



## THE NAIROBI HOSPITAL

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### CAREER OPPORTUNITY

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The Nairobi Hospital, a leading health care institution in Eastern Africa has an excellent career opportunity for an individual who possess a passion for excellence, strong work ethic, results oriented and committed to continuous improvement. The successful candidate will be a team player with the ability to effectively add value to enabling good patient outcomes and shape best clinical and non-clinical practice in line with our Strategic Plan (2025-2029).

#### **ADMINISTRATIVE ASSISTANT**

**REF: TNH/HRD/FOA/01/2025**

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The overall purpose of this job is to provide administrative support to the ICT division to ensure efficient and effective service delivery in the division.

By assisting the Director in the following ways, you'll help ensure that the HMIS & ERP Cloud projects are delivered successfully on time, and within budget while also fostering smooth internal operations.

#### **ROLES AND RESPONSIBILITIES**

- a) Organize and maintain important files, reports, and documents related to ongoing projects, ensuring easy access for the Director.
- b) Assist in preparing project reports, presentations, and meeting agendas. Be ready to compile relevant data on project progress, timelines, and resource allocation.
- c) Serve as a liaison between the director and other project stakeholders (internal teams, vendors, clients) to ensure smooth communication. Draft, type, dispatch and follow up internal and external correspondences for the Head of Department/Division in line with requirements.
- d) Handle confidential information related to ICT projects and clients, maintaining a high level of confidentiality. Ensure all project data is stored securely and complies with relevant regulations.
- e) Facilitate departmental/divisional meetings including scheduling meetings, availing meeting documentation and ensuring the meeting room is setup in line with requirements.
- f) Record the division/department meeting's minutes and action points and follow up with respective staff for implementation to ensure they are actioned timeously;

- g) Manage the Head of division/department's diary including scheduling, rescheduling and the related communication in line with the requirements;
- h) Receive and attend to internal and external correspondences for the Head of division/department and forward and follow up with the relevant staff to ensure they are actioned timeously;
- i) File and maintain departmental/divisional documents including file tracking to ensure ease of retrieval;
- j) Request for transport for staff in the division/department in line with specified requirements;
- k) Requisition and issue office supplies in the division/department to ensure availability and accountable use;
- l) Assist the Head of division/department to prepare and monitor capital expenditure budget;
- m) Receive and attend to incoming and outgoing calls for the division/department;
- n) Receive, attend to and escalate internal and external complaints to the department/division and follow up to ensure timely feedback and closure;
- o) Receive, screen and direct visitors to the department/division to ensure optimal guest experience;
- p) Receive, process and submit documents requiring the Head of department/division's approval and dispatch the same upon approval;
- q) Any other responsibilities that may be assigned to the job holder by the supervisor from time to time.

### Knowledge, experience and qualifications required

- University degree in Business Administration, Computer Engineering, Computer Science or its equivalent.
- Secretarial training will be an added advantage
- ICT Certification or any other ICT related course from a recognized institution
- Minimum of 4 years' experience in office administration in a busy environment

### Competencies

#### Technical & Behavioural competencies

- **Project Management Knowledge:** Understanding of project management principles (e.g., Agile, Waterfall), tools (e.g., MS Project, JIRA, Trello), and methodologies.
- **Communication Skills:** Excellent verbal and written communication skills to liaise with stakeholders at all levels.

- **Organizational Skills:** Strong attention to detail and the ability to prioritize tasks in a fast-paced environment.
- **Technical Knowledge:** Familiarity with ICT systems, software development processes, and technical terminology.
- **Problem-Solving Ability:** Quick thinking and the ability to manage unexpected challenges.
- **Discretion and Confidentiality:** Ability to handle sensitive information with a high level of discretion. If your background, experience and competence match the above specifications, please send us your application (cover letter & CV/Resume) quoting the job reference number and full contact details of 3 referees, to reach the undersigned before or by **25<sup>th</sup> January 2025**. Only shortlisted candidates will be contacted. We shall **ONLY** accept **ONLINE** applications and contact **SHORTLISTED** candidates.

*The Nairobi Hospital does NOT charge recruitment fees.*

**Director, Human Resources & Operations**  
**The Nairobi Hospital**  
**P. O. Box 30026 – 00100**  
**NAIROBI**  
**Email: [recruitment@nbihosp.org](mailto:recruitment@nbihosp.org)**