



REPUBLIC OF KENYA

*Revised Scheme of Service
for
Secretarial Personnel*

June, 2008

ISSUED BY THE PERMANENT SECRETARY
MINISTRY OF STATE FOR PUBLIC SERVICE
OFFICE OF THE PRIME MINISTER

REVISED SCHEME OF SERVICE FOR SECRETARIAL PERSONNEL

1. AIMS AND OBJECTIVES

- (i) To provide for a well defined career structure which will attract, motivate and facilitate retention of suitably qualified Secretarial Personnel in the Civil Service.
- (ii) To provide for clearly defined job descriptions and specifications with clear delineation of duties and responsibilities at all levels within the career structure to enable Secretarial Personnel understand the requirements and demands of their jobs.
- (iii) To establish standards for recruitment, training and advancement within the career structure on the basis of qualifications, merit and ability as reflected in work performance and results.
- (iv) To ensure appropriate career planning and succession management.
- (v) To harmonize the Grading Structure with the recommendations of the Job Evaluation.

2. ADMINISTRATION AND TRAINING SCOPE

(a) Responsibility for Administration

The Scheme of Service will be administered by the Permanent Secretary, Ministry of State for Public Service in conjunction with the Public Service Commission. In administering the Scheme, the Permanent Secretary will ensure that its provisions are strictly observed for fair and equitable treatment of staff and that officers are confirmed in appointment on successful completion of the probation period.

(b) Training Scope

In administering the Scheme, the Permanent Secretary, Ministry of State for Public Service 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. In addition, respective Permanent Secretaries will ensure that newly recruited officers as well as those joining from other Ministries/Departments are inducted for effective orientation. Officers should also be encouraged to undertake training privately for self-development.

3. THE SECRETARIAL FUNCTION

The Secretarial Function entails providing secretarial services in a given office in a Ministry/Department. This entails attending to enquiries; receiving and attending to clients; handling correspondence, office documents and equipments; recording dictation in shorthand; typewriting; processing data; maintaining office diary,

protocols, and travel itineraries; ensuring proper office layout; operating office equipment and machines; management of e-office; and ensuring security of office records, documents and equipment.

4. GRADING STRUCTURE AND SCOPE

(a) Grading Structure

The Scheme of Service establishes three (3) grades of Secretarial Assistants and eight (8) grades of Personal Secretaries who will be designated and graded as follows:-

SECRETARIAL ASSISTANTS

APPENDIX 'A'

Designation

Job Group

Secretarial Assistant II

'G'

Secretarial Assistant I

'H'

Senior Secretarial Assistant

'J'

PERSONAL SECRETARIES

APPENDIX 'B'

Designation

Job Group

Personal Secretary III

'H'

Personal Secretary II

'J'

Personal Secretary I

'K'

Senior Personal Secretary

'L'

Executive Secretary

'M'

Senior Executive Secretary

'N'

Principal Executive Secretary/
Assistant Director of Secretarial Services

'P'

Senior Assistant Director of Secretarial Services

'Q'

(b) Conversion to the new Grading Structure

Serving officers will adopt and convert to the new designations and grading structure as follows:-

SECRETARIAL ASSISTANTS

APPENDIX 'A'

Current Designation

Job Group

New Designation

Job Group

Copy Typist II

'G'

Secretarial Assistant II

'G'

Copy Typist I

'H'

Secretarial Assistant I

'H'

Senior Copy Typist

'J'

Senior Secretarial Assistant

'J'

PERSONAL SECRETARIES**APPENDIX 'B'**

Current Designation	Job Group	New Designation	Job Group
Short Hand Typist II	'H'	Personal Secretary III	'H'
Short Hand Typist I	'J'	Personal Secretary II	'J'
Personal Secretary II	'K'	Personal Secretary I	'K'
Personal Secretary I	'L'	Senior Personal Secretary	'L'
Senior Personal Secretary	'M'	Executive Secretary	'M'
Executive Secretary	'N'	Senior Executive Secretary	'N'
Snr. Executive Secretary/Assist.	'P'	Princ. Exec.Secretary/Assist.	'P'
Princ.Secret.Services Officer		Director of Secretarial Services	
Principal Secretarial Services Officer	'Q'	Senior Assistant Director of Secretarial Services	'Q'

(i) *The grades of Secretarial Assistant II/I, Job Groups 'G/H', Personal Secretary III/II, Job Groups 'H/J'(for Diploma holders) and Personal Secretary II/I, Job Groups 'J/K'(for Degree holders), will form a common establishment for the purpose of this Scheme of Service.*

(ii) *The posts of Assistant Director of Secretarial Services and Senior Assistant Director of Secretarial Services will be restricted to the Ministry of State for Public Service headquarters.*

(c) Serving Officers

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

5. PROVISION OF POSTS

A Scheme of Service does not constitute authority for creation of post(s). Any additional post(s) required under the new grading structure must be included in the Ministry's establishment proposals for consideration and approval by the Permanent Secretary, Ministry of State for Public Service in the normal manner.

6. ENTRY INTO THE SCHEME OF SERVICE

(a) Direct Appointment

Direct appointment will normally be made in the grades of Secretarial Assistant II, Job Group 'G', Personal Secretary III, Job Group 'H' and Personal Secretary II, Job Group 'J'. In exceptional cases, however, direct appointment may be made beyond these grades by the Public Service Commission on the recommendation of the Permanent Secretary, Ministry of State for Public Service, provided the candidate is in possession of the prescribed minimum qualifications and/or experience required for appointment to the grade.

(b) Incremental Credit

Incremental credit(s) 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 that the maximum of the scale is not exceeded. In awarding incremental credit(s), any period of service or experience stipulated as a basic requirement for appointment to a particular grade will be excluded.

7. ADVANCEMENT WITHIN THE SCHEME OF SERVICE

The Scheme of Service sets out the minimum qualifications and/or experience required for advancement from one grade to another. It is emphasized, however, that these are the minimum requirements which entitle an officer to be considered for appointment to the next grade. 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 of Kenya.

8. RECOGNIZED QUALIFICATIONS

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

- (i) Kenya Certificate of Secondary Education (KCSE), mean grade C- (minus) with at least C (plain) in English Language or its equivalent qualification from a recognized institution.
- (ii) The following qualifications from the Kenya National Examinations Council (KNEC):-
 - Typewriting Stages I, II and III/Computerised Document Processing I, II and III
 - Shorthand Stages II and III

- Office Practice Stages I and II
 - Business English Stages I, II and III/Communications I and II
 - Commerce Stages I and II
 - Secretarial Duties Stage II
 - Office Management Stage III/Office Administration and Management III
- (iii) Certificate in Computer Applications (Windows, Ms-Word, Ms-Excel, Ms-Access and Internet) from a recognized institution.
- (iv) Secretarial Management Course from the Kenya Institute of Administration (KIA) or any other Government Training Institution.
- (v) Diploma/Higher Diploma in Secretarial Studies from the Kenya National Examinations Council or equivalent qualifications from a recognized Institution.
- (vi) Bachelors Degree in Secretarial Studies or Bachelor of Business and Office Management or equivalent qualifications from a recognized Institution.
- (vii) Bachelors Degree in Social Sciences plus a Diploma in Secretarial Studies from a recognized institution.
- (viii) Relevant post graduate qualification from a recognized Institution.
- (ix) Any other qualifications that may be approved by the Permanent Secretary, Ministry of State for Public Service.

9. IMPLEMENTATION OF THE SCHEME

The Scheme of Service will become operational with effect from 16th April, 2008. On implementation, all serving officers will automatically become members of the Scheme.

10. JOB DESCRIPTIONS AND APPOINTMENT SPECIFICATIONS

SECRETARIAL ASSISTANTS

“APPENDIX A”

I. SECRETARIAL ASSISTANT II, JOB GROUP ‘G’

(a) Duties and Responsibilities

This is the entry and training grade for Secretarial Assistants. Duties and responsibilities at this level will entail: typing from manuscripts; processing data; operating office equipment; ensuring security of office equipment, documents and records; attending to visitors/clients; handling telephone calls and appointments; and undertaking other secretarial duties that may be assigned. The officer may be required to work for more than one officer or may be deployed in a typing pool.

(b) Requirements for Appointment

For appointment to this grade, a candidate must have:-

- (i) Kenya Certificate of Secondary Education mean grade C- (minus) with at least C (plain) in English Language or its equivalent qualification from a recognized institution;
- (ii) the following qualifications from the Kenya National Examinations Council:-
 - Typewriting II (minimum 40 w.p.m)/Computerised Document Processing II
 - Business English I/Communications I
 - Office Practice I
 - Commerce I; and
- (iii) a Certificate in Computer Applications (Windows, Ms-Word, Ms-Excel, Ms-Access and Internet) from a recognized Institution.

II. SECRETARIAL ASSISTANT I, JOB GROUP 'H'

(a) Duties and Responsibilities

Duties and responsibilities at this level will entail typing from manuscripts; processing data; operating office equipment; ensuring security of office equipment, documents and records; attending to visitors/clients; handling telephone calls and appointments; and undertaking any other secretarial duties that may be assigned. The officer may be required to work for more than one officer or may be deployed in a typing pool.

(b) Requirements for Appointment

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

- (i) served in the Grade of Secretarial Assistant II or any other relevant and comparable position in the Public Service for a minimum period of three (3) years;
- (ii) the following qualifications from the Kenya National Examinations Council:-
 - Typewriting II (minimum 40 w.p.m)/Computerised Document Processing II
 - Business English II/Communications I
 - Office Practice I
 - Secretarial Duties II
 - Commerce II; and
- (iii) a Certificate in Computer Applications (Windows, Ms-Word, Ms-Excel, Ms-Access and Internet) from a recognized institution.

III. SENIOR SECRETARIAL ASSISTANT, JOB GROUP ‘J’

(a) Duties and Responsibilities

Duties and responsibilities at this level will entail typing from manuscripts; processing data; operating office equipment; ensuring security of office equipment, documents and records; attending to visitors/clients; handling telephone calls and appointments; and undertaking any other secretarial duties that may be assigned. An officer at this level may be required to work for more than one officer or may be deployed to be In-Charge of a typing pool.

(b) Requirements for Appointment

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

- (i) served in the grade of Secretarial Assistant I or any other relevant and comparable position in the Public Service for a minimum period of three (3) years;
- (ii) the following qualifications from the Kenya National Examinations Council:-
 - Typewriting III (minimum 50 w.p.m)/Computerised Document Processing III
 - Business English III/Communications II
 - Commerce II
 - Secretarial Duties II
 - Office Management III/Office Administration and Management III; and
- (iii) a Certificate in Computer Applications (Windows, Ms-Word, Ms-Excel, Ms-Access and Internet) from a recognized Institution.

PERSONAL SECRETARIES

APPENDIX ‘B’

I. PERSONAL SECRETARY III, JOB GROUP ‘H’

(a) Duties and Responsibilities

Duties and responsibilities at this level will entail: recording dictation in shorthand and transcribing it in typewritten form; processing data; management of e-office; ensuring security of office records, documents and equipment; operating office equipment; management of office protocol; managing office petty cash; handling telephone calls and appointments; and undertaking any other secretarial duties that may be assigned. An officer at this level may be required to work for more than one officer.

(b) Requirements for Appointment

For appointment to this grade, a candidate must have:-

- (i) Kenya Certificate of Secondary Education, mean grade C- (minus) with at least C (plain) in English Language or its equivalent qualification from a recognized institution;
- (ii) the following qualifications from the Kenya National Examinations Council:-
 - Typewriting III (50 w.p.m.)/Computerised Document Processing III
 - Shorthand II (80 w.p.m.)
 - Business English II/Communications I
 - Office Practice II
 - Secretarial Duties II
 - Commerce II
 - Office Management III/Office Administration and Management III;

OR

a Diploma/Higher Diploma in Secretarial Studies from the Kenya National Examinations Council (KNEC) or equivalent qualifications from a recognized Institution; and

- (iii) a Certificate in Computer Applications (Windows, Ms-Word, Ms-Excel, Ms-Access and Internet) from a recognized Institution.

Note: *Serving Secretarial Assistants who acquire qualifications for higher grades shall be considered for appointment to this grade.*

II. PERSONAL SECRETARY II, JOB GROUP ‘J’

(a) Duties and Responsibilities

Duties and responsibilities at this level will entail: recording dictation in shorthand and transcribing it in typewritten form; typing from drafts, manuscripts or recording from dictation machines; processing data; management of e-office; operating office equipment; management of office protocol; managing office petty cash; handling telephone calls and appointments; ensuring security of office records, documents and equipments; and undertaking any other secretarial duties that may be assigned. An officer at this level may be required to work for more than one officer.

(b) Requirements for Appointment

Direct Appointment

For direct appointment to this grade, a candidate must have:-

- (i) a Bachelors Degree in Secretarial Studies or a Bachelor of Business and Office Management or equivalent qualifications from a recognized Institution; and
- (ii) a Certificate in Computer Applications (Windows, Ms-Word, Ms-Excel, Ms-Access and Internet) from a recognized Institution.

Promotion

For promotion to this grade, an officer must have:

- (i) served in the grade of Personal Secretary III or Secretarial Assistant I or any other relevant and comparable position in the Public Service for a minimum period of three (3) years;
- (ii) the following qualifications from the Kenya National Examinations Council:-
 - Shorthand III (100 w.p.m.)
 - Typewriting III (50 w.p.m.)/Computerised Document Processing III
 - Office Management III/Office Administration and Management III
 - Business English III/Communication II
 - Secretarial Duties II
 - Office Practice II
 - Commerce II

OR

a Diploma/Higher Diploma in Secretarial Studies from the Kenya National Examinations Council or equivalent qualifications from a recognised institution; and

- (iii) a Certificate in Computer Applications (Windows, Ms-Word, Ms-Excel, Ms-Access and Internet) from a recognized institution.

III. PERSONAL SECRETARY I, JOB GROUP 'K'

(a) Duties and Responsibilities

Duties and responsibilities at this level will entail: recording dictation in shorthand and transcribing it in typewritten form; typing from drafts, manuscripts or recording from

dictation machines; processing data; operating office equipment; attending to visitors/clients; handling telephone calls and appointments; ensuring security of office records, equipment and documents, including classified materials; preparing responses to simple routine correspondence; and undertaking other secretarial duties that may be assigned. An officer at this level may be required to work for more than one officer.

(b) Requirements for Appointment

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

- (i) served in the grade of Personal Secretary II or Senior Secretarial Assistant or any other relevant and comparable position in the Public Service for a minimum period of three(3) years;
- (ii) a Bachelors Degree in Secretarial Studies or a Bachelor of Business and Office Management or equivalent qualifications from a recognized institution;

OR

the following qualifications from the Kenya National Examinations Council:-

- Shorthand III (minimum 100 w.p.m)
- Typewriting III (50 w.p.m.)/Computerised Document Processing III
- Business English III/Communications II
- Office Practice II
- Commerce II
- Office Management III/Office Administration and Management III
- Secretarial Duties II;

OR

a Diploma/Higher Diploma in Secretarial Studies from the Kenya National Examinations Council or equivalent qualifications from a recognized institution; and

- (iii) a Certificate in Computer Applications (Windows, Ms-Word, Ms-Excel, Ms-Access and Internet) from a recognized institution.

IV. SENIOR PERSONAL SECRETARY, JOB GROUP ‘L’

(a) Duties and Responsibilities

An officer at this level will be deployed in a Section Head’s office and may be required to work for more than one officer. Duties and responsibilities at this level will entail recording dictation in shorthand and transcribing it in typewritten form; typing from drafts, manuscripts or recording from dictation machines; processing data; operating office equipment; attending to visitors/clients; handling telephone calls and appointments; ensuring security of office records, equipment and documents, including classified materials; preparing responses to simple routine correspondence; and undertaking any other secretarial duties that may be assigned. In addition, the officer will guide and supervise junior secretarial personnel.

(b) Requirements for Appointment

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

- (i) served in the grade of Personal Secretary I or any other relevant and comparable position in the Public Service for a minimum period of three (3) years;
- (ii) a Bachelors Degree in Secretarial Studies or a Bachelor of Business and Office Management or equivalent qualifications from a recognized institution;

OR

the following qualifications from the Kenya National Examinations Council:

- Shorthand III (minimum 110 w.p.m.)
- Typewriting III (50 w.p.m.)/Computerised Document Processing III
- Business English III/Communications II
- Commerce II
- Office Management III/Office Administration and Management III, and
- Secretarial Duties II;

OR

a Diploma/Higher Diploma in Secretarial Studies from the Kenya National Examinations Council or its equivalent qualifications from a recognized institution;

- (iii) a Certificate in Computer Applications (Windows, Ms-Word, Ms-Excel, Ms-Access and Internet) from a recognized institution; and
- (iv) shown merit and ability as reflected in work performance and results.

V. EXECUTIVE SECRETARY, JOB GROUP ‘M’

(a) Duties and Responsibilities

An officer at this level will be deployed to work for a Head of Department. Duties and responsibilities will entail recording dictation in shorthand and transcribing it in typewritten form; typing from drafts, manuscripts or recording from dictation machines; processing data; operating office machines; attending to visitors/clients; handling telephone calls and appointments; ensuring security of office records, equipment and documents, including classified materials; and preparing responses to simple routine correspondence. In addition, an officer at this level will guide and supervise junior secretarial staff and handle other issues relating to the secretarial cadre in a Ministry/Department.

(b) Requirements for Appointment

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

- (i) served in the grade of Senior Personal Secretary or any other relevant and comparable position in the Public Service for a minimum period of three (3) years;
- (ii) a Bachelors Degree in Secretarial Studies or a Bachelor of Business and Office Management or equivalent qualifications from a recognized institution;

OR

the following qualifications from the Kenya National Examinations Council:

- Shorthand III (minimum 120 w.p.m.)
- Typewriting III (50 w.p.m.) / Computerised Document Processing III
- Business English III/Communication II
- Commerce II
- Office Management III/Office Administration and Management III
- Secretarial Duties II;

OR

a Diploma/Higher Diploma in Secretarial Studies from the Kenya National Examination Council or equivalent qualifications from a recognized institution;

- (iii) a Certificate in Computer Applications (Windows, Ms-Word, Ms-Excel, Ms-Access and Internet) from a recognized institution; and
- (iv) shown merit and ability as reflected in work performance and results.

VI. SENIOR EXECUTIVE SECRETARY, JOB GROUP ‘N’

(a) Duties and Responsibilities

An officer at this level will be deployed in either the Office of the Minister, Permanent Secretary/Accounting Officer or Chief Executive where duties and responsibilities will entail drafting letters; recording dictation in shorthand and transcribing it in typewritten form; typing from drafts, manuscripts or recording from dictation machines; processing data; operating office equipment; attending to visitors/clients; handling telephone calls and appointments; ensuring security of office records, documents and equipment; and effective management of office protocol and media issues. In addition, an officer at this level will guide and supervise secretarial staff and also handle other issues relating to the Secretarial Cadre in a Ministry/Department.

(b) Requirements for Appointment

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

- (i) served in the grade of Executive Secretary or any other relevant and comparable position in the Public Service for a minimum period of three (3) years;
- (ii) a Bachelors Degree in Secretarial Studies or a Bachelor of Business and Office Management or equivalent qualifications from a recognized institution;

OR

the following qualifications from the Kenya National Examinations Council:-

- Shorthand III (minimum 120 w.p.m.)
- Typewriting III (50 w.p.m.)/Computerised Document Processing III
- Business English III/Communications II
- Commerce II
- Office Management III/Office Administration and Management III
- Secretarial Duties II;

OR

a Diploma/Higher Diploma in Secretarial Studies from the Kenya National Examinations Council or equivalent qualifications from a recognized institution;

- (iii) attended a Secretarial Management Course from the Kenya Institute of Administration, or any other Government Training Institution;

- (iv) a Certificate in Computer Applications (Windows, Ms-Word, Ms-Excel, Ms-Access and Internet) from a recognized institution; and
- (v) demonstrated professional competence in management of secretarial services.

VII. PRINCIPAL EXECUTIVE SECRETARY/ASSISTANT DIRECTOR OF SECRETARIAL SERVICES, JOB GROUP ‘P’

(a) Duties and Responsibilities

A Principal Executive Secretary will be deployed in either the Office of the Permanent Secretary/Secretary to the Cabinet and Head of the Public Service or any other office with similar responsibilities. Duties and responsibilities will entail: drafting letters; recording dictation in shorthand and transcribing it in typewritten form; typing from drafts, manuscripts or recording from dictation machines; processing data; operating office equipment; attending to visitors/clients; handling telephone calls and appointments; ensuring security of office records, equipment and documents; and effective management of office protocol and media issues. In addition, the officer will guide and supervise secretarial staff in lower grades.

The position of Assistant Director of Secretarial Services will be restricted to the Ministry of State for Public Service Headquarters. An officer at this level will deputize the Senior Assistant Director of Secretarial Services in the management and overall coordination of Secretarial Services in the Civil Service. Specific duties and responsibilities at this level will entail maintaining up-to-date records of secretarial personnel; assisting in management of postings and deployments of secretarial staff and facilitating their training.

(b) Requirements for Appointment

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

- (i) served in the grade of Senior Executive Secretary or any other comparable and relevant position in the Public Service for a minimum period of three (3) years;
- (ii) a Bachelors Degree in Secretarial Studies or a Bachelor of Business and Office Management or equivalent qualifications from a recognized Institution;

OR

a Bachelors Degree in Social Sciences plus a Diploma in Secretarial Studies from the Kenya National Examinations Council or equivalent qualifications from a recognized Institution;

OR

a Bachelors Degree in Social Sciences plus the following qualifications from the Kenya National Examinations Council:-

- Shorthand III (minimum 120 w.p.m.)
- Typewriting III (50 w.p.m.)/Computerised Document Processing III
- Business English III/Communications II
- Commerce II
- Office Management III/Office Administration and Management III
- Secretarial Duties II;

- (iii) a Certificate in Computer Applications (Windows, Ms-Word, Ms-Excel, Ms-Access and Internet) from a recognized institution;
- (iv) attended a Secretarial Management Course from the Kenya Institute of Administration or any other Government Training Institution;
- (v) excellent interpersonal communication skills; and
- (vi) demonstrated outstanding professional competence in management of secretarial services.

VIII. SENIOR ASSISTANT DIRECTOR OF SECRETARIAL SERVICES, JOB GROUP ‘Q’

(a) Duties and Responsibilities

This will be the highest grade in the cadre. An officer at this level will be deployed at the Ministry of State for Public Service Headquarters where he/she will be responsible to the Permanent Secretary, through the Director, Human Resource Management Division, for overall management of the Secretarial Services Function in the Civil Service.

Specifically, the officer will be responsible for organizing seminars/workshops and upgrading courses for the secretarial personnel; undertaking postings and deployments of secretarial staff in the Civil Service; coaching, mentoring, and counseling secretarial personnel; maintaining up-to-date records of secretarial personnel and undertaking any other secretarial management duties that may arise.

(b) Requirements for Appointment

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

- (i) served in the grade of Principal Executive Secretary/Assistant Director of Secretarial Services or any other relevant and comparable position in the Public Service for a minimum period of three(3) years;
- (ii) a Bachelors Degree in Secretarial Studies or a Bachelor of Business and Office Management or equivalent qualifications from a recognized Institution;

OR

a Bachelors Degree in Social Sciences plus a Diploma in Secretarial Studies from the Kenya National Examinations Council or equivalent qualifications from a recognized Institution;

OR

a Bachelors Degree in Social Sciences plus the following qualifications from the Kenya National Examinations Council:-

- Shorthand III (minimum 120 w.p.m.)
- Typewriting III (50 w.p.m.) Computerised Document Processing III
- Business English III/Communications II
- Commerce II
- Office Management III/Office Administration and Management III
- Secretarial Duties II;

- (iii) attended a Secretarial Management Course from the Kenya Institute of Administration or any other Government Training Institution;
- (iv) a relevant post graduate qualification from a recognized Institution;
- (v) excellent interpersonal communication skills; and
- (vi) demonstrated outstanding professional competence in the management of Secretarial Services Function.