Establish and maintain relationships with external stakeholders, i.e., recruitment companies, KFAS Centers, Ministries, vendors/suppliers, for the achievement of KFAS' goals and objectives. 4. Direct all Human Resources activities including recruitment, compensation, career development, performance measurement, succession planning and training and development. 5. Direct all Administrative activities including security, preventative and corrective maintenance, mail room, office supplies and KFAS vehicles. 6. Direct all IT activities including application selection, implementation and support as well as network management and IT operation services. 7. Direct all AV activities including setting up of AV services for events and the utilization of AV equipment to promote or enhance KFAS activities. 8. Ensure the implementation of policies and procedures within each Department. 9. Reviews and approves all purchase orders for supply of stationary, equipment, fixed assets, cleaning and maintenance etc., in accordance with the delegation of authority.
People	<ol style="list-style-type: none"> 1. Establish the performance plans for direct subordinates including the Managers. 2. Guide Managers in establishing performance plans for their respective subordinates. 3. Participate in the identification of training and development initiatives for all employees within the Directorate of Shared Services. 4. Drive the engagement and satisfaction of all employees within the Directorate of Shared Services through holding periodic meetings to discuss the achievements of the Directorate of Shared Services and address any employee issues and/or concerns.

Key Interactions and Relationships:

Internal	<ol style="list-style-type: none"> 1. Board of Directors 2. Director General 3. All KFAS employees 	External	<ol style="list-style-type: none"> 1. Ministries 2. Consultants 3. Recruitment Agencies 4. Vendors/Suppliers 5. Contractors
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Education & Qualifications:

1. Masters in Business Administration (MBA)
2. Professional qualification in a field related to HR, IT or Engineering is preferred

Experience:

1. 15 years experience within a support service function or similar
2. Minimum of 5 years at a senior level

Competencies (Knowledge, Skills and Abilities):

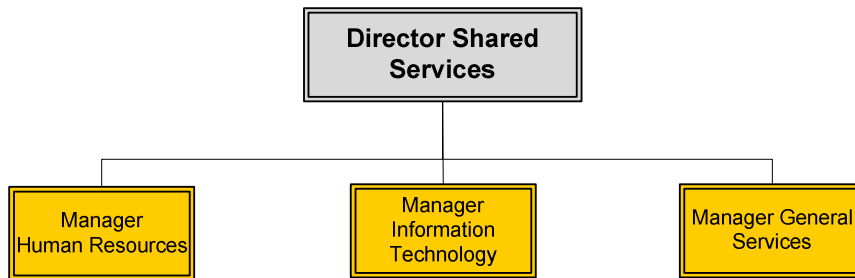
Leadership Competencies

- Organization Building and Resourcing
- Decision Making
- Driving and Managing Change
- Building Partnerships
- Visioning and Alignment

Techno-functional Competencies

- Strategic Planning
- Office Management
- Organization Development
- Technology Management
- Planning and Organizing

Organization Structure Extract:



Confirmation of Job Description:

Job incumbent

Director General

HR Representative

Date: _____

Date: _____

Date: _____