



REPUBLIC OF KENYA

OFFICE OF THE PRESIDENT

***Revised Scheme of Service
for
Reception Assistants and
Reception Officers***

December, 2002

**ISSUED BY THE PERMANENT SECRETARY/DIRECTOR OF PERSONNEL MANAGEMENT
OFFICE OF THE PRESIDENT**

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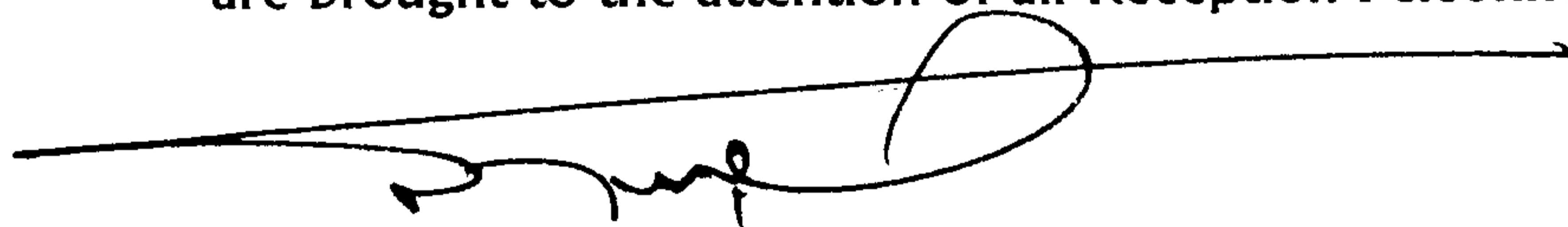
The Permanent Secretary,
Provincial Administration &
Internal Security,
Office of the President,
NAIROBI.

REVISED SCHEME OF SERVICE FOR RECEPTION ASSISTANTS AND RECEPTION OFFICERS

I am pleased to inform you that the Revised Scheme of Service for Reception Personnel which forms an appendix to this letter has been finalized and is ready for implementation with effect from 1st December, 2002.

The Scheme of Service establishes five (5) grades Reception Assistants and six (6) grades of Reception Officers and provides clear and concise job descriptions and specifications at all levels within the grading structure. Provision of these details will no doubt greatly assist in recruitment, deployment, retention and general development of the Reception Personnel.

Please take the necessary action and ensure that the provisions of the new Scheme are brought to the attention of all Reception Personnel.



**J.E.O.ONGWAE, EBS, OGW.,
PERMANENT SECRETARY/DIRECTOR
OF PERSONNEL MANAGEMENT**

REVISED SCHEME OF SERVICE FOR RECEPTION ASSISTANTS AND RECEPTION OFFICERS

1. AIMS AND OBJECTIVES

- (i) To provide for a well defined career structure which will attract and retain suitably qualified Reception Personnel in the Civil Service.
- (ii) To provide clearly defined job descriptions and specifications at all levels in the career structure which will ensure proper deployment and utilization of Reception Personnel.
- (iii) To establish standards for recruitment, training and advancement within the Scheme of Service on the basis of qualifications, merit and ability as reflected in work performance and results.
- (iv) To ensure appropriate career planning and succession management in the cadre.

2. ADMINISTRATION AND TRAINING SCOPE OF THE SCHEME

(a) Responsibility for Administration

The Scheme of Service will be administered by the Permanent Secretary, Provincial Administration and Internal Security, Office of the President, in conjunction with the Public Service Commission and in consultation with the Permanent Secretary/Director of Personnel Management. In administering the Scheme, the Permanent Secretary will ensure that the provisions of the Scheme are strictly observed for fair and equitable treatment of officers and that officers are confirmed in appointment on successful completion of their probation period.

(b) Training Scope

In administering the Scheme, the Permanent Secretary will ensure that appropriate training opportunities and facilities are provided to assist serving officers acquire the necessary additional qualifications/specialization and experience required for both efficient performance of their duties and advancement within the Scheme of Service. The officers should also be encouraged to undertake training privately for self development. In all matters of training, however, the Permanent Secretary administering the Scheme will consult the Permanent Secretary/Director of Personnel Management.

3. RECEPTION FUNCTION

The Reception Function entails maintenance of good public relations in Government Offices; issuing of visitors passes; receiving and directing VIPs/Visitors to relevant offices; organizing Government/State functions and programming sitting arrangements; receiving and ushering VIPs/guests during state functions; and preparing and updating Government guest list.

4. GRADING STRUCTURE AND SCOPE

(a) The Grading Structure

The Scheme of Service establishes five (5) grades of Reception Assistants and six (6) grades of Reception Officers who will be designated and graded as follows:-

Reception Assistants

Appendix 'A'

Designation	Job Group
Reception Assistant III	'E'
Reception Assistant II	'F'
Reception Assistant I	'G'
Senior Reception Assistant II	'H'
Senior Reception Assistant I	'J'

Reception Officers

Appendix 'B'

Designation	Job Group
Reception Officer III	'J'
Reception Officer II	'K'
Reception Officer I	'L'
Senior Reception Officer	'M'
Chief Reception Officer	'N'
Principal Reception Officer	'P'

Note: *The grades of Reception Assistant III II I, Job Groups 'E F G' and Reception Officer III II I, Job Groups "J K L" will form a common establishment for the purpose of this Scheme.*

(b) Conversion to the New Grading Structure

Serving Reception Assistants will adopt and convert to the new grades as follows:-

Designation	Job Group	Designation	Job Group
Reception Assistant III	‘D’	Reception Assistant III	‘E’
Reception Assistant II	‘E’	Reception Assistant II	‘F’
Reception Assistant I	‘F’	Reception Assistant I	‘G’
Senior Reception Assistant II	‘G’	Senior Reception Assistant II	‘H’
Senior Reception Assistant I	‘H’	Senior Reception Assistant I	‘J’

(c) Serving Officers

Serving officers will adopt and convert as appropriate to the new grading structure and designations as provided in the Scheme of Service though they may not be in possession of the requisite minimum qualifications and/or experience prescribed in the Scheme of Service for their present grades. However, for advancement within the career structure, officers must possess the prescribed minimum qualifications and/or experience required for advancement to higher grades.

5. PROVISION OF POSTS

A scheme of service does not constitute authority for creation of posts. Any additional posts required under the new grading structure provided in the Scheme of Service must be included in the establishment proposals for consideration and approval by the Permanent Secretary/Director of Personnel Management in the normal manner.

6. ENTRY INTO THE SCHEME OF SERVICE

(a) Direct Appointment

Direct appointment will normally be made in the grades of Reception Assistant III, Job Group ‘E’ and Reception Officer III, Job Group ‘J’ provided the candidate is in possession of the minimum qualifications stipulated for the grades. In exceptional cases, however, direct appointment may be made beyond these grades by the Public Service Commission on the recommendation of the Permanent Secretary, Provincial Administration and Internal Security, Office of the President and in consultation with the Permanent Secretary/Director of Personnel Management provided the

candidate is in possession of the minimum qualifications and experience required for appointment to that grade.

(b) Incremental Credit

Incremental credits for approved experience acquired after obtaining the prescribed minimum qualifications for the grade may be awarded at the rate of one increment for each completed year of approved experience provided the maximum of the scale is not exceeded. In awarding incremental credits, any period of service or experience stipulated as a basic requirement for appointment or promotion to a particular grade shall be excluded.

7. ADVANCEMENT WITHIN THE SCHEME

The Scheme of Service sets out the minimum qualifications and/or experience required for appointment or advancement from one grade to another. It is however, emphasized that these are the minimum requirements which entitle an officer to be considered for appointment or promotion. In addition, advancement from one grade to another will depend on:-

- (i) existence of a vacancy in the authorized establishment;
- (ii) merit and ability as reflected in work performance and results; and
- (iii) approval of the Public Service Commission.

8. RECOGNISED QUALIFICATIONS

The following are the recognized qualifications for the purpose of this Scheme of Service:-

- (i) Kenya Certificate of Secondary Education mean grade D+ or its equivalent with at least a C- in English;
- (ii) Reception Telephone Operator Course from a recognized institution lasting not less than one (1) month;
- (iii) A course in Customer Care and Effective Receptionist from a recognized institution lasting not less than one (1) month;
- (iv) A Supervisory Management Course from a recognized institution;

- (v) A Bachelors Degree in any of the Social Sciences from a recognized university;
- (vi) A Diploma in Public Relations/Hospitality Management from a recognized institution; and
- (vii) A Senior Management Course.

9. IMPLEMENTATION OF THE SCHEME

The Scheme of Service will become operational with effect from 1st December, 2002. On implementation, all serving officers will automatically become members of the Scheme.

10. JOB AND APPOINTMENT SPECIFICATIONS

RECEPTION ASSISTANTS

APPENDIX 'A'

I. RECEPTION ASSISTANT III, JOB GROUP 'E'

(a) Duties and Responsibilities

This is the entry and training grade for this cadre. An officer at this level will undergo an induction course on the reception function which should include basic knowledge in the fire fighting equipment. The officer will work under a more senior Reception Assistant and will be required to direct and guide visitors; issue visitors passes; and maintain good public relations in Government Offices.

(b) Requirements for Appointment

For appointment to this grade, a candidate must be in possession of the Kenya Certificate of Secondary Education mean grade "D+" or its equivalent with at least a C- in English.

II. RECEPTION ASSISTANT II, JOB GROUP "F"

(a) Duties and Responsibilities

Work at this level will entail maintaining good public relations in Government offices; directing visitors; arranging appointments for VIPs/visitors; assisting with sitting arrangements during Government/State functions; and providing any relevant information as may be required.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:-

- (i) served in the grade of Reception Assistant III for at least three (3) years;
- (ii) shown merit and ability in work performance and results; and
- (iii) sufficient knowledge of Government buildings, security procedures and be conversant with officers in offices within their area of operation.

III. RECEPTION ASSISTANT I, JOB GROUP 'G'

(a) Duties and Responsibilities

Duties and responsibilities at this level will essentially be similar to those of a Reception Assistant II. However, the officer will be deployed in areas with senior officers. An officer at this level may also be deputy to the officer in charge of a Ministry/Department where duties will involve assisting in coordination of reception activities and supervision and development of reception staff.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:-

- (i) served in the grade of Reception Assistant II for at least three (3) years;
- (ii) attended a one (1) month Reception/Telephone Operator Course from a recognised institution; and
- (iii) shown merit and ability as reflected in work performance and results.

IV. SENIOR RECEPTION ASSISTANT II, JOB GROUP 'H'

(a) Duties and Responsibilities

An officer at this level will be in charge of a Ministry/Department where duties and responsibilities will involve coordination of all reception activities in the Ministry/Department; supervision of Reception Assistants

working under him/her; and receiving and ushering VIPs/guests during State functions; liaising with the caretaker on matters of Government buildings' security and ensuring that fire fighting equipment and other facilities are in good working condition. The officer will also be expected to liaise with the desk officer in charge of the Ministry/Department at the Office of the President.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:-

- (i) served in the grade of Reception Assistant I for at least three (3) years;
- (ii) attended a course in Customer Care and Effective Receptionist from a recognized institution lasting for not less than one (1) month; and
- (iii) demonstrated professional competence in work performance and results.

V. SENIOR RECEPTION ASSISTANT I, JOB GROUP 'J'

(a) Duties and Responsibilities

An officer at this level will be deployed to head a busy Ministry/Department where work will entail coordination of reception activities. Specifically, duties and responsibilities will involve supervision and guidance of Reception Assistants working under him/her; liaison with the caretaker or other senior officers in matters of VIPs reception and security in the building; receiving and ushering VIPs/guests during Government/State functions; and liaising with the desk officer at the Office of the President on all reception matters affecting the Ministry/Department.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:-

- (i) served in the grade of Senior Reception Assistant II for at least three (3) years;
- (ii) attended a Supervisory Management Course; and
- (iii) demonstrated professional competence and administrative ability in work performance and results.

RECEPTION OFFICERS

Appendix 'B'

I. RECEPTION OFFICER III, JOB GROUP 'J'

(a) Duties and Responsibilities

This is the entry and training grade for university graduates. The officer will undergo an induction course in the reception function. Work at this level will entail assisting in the preparation and up-dating of Government guest list and receiving VIPs/guests during national and official Government celebrations and functions. The officer may also be assigned any other relevant duties from time to time.

(b) Requirements for Appointment

For appointment to this grade, a candidate must be in possession of a bachelors degree in any of the Social Sciences from a recognized university and have good communication skills.

II. RECEPTION OFFICER II, JOB GROUP 'K'

(a) Duties and Responsibilities

Duties and responsibilities at this level will entail assisting in preparing and updating Government guest list and receiving VIPs/guests during national and official Government celebrations and functions. In addition, the officer will be assigned a number of Ministries/Departments where duties and responsibilities will include handling all matters relating to reception work. The officer will also be expected to supervise and develop reception staff under his/her schedule.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:-

- (i) served in the grade of Reception Officer III for at least three (3) years;
- (ii) attended a supervisory management course; and
- (iii) demonstrated professional competence in work performance and results at that level.

OR

Officers serving at the grade of Senior Reception Assistant I may be considered for promotion to this grade provided they:-

- (i) have served in that grade for at least three (3) years;
- (ii) possess a Diploma in Public Relations/Hospitality Management from a recognized institution; and
- (iii) have demonstrated professional competence and administrative ability in work performance and results.

III. RECEPTION OFFICER I, JOB GROUP 'L'

(a) Duties and Responsibilities

Duties and responsibilities at this level will entail maintenance of an up-to-date Government guest list during national and official Government celebrations and functions, assisting in the preparation of sitting arrangements and ushering VIPs/visitors. The officer will also be assigned a number of Ministries/Departments where duties will include handling all matters relating to reception work and supervision and development of reception staff.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:

- (i) served in the grade of Reception Officer II for a at least three (3) years; and
- (ii) demonstrated professional competence and administrative ability as reflected in work performance and results.

IV. SENIOR RECEPTION OFFICER, JOB GROUP 'M'

(a) Duties and Responsibilities

Duties and responsibilities at this level will involve interpretation and organization of State functions; co-ordination of preparation of Government guest list in liaison with other Ministries/Departments involved in protocol; and implementation of Presidential reception programmes. In addition, an officer at this level will be assigned a number of Ministries/Departments

where duties and responsibilities will entail handling all reception issues arising from the schedule, including supervision and development of reception staff.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:-

- (i) served in the grade of Reception Officer I for at least three (3) years;
- (ii) attended a Public Relations Course/Hospitality Management from a recognized institution; and
- (iii) demonstrated professional competence and administrative ability in work performance and results.

V. CHIEF RECEPTION OFFICER, JOB GROUP 'N'

(a) Duties and Responsibilities

An officer at this level will be deputy to the Principal Reception Officer. Duties and responsibilities at this level will involve liaising and co-ordinating with other Ministries/Departments involved in protocol on reception matters; organization and implementation of reception programmes for State functions and work schedules for reception officers; and training and development of reception staff.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:-

- (i) served in the grade of Senior Reception Officer or a comparable and relevant position for at least three (3) years;
- (ii) attended a Management Course; and
- (iii) demonstrated outstanding professional competence and administrative ability in organization and implementation of State functions and general management of the reception function.

VI. PRINCIPAL RECEPTION OFFICER, JOB GROUP 'P'

(a) Duties and Responsibilities

The Principal Reception Officer will be the overall in-charge of all Government Reception Services in the Country. The Officer will liaise with Ministries/Departments on preparation and implementation of programmes on State functions; and also co-ordinate training and development of Reception Personnel.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:-

- (i) served in the grade of Chief Reception Officer or a comparable and relevant position for at least three (3) years;
- (ii) a Bachelors degree in any of the Social Sciences from a recognized university; and
- (iii) demonstrated outstanding professional and administrative competence in interpreting matters related to protocol and implementation of State reception programmes.