



The Higher Education Loans Board (HELB) was established by an Act of Parliament – CAP 213A in 1995 with the mandate to provide loans, bursaries and scholarships to Kenyans pursuing higher education in recognized Kenyan universities and colleges and to recover the same after completion of studies to facilitate establishment of a revolving fund.

HELB is seeking to recruit transformative, competent and self-driven individuals with an innate dynamism for the positions listed below. The successful candidates to fill the positions will join a highly performing team and should not only be passionate, innovative, and qualified but also be dependable, emotionally intelligent and have effective interpersonal, communication and leadership skills.

1. Director Operations;

HELB Ref. No. HELB/001 -Grade 2:  
Please use [dops@helb.co.ke](mailto:dops@helb.co.ke) to apply for this position

Job Profile

The job holder will be responsible for spearheading the formulation of sound policies, strategies and systems that will drive the Vision of the institution, ensure effective and efficient execution of Credit Management function and customer base, ensure timely and equitable annual processing and disbursement of loans, bursaries and scholarships to students; overseeing timely repayment of all matured loans for sustainable revolving fund, provision of accurate data for processing of all products applications and management of all institutional documents for ease of storage, retrieval, and utilization to support the Board’s operations and overseeing optimization of digital service delivery to improve customer satisfaction index and aligning the Directorate to the institution’s Enterprise Risk Management Framework.

a) Job Specifications

Duties and responsibilities at this level will entail: -

- I. Spearheading formulation of institution’s strategic direction and supporting strategic initiatives in Lending and Records management;
- II. Overseeing preparation, co-ordination and monitoring of Lending Directorate annual Action plans;
- III. Spearheading the implementation of the Credit Policy, HELB Act and any legislative and regulatory framework in managing the institution’s products;
- IV. Spearheading the formulation, implementation, and evaluation of market penetration strategies;
- V. Overseeing quality assurance for product development, creating awareness and uptake in the targeted markets;
- VI. Overseeing the motivation and retention of staff within the Directorate;
- VII. Overseeing the execution and review of the approved Directorate budgets;
- VIII. Spearheading the setting of comprehensive annual performance targets;
- IX. Spearheading continuous re-engineering of business processes within the Directorate;
- X. Evaluating all periodic performance reports from all business units within the Directorate;
- XI. Spearheading the formulation and review of Service Level Agreements (SLAs) and Memorandum of Understanding with strategic partners to ensure compliance;
- XII. Spearheading the development and implementation of the Division Business Continuity Plan;
- XIII. Spearheading the implementation of the Enterprise Risk Management Framework for governance and risk compliance within the directorate;
- XIV. Overseeing the management of credit portfolio including recovery of all matured loans.
- XV. Overseeing disbursement of funds to beneficiaries;
- XVI. Managing the Means Testing Instrument (MTI) process;
- XVII. Mentoring and coaching across the Directorate;
- XVIII. Preparing Loan Disbursement and Recovery Committee Board papers;
- XIX. Overseeing formulation policies and procedures on documentation and record management;
- XX. Overseeing the development and implementation of records management strategy.

**b) Person Specifications**

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

- I. A cumulative period of fifteen years (15) relevant work experience, five (5) of which must have been at senior management position;
- II. Bachelor’s degree in commerce, Business studies, Statistics, Finance, Accounting, Economics, Education,
- III. Social Sciences or in any related field from a recognized Institution;
- IV. Master’s degree in business administration, Social Sciences, or a related discipline from a recognized institution;
- V. Leadership Course lasting not less than four (4) weeks from a recognized institution;
- VI. Membership of a relevant professional body and in good standing where applicable;
- VII. Practicing License where applicable;
- VIII. Certificate in Computer Applications; and
- IX. Demonstrated outstanding managerial and professional competence as reflected in work performance and results.

**c) Key Skills and Competencies**

- I. Effective Communication and interpersonal skills
- II. Team Player
- III. Negotiation and Networking Skills
- IV. Emotional Intelligence
- V. Strategic Thinking
- VI. Innovative and Creative
- VII. Effective Decision Making Skills
- VIII. Presentation Skills
- IX. Analytical Skills
- X. Mentorship and Coaching
- XI. Stress Management

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.

## 2. Deputy Director, Operations: Debt Management;

Ref. No. HELB/002 - Grade 3

Please use [ddodm@helb.co.ke](mailto:ddodm@helb.co.ke) to apply for this position

### Job Profile

The Job holder is responsible for the overall formulation, review and implementation of loan repayment and recovery policies, procedures, systems and strategies to manage the credit risk and foster timely recovery and repayment of all matured Undergraduate, Partner Managed funds, Technical and Vocational Educational Training (TVET) and Jielimishe loans in both formal and informal sectors to create a sustainable revolving fund.

#### (a) Job Specification

**Duties and responsibilities at this level will entail: -**

- I. Overseeing management of the mature loan portfolio;
- II. Overseeing the formulation and implementation of debt management policies, strategies and systems;
- III. Spearheading liaison with relevant agencies and organizations on matters related to inspection, investigation, prosecution, and enforcement of HELB Act;
- IV. Overseeing preparation and submission of periodic repayment and recovery reports to management and the Board of directors;
- V. Overseeing the identification of training needs for the Divisional staff;
- VI. Spearheading formulation and implementation of interdepartmental Service Level Agreements (SLAs);
- VII. Driving the department's Business Continuity Management (BCM);
- VIII. Overseeing the management of relationships with relevant stakeholders;
- IX. Overseeing appraisal and evaluation of performance for the staff in the department
- X. Ensuring development and management of a knowledge sharing platform in the department;
- XI. Spearheading the implementation of the Enterprise Risk Management Framework within the department.
- XII. Overseeing the allocations of all payments to individual loanee accounts to ensure accurate balances;
- XIII. Overseeing the process of issuance of compliance certificates to both loanees and employers;
- XIV. Ensuring periodic communication to all loanees and employers

#### (b) Person Specification

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

- I. Served for a cumulative period of fifteen (15) years relevant work experience three (3) of which must have been in the grade of Assistant Director, Operations, or in a comparable position;
- II. Bachelor's degree in commerce, Business studies, Statistics, Finance, Accounting, Economics, Education, Social Sciences or in any related field from a recognized Institution;
- III. Master's degree in business administration, Social Sciences, or a related discipline from a recognized Institution;
- IV. Leadership course certificate lasting not less than four (4) weeks from a recognized institution;
- V. Membership to a relevant professional body and in good standing where applicable;
- VI. Practicing License where applicable;
- VII. Proficiency in computer applications; and
- VIII. Shown merit and ability as reflected in work performance and results

#### (c) Key Competencies and Skills

- I. Leadership;
- II. Negotiation;
- III. Communication;
- IV. Analytical;
- V. Credit management;
- VI. Coaching and mentoring;

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.

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3. Deputy Director, ICT Infrastructure and Support:

Ref. No. HELB/003 - Grade 3

Please use [ddictis3@helb.co.ke](mailto:ddictis3@helb.co.ke) to apply for this position

Job Profile:

The job holder is responsible for strategic infrastructure innovations, formulation and utilization of policies, regulations and procedures, planning, directing and coordinating the design, installation, and connectivity of computer systems and network infrastructure to ensure a robust ICT platform.

a) Duties and responsibilities at this level will entail: -  
Infrastructure and Support

- I. Spearheading formulation of the Divisional strategic plan and ensuring its implementation to help realization of institution's objectives;
- II. Ensuring alignment to Enterprise Risk Management Framework to mitigate Directorate risks and closure of audit issues.
- III. Overseeing budget formulation and implementation for the Division to support prudent management of institution's finances;
- IV. Ensuring uptime and high availability of infrastructure environment as per the Institution Charter to enhance delivery of service to customers;
- V. Ensuring innovative acquisition of infrastructure technologies to ensure implementation of quality platforms;
- VI. Ensuring establishment of efficient communication systems to ensure smooth and fast retrieval of customer information;
- VII. Coordinating ICT infrastructure and support functions for the headquarter and regional offices for smooth access of systems;
- VIII. Ensuring planning and testing of Business Continuity Plan (BCP) so that Divisional human capital and assets are protected and are able to function quickly in the event of a disaster;
- IX. Ensuing development and implementation of Service Level Agreements with end users and third-party service providers for efficient customer service delivery;
- X. Ensuring development and maintenance of the Divisional Risk Register to mitigate Divisional risks, hence institutional risks;
- XI. Spearheading formulation and implementation of the performance management system in the infrastructure and support Division for delivery of institution's objectives and identification of human capital development areas; and
- XII. Ensuring the safe custody, access control and uptime of the servers which hosts the Enterprise Resource Planning (ERP) software to ensure sustainability of confidentiality, integrity and availability of customer information.
- XIII. Leading project teams during maintenance and upgrading of ICT infrastructure projects to enhance health of the infrastructure.
- XIV. Ensuring documentation of all ICT infrastructure setup for ease of maintenance and knowledge transfer to other ICT engineers;
- XV. Preparing Request for Proposals (RFPs), bid proposals, contracts, scope of work reports, and other documentation for ICT projects and associated efforts to prepare for implementations; and
- XVI. Overseeing implementation of security solutions, including firewalls, anti-virus solutions, and intrusion detection systems to ensure integrity and availability of information.

b) Person Specification  
For appointment to this grade an officer must have: -

- I. Served for a cumulative period of fifteen (15) years relevant work experience three (3) of which must have been at the grade of Assistant Director; Information Communication Technology or in a comparable position;
- II. Bachelor's degree in information technology, Computer Science, Business IT, Software Engineering, ICT Project Management, Computer Engineering or any other equivalent qualification from a recognized institution;
- III. Masters Degree in any of the following disciplines: - Information Technology, Computer Science, Business Information Technology, Software Engineering, Project Management, Business Administration, Data Science, Computer Engineering or any other equivalent qualification from a recognized institution
- IV. Leadership Course lasting not less than four (4) weeks from a recognized institution;
- V. At least three(3) of the following Professional certifications : (Certified in the Governance of Enterprise IT (CGEIT), Certified Information Security Manager (CISM), Cisco Certified Network Professional (CCNP), Cisco Certified Network Associate (CCNA), Microsoft Certified Solutions Associate (MCSA), Prince2, PMP, Sure Step, or other equivalent qualifications from a recognized institution;  
Membership to a relevant professional body and in good standing where applicable;
- VI. A valid practicing certificate where applicable; and
- VII. Shown merit and ability as reflected in work performance and results.

- c)

Key Skills and Competencies
- I.

Communication Skills;
- II.

Experience in Configurations of top tier ERP solutions;
- III.

Proficiency in programming;
- IV.

Data Base Querying;
- V.

Data Analytics;
- VI.

Demonstrate appetite for Innovation & Disruptive Technologies;
- VII.

Team player;
- VIII.

Interpersonal skills;
- IX.

Emotional intelligence;

Data Integration, Data Warehousing, Business Intelligence, OLAP, and Data mining as well as familiarity with ICT standards such as ITIL, COBIT;
- X.

Risk management and Reporting;
- XI.

Information and network security;
- XII.

Experience with Unix/Linux/Windows Operating systems;
- XIII.

Experience with contact center technologies;

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.

4. Deputy Director, ICT Business Applications & Innovation:

Ref. No. HELB/004 - Grade 3

Please use [ddictai3@helb.co.ke](mailto:ddictai3@helb.co.ke) to apply for this position.

Job Profile

The job holder is responsible for Business applications strategic planning, innovations, improvement of operational processes, support for critical business strategies by directing and coordinating the development, implementation, and maintenance of innovative solutions for business applications.

a) Job Specifications

Duties and responsibilities at this level will entail: -

- I. Leading project teams during development and implementation of ICT Software Projects to ensure implementation of applications that meet user requirements;
- II. Ensuring timely development and implementation of innovative and effective systems within the Institution to enhance customer service delivery;
- III. Ensuring alignment to Enterprise Risk Management Framework to mitigate directorate risks, hence institutional risks;
- IV. Spearheading the formulation, interpretation and application of ICT business applications' policies, procedures, rules and regulations within the Division;
- V. Ensuring safe custody, access control and uptime of the Enterprise Resource Planning (ERP) to ensure sustainability of confidentiality, integrity and availability of customer information.
- VI. Ensuring uptime and high availability of all business applications as per the Institution Charter to ensure continuous customer service delivery;
- VII. Ensuring the security of all organizational data to ensure availability and reliability of information;
- VIII. Supervising ICT software development and maintenance to ensure standards are followed, adequate systems documentation and knowledge transfer to other developers;
- IX. Ensuring effective Change Management in business applications to mitigate disruption of systems;
- X. Driving the division's Business Continuity Management activities to ensure human and other Divisional assets are protected and continuity of operations in the event of disruptions or a disaster;
- XI. Driving implementation of Quality Management System (ISO) procedures and performance management system in the Division;
- XII. Ensuring continuous end user training on business applications to enhance utilization of implemented business applications;
- XIII. Ensuring the development and maintenance of the Division's Risk Register
- XIV. Develop the Division's Work plan, budget and preparation of periodic division reports; and
- XV. Mentoring and coaching staff to enhance performance and hence realize institution's objectives.

b) Person Specification

For appointment to this grade an officer must have: -

- I. Served for a cumulative period of fifteen (15) years relevant work experience three (3) of which must have been at the grade of Assistant Director, Information Communication Technology or in a comparable position;
- II. Bachelor's degree in information technology, Computer Science, Business IT, Software Engineering, ICT Project Management, Computer Engineering or any other equivalent qualification from a recognized Institution;
- III. Master's degree in any of the following disciplines: - Information Technology, Computer Science, Business Information Technology, Software Engineering, Project Management, Business Administration, Data Science, Computer Engineering or any other equivalent qualification from a recognized Institution;
- IV. Leadership Course lasting not less than four (4) weeks from a recognized institution;
- VI. At least three(3) of the following Professional certifications : (Certified in the Governance of Enterprise IT (CGEIT), Certified Information Security Manager (CISM), Cisco Certified Network Professional (CCNP), Cisco Certified Network Associate (CCNA),Microsoft certified Solutions Associate (MCSA), Prince2, PMP, Sure Step, or other equivalent qualifications from a recognized institution;
- VIII. Membership to a relevant professional body and in good standing where applicable;
- IX. A valid practicing certificate where applicable; and
- X. Shown merit and ability as reflected in work performance and results.

c) Key Skills and Competencies

- I. Communication;
- II. Experience in Configurations of top tier ERP solutions;
- III. Proficiency in programming;
- IV. Data Base Querying;
- V. Data Analytics;



- VI. Demonstrate appetite for Innovation & Disruptive Technologies;
- VII. Team player;
- VIII. Interpersonal skills;
- IX. Emotional intelligence;
- X. Data Integration, Data Warehousing, Business Intelligence, OLAP, and Data mining as well as familiarity with ICT standards such as ITIL, COBIT;
- XI. Risk management and Reporting;
- XII. Information and network security;
- XIII. Experience with Unix/Linux/Windows Operating systems;
- XIV. Experience with Contact Center Technologies.

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.

5. Deputy Director, Corporate Communication:

Ref. No. HELB/005 - Grade 3  
Please use [ddcc@helb.co.ke](mailto:ddcc@helb.co.ke) to apply for this position

Job Profile

The job holder is responsible for conceptualizing, planning and overseeing implementation of corporate communication [Public Relations activities], product marketing and customer experience strategies, policies, systems and initiatives that translate into brand value enhancement, Institution's visibility, drives the Institution's Sustainability Agenda, Corporate Social Investment, Stakeholder Engagement, Service Quality Assurance and Reputational Risk Management.

a) Job Specifications

Duties and responsibilities at this level will entail: -

The job holder is responsible for conceptualizing, planning and overseeing implementation of corporate communication [Public Relations activities], product marketing, policies, systems and initiatives that translate into brand value enhancement, Institution's visibility, drives the Institution's Sustainability Agenda, Corporate Social Investment, Stakeholder Engagement, and Reputational Risk Management.

- I. Develop, implement and review corporate communications policies, strategies, standards, guidelines and procedures.
- II. Leading the conceptualization, ideation, planning and implementation of corporate communication, branding, and public relations strategies.
- III. Overseeing the management of annual events to promote smooth stakeholder engagement and publicize activities of the institution including stakeholder engagement forums
- IV. Spearheading the development, packaging and production of communication briefs and publications for internal and external use;
- V. Spearheading all the media campaign engagements for the institution in liaison with respective divisions to drive brand visibility and uptake of the institution's products and services.;
- VI. Overseeing all internal and external communication for the institution to ensure information consistency.
- VII. Spearheading the organization's Corporate Social Investment and Sustainability Agenda.
- VIII. Coordinating official communication with the media and coverage of HELB events and activities;
- IX. Developing, implementing and managing the social media strategy to promote visibility of HELB;
- X. Designing communication infrastructure of the HELB brand through publications, merchandising and marketing;
- XI. Establishing and maintaining linkages with internal and external stakeholders for mutual beneficial relationships;
- XII. Developing and disseminating Information Education Communication (IEC) materials
- XIII. Coordinating media events and publicity programmes;
- XIV. Overseeing and coordinating website content and updates; and
- XV. Overseeing closure of audit issues and adherence to enterprise risk management for compliance

b) Person Specifications

For appointment to this grade an officer must have: -

- I. Served for a cumulative period of fifteen (15) years relevant work experience three (3) of which must have been in the grade of Assistant Director, Corporate Communication and Customer Experience or in a comparable position;
- II. Bachelor's Degree in Public relations, Communication, Journalism, Marketing, International relations or equivalent qualifications from a recognized institution;
- III. Master's Degree in Public relations, Communication, Journalism, Marketing, International relations or equivalent qualifications from a recognized institution;
- IV. Leadership Course lasting not less than four (4) weeks from a recognized institution;
- V. Membership to a relevant professional body and in good standing where applicable;
- VI. A valid practicing license where applicable;
- VII. Certificate in Computer Applications; and
- VIII. Shown merit and ability as reflected in work performance and results.

c) Key Skills and Competencies

- I. Effective Communication and interpersonal skills
- II. Team Player
- III. Negotiation and Networking
- IV. Emotional Intelligence
- V. Strategic Thinking
- VI. Innovative and Creative
- VII. Effective Decision Making
- VIII. Presentation Skills
- IX. Analytical
- X. Report Writing
- XI. Stress Management

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.



## 6. Deputy Director Supply Chain Management:

Ref. No. HELB/006 - Grade 3

Please use [ddscm@helb.co.ke](mailto:ddscm@helb.co.ke) to apply for this position

### Job Profile

The job holder is required to perform a statutory role of leading all procurement and disposal policies and strategies in compliance with Public Procurement and Asset Disposal Act 2015 and Regulations, 2020 in enabling the eleven (11) user departments within the institution maximize value received from procured goods, services and works to meet business objectives while ensuring alignment to the enterprise-wide risk management framework through implementation of a Procurement Plan.

#### a) Job Specifications

##### Duties and Responsibilities at this level will entail: -

- I. Overseeing the development and implementation of procurement and disposal plans and budgets;
- II. Reviewing purchase requisitions against stock records.
- III. Advising the Accounting officer through professional opinion on procurement and disposal awards as per procurement and disposal Act 2015 and Regulations 2020;
- IV. Overseeing timely statutory returns report preparation and submission;
- V. Preparing tender documents and publishing procurement and disposal opportunities;
- VI. Spearheading the development of tender specifications and performance standards;
- VII. Managing and participating in procurement negotiations with suppliers;
- VIII. Monitoring and evaluating the delivery and quality of approved supplies;
- IX. Managing disposal of obsolete machinery, equipment, and other salvage goods;
- X. Overseeing effective Procurement management to drive optimal and cost-effective supply of goods and services to the organization;
- XI. Overseeing tender and disposal openings and ensure preparation of subsequent minutes;
- XII. Providing secretarial services to the Tender Evaluation Committee;
- XIII. Ensuring compliance with the Public Procurement legal framework and HELB's policies;
- XIV. Streamlining procedures and resolving risks related to procurement;
- XV. Overseeing preparation of periodic procurement, disposal and logistics reports indicating cost implication to departments;
- XVI. Overseeing the development of procurement and contracting requirements including monitoring of Contracts;
- XVII. Overseeing quarterly and annual stock takes;
- XVIII. Overseeing the preparation of supplier performance evaluations;
- XIX. Maintaining the safe custody of procurement and disposal records;
- XX. Spearheading compliance with relevant ISO standards;
- XXI. Overseeing the formulation of the institutions annual consolidated and disposal Plans;
- XXII. Overseeing statutory communication to bidders on institutional procurement and disposal decisions;
- XXIII. Continuously monitoring requisitions to ensure that proper procedures are followed; and identifies and recommends the disposal of obsolete items.

#### b) Person Specifications

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

- I. Served for a cumulative period of fifteen (15) years relevant work experience three (3) of which must have been at the grade of Assistant Director, Supply Chain Management or in a comparable position;
- II. Bachelors degree in any of the following disciplines: -Supply Chain Management and Logistics, Purchasing and Supplies Management, Procurement and Supplies Chain Management, Procurement, Commerce (Supplies Management Option), Business Administration (Supplies Management option) or equivalent qualification from a recognized institution;
- III. Masters degree in any of the following disciplines: - Supply Chain Management, Logistics and Supply Chain Management, Procurement, Business Administration (Supplies Chain Management Option), Commerce (Supply Chain Management Option) or equivalent qualification from a recognized institution;
- IV. Leadership course certificate lasting not less than four (4) weeks from a recognized institution;
- V. Membership to Kenya Institute of Supplies Management (KISM) or relevant professional body and in good standing;
- VI. Valid licensed Supplies Practitioner;
- VII. Certificate in computer applications; and
- VIII. Shown merit and ability as reflected in work performance and results.

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- c) Key Competencies and Skills**
- I. Analytical;
  - II. Communication;
  - III. Strategic and innovative thinking;
  - IV. Interpersonal;
  - V. Negotiation;
  - VI. Leadership;
  - VII. Team building;
  - VIII. Mentoring and coaching; and
  - IX. Demonstrates managerial, administrative, and professional competence results in work performance.

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.

7. Deputy Director Research and Planning:

Ref. No. HELB/007 - Grade 3

Please use [ddrp@helb.co.ke](mailto:ddrp@helb.co.ke) to apply for this position

Job Profile

The job holder is responsible for overseeing and providing leadership in the formulation implementation, monitoring, evaluation and reporting on the institution's Strategic Plan and Performance Contract, Monitoring, Evaluation and reporting on Corporate performance. Provides oversight on policies and strategies on Customer engagement, Quality Management Systems (ISO), Knowledge Management and innovation, Business Intelligence, Research that leads into new products/ services and analyzing emerging trends for Business Process Re-engineering for identifying process improvement opportunities and redesigning processes.

a) Job Specification

Duties and responsibilities will entail: -

- I. Coordinating and developing the Board's Corporate strategy and monitor its implementation;
- II. Analyzing key performance indicators for the formulation of departmental plans, programs and activities aligned to the corporate Mission and Governmental priorities;
- III. Coordinating the Performance Contracting process;
- IV. Coordinating continuous Monitoring and Evaluation of the Strategy and making course correction;
- V. Coordinating to the organizational budget planning cycle through aligning of the budget and the strategic plan;
- VI. Coordinating periodic management Strategy review meetings;
- VII. Analyzing key performance indicators for the formulation of departmental plans, programs and activities aligned to the corporate Mission and Governmental priorities;
- VIII. Overseeing the Monitoring & Evaluation of all the Board's programs and projects;
- IX. Developing, reviewing and Maintaining Monitoring & Evaluation framework;
- X. Compiling and Disseminating various Monitoring & Evaluation reports;
- XI. Monitoring and Evaluating execution of the approved Performance Contract and providing Performance Evaluation Feedback reports to departments;
- XII. Establishing and coordinating mainstreaming of innovative culture within the organization and establishing monitoring and evaluation frameworks to assess innovation systems and programs;
- XIII. Establishing Partnerships with both public and private entities to enhance access to resources and finances required for implementation of innovations and Motivating generation and management of innovations to help in establishing and maintaining innovation lab and hub;
- XIV. Developing and implementing research strategy and annual research plan and planning, designing and carrying out research/surveys and preparing reports;
- XV. Coordinating the development and reviews of the Board's policies, guidelines, procedures and manuals in liaison with all departments;
- XVI. Establishing and managing research partnerships both locally and externally;
- XVII. Managing outsourced research activities;
- XVIII. Disseminating and sensitizing on the organization's policies and guidelines;
- XIX. Facilitating development of new products and services through research in liaison with relevant departments;
- XX. Carrying out periodic environmental analysis on business trends;
- XXI. Overseeing Board's business intelligence system and activities;
- XXII. Designing of suitable tools for research and the reporting format of analyzed data to facilitate decision making;
- XXIII. Managing online and physical resource centre/library for efficiency in information gathering, storage and retrieval;
- XXIV. Advising and coordinating the implementation of business process reengineering initiatives; and
- XXV. Maintenance of the Board's quality management system through quality assurance programs.

b) Person Description

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

- I. Served for a cumulative period of fifteen (15) years relevant work experience, three (3) of which must have been in the grade of Assistant Director, Research and Planning or in a comparable position;
- II. Bachelor's degree in any of the following fields: Economics, Statistics, Mathematics with Economics, Strategic Management, Business Development, Development Studies, and Business Administration or equivalent qualifications from a recognized institution.
- III. Master's degree in any of the following fields Economics, Statistics, Mathematics with Economics, Strategic Management, Business Development, Development Studies, and Business Administration or equivalent qualifications from a recognized institution.
- IV. Leadership Course lasting not less than Four (4) weeks from a recognized institution.
- V. Membership to a relevant professional body and in good standing where applicable;
- VI. A valid practicing certificate where applicable;



- VII. Certificate in computer applications; and
- VIII. Shown merit and ability as reflected in work performance and results.

**c) Key competencies and skills**

- I. Analytical skills
- II. Strategic, innovative and critical thinking
- III. Interpersonal skills
- IV. Negotiation skills
- V. Leadership Skills
- VI. Team building ability
- VII. Mentoring and coaching; and
- VIII. Demonstrates managerial, administrative, and professional competence results in work performance.

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.

## 8. Assistant Director, ICT, Business Applications and Innovation:

Ref. No. HELB/008 - Grade 4

Please use [adictai4@helb.co.ke](mailto:adictai4@helb.co.ke) to apply for this position

### Job Profile

The job holder is responsible for leading in the acquisition, gathering of system requirements, analysis, design, development and maintenance of business applications to facilitate first class customer experience.

#### a) Job Specification

An officer at this level will be deployed in ICT Business Applications, Information Systems Security, Database administration and quality assurance, or Infrastructure & Support.

Duties and responsibilities at this level will entail: -

##### Business Applications & Innovation

- I. Building and maintaining high performance team focused on delivering first class ICT business application solutions while creating an environment of trust, mutual respect and genuine concern for individual growth and development;
- II. Creating and maintaining working relationships with the Line Managers, Divisional Supervisors, ICT Team, Applications users, Business Champions, Contracted Service Providers and Consultants.
- III. Planning and evaluating Divisional activities while ensuring alignment to Enterprise Risk Management Framework;
- IV. Leading the development team by planning, allocating and following up delivery of business solutions;
- V. Ensuring the developers have a proper development environment and ability to complete tasks;
- VI. Developing budget to upgrade the existing business systems to meet the requirements of the users
- VII. Reviewing requirements definition and designing documents for completeness, ensuring test cases, adequate training and documentation is done for developed solutions.
- VIII. Ensuring that applications meet business requirements and systems goals and fulfill end-user requirements, and identify and resolve systems issues;
- IX. Managing the day-to-day activities of the developers;
- X. Reporting on development progress to the deputy director ICT Business Applications;
- XI. Assessing user capacity and suggest trainings and areas in need of improvement; and
- XII. Identifying latest technologies and business process re-engineering opportunities that enhance service delivery.

#### b) Person Specification

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

- I. A cumulative period of twelve (12) years relevant work experience three (3) of which must have been at the grade of Principal Information Communication Technology Officer or in a comparable position;
- II. Bachelor's degree in information technology, Computer Science, Business IT, Software Engineering, ICT Project Management, Computer Engineering or any other equivalent qualification from a recognized Institution;
- III. Master's Degree in any of the following disciplines: - Information Technology, Computer Science, Business Information Technology, Software Engineering, Project Management, Business Administration, Data Science, Computer Engineering or any other equivalent qualification from a recognized Institution;
- IV. Leadership Course lasting not less than four (4) weeks from a recognized institution;
- V. Management course lasting not less than Four (4) weeks;
- VI. Professional qualification in any two of the following: CISA/CISM/CRISM/ CEH/ CISSP/ MCSE/MCITP/CCNA/Project Management Certification; SSCP; CompTIA Security+; OSCP/ VOIP;
- VII. Membership to a relevant professional body and in good standing where applicable;
- VIII. A valid practicing certificate where applicable; and
- IX. Shown merit and ability as reflected in work performance and results.

#### c) Key Skills and Competencies

- I. Communication
- II. Experience in Configurations of top tier ERP solutions
- III. Proficiency in programming
- IV. Data Base Querying
- V. Data Analytics
- VI. Demonstrate appetite for Innovation & Disruptive Technologies
- VII. Team player
- VIII. Interpersonal skills
- IX. Emotional intelligence
- X. Data Integration, Data Warehousing, Business Intelligence, OLAP, and Data mining as well as familiarity with ICT standards such as ITIL, COBIT

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- XI. Risk management and Reporting
- XII. Information and network security
- XIII. Experience with Unix/Linux/Windows Operating systems
- XIV. Experience with Contact Center Technologies
- XV. Management Course lasting not less than Four (4 ) weeks

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.



9. Assistant Director, ICT, Information Systems Security & Data Protection:

Ref. No. HELB/009 - Grade 4

Please use [adictissdp@helb.co.ke](mailto:adictissdp@helb.co.ke) to apply for this position

Job Profile

The job holder is responsible for developing and implementing an information security program, which includes procedures and policies designed to protect enterprise communications, systems and assets from both internal/external threats and assurance of Business recovery strategies through an elaborate Business Continuity Plan (BCP)/Disaster Recovery Site(DRS) Governance Framework.

(a) Job Specifications

Information Systems Security & Data Protection

- I. Implementing the ICT strategy to ensure that the long- and short-term ICT plans are aligned to the overall business strategy;
- II. Implementing and monitoring ICT Work Plans, Policies, standard operating procedures and best practices to provide guidance to users;
- III. Coordinating maintenance of computerized prosecution processes, case management system, network Infrastructure administration and upgrading of network systems and desktop environment;
- IV. Supervising compliance with all regulations, procedures, policies and quality standards in the delivery of services;
- V. Implementing the Divisional budget and Procurement Plans;
- VI. Implementing the ICT disaster management strategies to ensure the network systems, physical environment, data and users are protected against cybercrime, risk exposure, unauthorized access and data loss in line with Kenya Information and Communication Act and Kenya Cyber Security and Protection Bill;
- VII. Implementing the ICT risk management framework that supports the management of ICT related risks for the integrity and confidentiality of information;
- VIII. Preparing ICT user training programs and materials in liaison with Human Resource Management & development as well as other relevant Authorities;
- IX. Implementing the ICT security infrastructure that is responsive to the requirements and that upholds best practices;
- X. Implementing the disaster recovery systems and business continuity plans;
- XI. Preparing quarterly and annual divisional reports and share with the management for informed decision making;
- XII. Ensuring organization's handling and collection of personal data of its staff, customers, providers or any other data subjects in compliance with the applicable data protection rules; and
- XIII. Supervising performance management in the Division

b) Person Specification

For appointment to this grade an officer must have: -

- I. Served for a cumulative period of twelve (12) years relevant work experience three (3) of which must have been at the grade of Principal Information Communication Technology Officer or in a comparable position;
- II. Bachelor's degree in information technology, Computer Science, Business IT, Software Engineering, ICT Project Management, Computer Engineering or any other equivalent qualification from a recognized Institution;
- III. Master's Degree in any of the following disciplines: - Information Technology, Computer Science, Business Information Technology, Software Engineering, Project Management, Business Administration, Data Science, Computer Engineering or any other equivalent qualification from a recognized Institution;
- IV. Leadership Course lasting not less than four (4) weeks from a recognized institution.
- V. Professional qualification in any two of the following: CISA/CISM/CRISM/ CEH/ CISSP/ MCSE/MCITP/CCNA/Project Management Certification; SSCP; CompTIA Security+; OSCP/ VOIP;
- VI. Membership of a relevant professional body and in good standing where applicable.
- VII. A valid practicing certificate where applicable; and
- VIII. Shown merit and ability as reflected in work performance and results.

c) Key Skills and Competencies

- I. Communication;
- II. Experience in Configurations of top tier ERP solutions;
- III. Proficiency in programming;
- IV. Data Base Querying;
- V. Data Analytics;
- VI. Demonstrate appetite for Innovation & Disruptive Technologies;
- VII. Team player;
- VIII. Interpersonal skills;
- IX. Emotional intelligence;

- X. Data Integration, Data Warehousing, Business Intelligence, OLAP, and Data mining as well as familiarity with ICT standards such as ITIL, COBIT;
- XI. Risk management and Reporting;
- XII. Information and network security;
- XIII. Experience with Unix/Linux/Windows Operating systems;
- XIV. Experience with Contact Center Technologies;
- XV. Management course lasting not less than Four (4) weeks;

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.

10. Assistant Director, Customer Experience:

Ref. No. HELB/010 - Grade 4  
Please use [adcx@helb.co.ke](mailto:adcx@helb.co.ke) to apply for this position

Job Profile

The job holder is responsible for managing and ensuring effective coordination, smooth running, product/service awareness creation and delivery of first-class customer experience at Institution's stations in Huduma Centres across the 47 Counties in Kenya so as to enhance quality customer experience within Huduma Services' section.

a) Job Specifications

Duties and responsibilities will entail: -

- I. Coordinating the formulation and implementation of policies for the achievement of corporate objectives.
- II. Initiating the development and ensuring roll-out of innovative strategies and initiatives that translate into efficient customer service delivery.
- III. Managing the development and deployment of the departmental work plan, including strategic initiatives and metrics.
- IV. Ensuring provision of efficient service delivery in response to enquiries through the Contact Centre [email, social media, calls, letters, web chat] and Huduma Centre walk-in customers, in line with the institution's Citizen Service Delivery Charter in the 47 Counties across the Country.
- V. Managing the working relationship with the Huduma Secretariat and the implementation of periodic compliance checks across the HELB Desks at Huduma Centers across the 47 counties in Kenya.
- VI. Coordinating the compliance and adherence to the Institution's Citizen Service Delivery
- VII. Charter; Service Quality Management framework and signed Service Level Agreements for consistent customer experience.
- VIII. Coordinating internal stakeholders for customer experience related initiatives within the Institution to improve on customer centered leadership culture.
- IX. Establishing and maintaining constructive and cooperative working relationships with other departments and stakeholders to ensure all escalated customer queries are responded to within signed Service Level Agreements.
- X. Closure of open audit issues for compliance requirement.
- XI. Coordinating the implementation of the knowledge management framework through continuous in-house trainings, establishment of knowledge database and skillset enhancement within the division.
- XII. Implementation of the business continuity plan for minimal service interruption.
- XIII. Coordinating the planning and implementation of training needs and leave plans to ensure smooth service delivery.
- XIV. Managing the formulation and regular update of the risk register to ensure risk mitigation; and;
- XV. Managing the preparation and submission of periodic and ad hoc reports

b) Person Specifications

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

- I. Served for a cumulative period of twelve (12) years relevant work experience three (3) of which must have been in the grade of Principal Corporate Communication Officer or in a comparable position;
- II. Bachelors' Degree in Public relations, Communication, Journalism, Marketing, International relations or equivalent qualifications from a recognized institution;
- III. Masters Degree in Public relations, Communication, Journalism, Marketing, International relations or equivalent qualifications from a recognized institution;
- IV. Leadership Course lasting not less than four (4) weeks from a recognized institution;
- V. Membership to a relevant professional body and in good standing where applicable;
- VI. A valid practicing license where applicable;
- VII. Certificate in Computer Applications; and
- VIII. Shown merit and ability as reflected in work performance and results.

c) Key Competencies and skills

- IX. Planning and organizing;
- X. Reporting;
- XI. Analytical;
- XII. Negotiation
- XIII. Interpersonal
- XIV. Innovative;
- XV. Emotional intelligence;
- XVI. Creativity and tenacity;
- XVII. Team player

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.



## 11. Assistant Director, Legal Services:

Ref. No. HELB/011 - Grade 4

Please use [adls@helb.co.ke](mailto:adls@helb.co.ke) to apply for this position

### Job Profile

The job holder will be responsible for compliance and conformance of legal and regulatory frameworks, policies, strategies, contractual obligations, codes, standards and procedures and asset protection. The job holder will also be responsible for formulating, reviewing and monitoring statutory and legal policies and procedures relating to litigation, prosecution and alternative dispute resolution processes.

#### a) Job Specifications

**Duties and responsibilities at this level will entail: -**

- I. Coordinating drawing and vetting of Contracts/agreements, and other legal documents/instruments;
- II. Monitoring implementation of legal advisories;
- III. Monitoring legality of policies, instruments, codes, regulations, rules, guidelines, strategies, processes and procedures.;
- IV. Coordinating litigation and ADR strategies and processes;
- V. Monitoring Implementation of legal research and legal survey findings;
- VI. Monitoring compliance with Constitutional, legal and regulatory requirements;
- VII. Monitoring efficacy of conformance and compliance frameworks;
- VIII. Coordinating negotiations;
- IX. Coordinating external lawyers' engagement, briefs and debriefs;
- X. Monitoring implementation of contract management system;
- XI. Monitoring efficacy of legal accountability structures;
- XII. Monitoring compliance with Legal Universe;
- XIII. Facilitating Legal Compliance Audits;
- XIV. Coordinating enactment and implementation of relevant legislative frameworks;
- XV. Monitoring implementation of legal audit findings;
- XVI. Coordinating classification of matters to be handled under the various strategies (court, ADR, tribunal, out of court settlement).

#### b) Person Specifications

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

- I. A cumulative period of twelve (12) years relevant work experience, three (3) of which must be as Principal Legal Officer or in a comparable position;
- II. Bachelor of Laws (LLB) degree or equivalent qualification from a recognized institution;
- III. Postgraduate diploma in legal studies from the Kenya School of Law;
- IV. Master's degree in any of the following: Law, Business Administration, Public Administration, or any other social science from a recognized institution;
- V. Advocate of the High Court of Kenya;
- VI. Valid Practicing Certificate;
- VII. Membership in good standing of the Law Society of Kenya;
- VIII. Leadership course certificate lasting not less than four (4) weeks from a recognized institution;
- IX. Certificate in computer applications; and
- X. Shown merit and ability as reflected in work performance and results.

#### c) Key Competencies and Skills

- I. Effective Communication and interpersonal skills
- II. Team Player
- III. Report Writing
- IV. Stress Management
- V. Mediation and Arbitration
- VI. Inquisitive
- VII. Proactive
- VIII. Negotiation and Networking
- IX. Emotional Intelligence
- X. Strategic Thinking
- XI. Innovative and Creative
- XII. Effective Decision Making
- XIII. Presentation Skills
- XIV. Analytical
- XV. Mentorship and Coaching
- XVI. Planning and Organizing

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.

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## 12. Assistant Director, Research and Planning:

Ref. No. HELB/012 - Grade 4

Please use [adrs4@helb.co.ke](mailto:adrs4@helb.co.ke) to apply for this position

### Job Profile

The job holder is responsible for coordinating the implementation of policies and procedures for efficient and effective strategic plan formulation, Research, Quality Management, Performance Contracting, Performance Management, Monitoring & Evaluation, Knowledge Management, Business process re-engineering and reviewing strategic plan of the of the institution.

#### a) Job Specification

##### Duties and responsibilities will entail: - Strategy and Planning

- I. Coordinating and developing the Board's Corporate strategy and monitoring its implementation.
- II. Analyzing key performance indicators for the formulation of departmental plans, programs and activities aligned to the corporate Mission and Government.
- III. Coordinating the Performance Contracting process in liaison with other departmental representatives
- IV. Coordinating the formulation of overall strategy for the organization
- V. Developing the strategic plan and aligning functional units with relevant government policies
- VI. Undertaking strategy review in line with operating business environment and needs
- VII. Developing strategic framework designed to proactively identify and respond to the changing market/environmental conditions, unplanned events and deviation from plans.
- VIII. Coordinating the organizational budget planning cycle through aligning of the budget and the strategic plan.
- IX. Preparing periodic reports to relevant departments and authorities.
- X. Preparation of Division plans, budget and effectively managing Corporate Performance
- XI. Coordinating the Performance Contracting process
- XII. Compilation and Dissemination of various Monitoring & Evaluation reports
- XIII. Providing Performance Evaluation Feedback reports to departments
- XIV. Supervising development of corporate innovation strategies and annual innovation plan
- XV. Supervising establishment and coordination of mainstreaming of innovative culture within the organization
- XVI. Establishing monitoring and evaluation frameworks to assess innovation systems and programs.
- XVII. Overseeing generation and management of innovations
- XVIII. Coordinating establishment and maintenance innovation platform

##### Monitoring & Evaluation

- I. Analyzing key performance indicators for the formulation of departmental plans, programs and activities aligned to the corporate Mission and Governmental priorities
- II. Coordinating the Performance Contracting process
- III. Conducting continuous Monitoring and Evaluation of the Strategy and making course correction
- IV. Preparing periodic reports to relevant departments and authorities.
- V. Monitoring & evaluating all the Board's programs and projects.
- VI. Reviewing and Maintaining Monitoring & Evaluation framework
- VII. Monitoring and Evaluating execution of the approved Corporate Performance Contract.
- VIII. Providing Performance Evaluation Feedback reports to departments
- IX. Establishing the monitoring and evaluation frameworks to assess innovation systems and programs.

##### Research

- I. Developing and implementing research strategy and annual research plan
- II. Planning, designing and carrying out research/surveys and preparing reports
- III. Coordinating the development and reviews of the Board's policies, guidelines, procedures, and manuals in liaison with all departments.
- IV. Managing outsourced research activities
- V. Disseminating and sensitizing the organization's policies and guidelines.
- VI. Facilitating development of new products and services through research in liaison with relevant departments.
- VII. Carrying out periodic environmental analysis on emerging issues.
- VIII. Managing Board's business intelligence system and activities
- IX. Carrying out periodic data analysis and produce reports to inform decisions on core functions of the Board.
- X. Storing and reporting of vital statistics on the Board's performance in core mandate
- XI. Designing suitable tools for research and the reporting format of analyzed data to facilitate decision making.

##### Business Intelligence and Knowledge Management

- I. Carrying out periodic environmental analysis on business trends.
- II. Managing Board's business intelligence system and activities
- III. Carrying out periodic data analysis and producing reports to inform decisions on core functions of the Board.
- IV. Establishing guidelines on analysis, storage and reporting of vital statistics on the Board's performance in core mandate

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- V. Developing information resources management strategies and plan
- VI. Managing online and physical resource center/library for efficiency in information gathering, storage and retrieval.

**b) Person Specifications**

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

- I. Served for a cumulative period of twelve (12) years relevant work experience, three (3) of which must have been in the grade of Principal Planning Officer or in a comparable position.
- II. Bachelor’s degree in any of the following fields: Economics, Statistics, Mathematics with Economics, Strategic Management, Business Development, Development Studies, and Business Administration or equivalent qualifications from a recognized institution.
- III. Master’s degree in any of the following fields: Economics, Statistics, Mathematics with Economics, Strategic Management, Business Development, Development Studies, and Business Administration or equivalent qualifications from a recognized institution.
- IV. Leadership Course lasting not less than Four (4) weeks from a recognized institution.
- V. Membership of a relevant professional body and in good standing where applicable.
- VI. A valid practicing certificate where applicable.
- VII. Certificate in computer applications; and
- VIII. Shown merit and ability as reflected in work performance and results.

**c) Key competencies and skills**

- I. Analytical skills
- II. Communication skills
- III. Strategic and innovative thinking
- IV. Interpersonal skills
- V. Negotiation skills
- VI. Effective Decision Making
- VII. Presentation Skills
- VIII. Ability to work under pressure, prioritize and multitask
- IX. Planning and Organizing

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.



### 13. Assistant Director, Internal Audit:

Ref. No. HELB/013 - Grade 4

Please use [adia@helb.co.ke](mailto:adia@helb.co.ke) to apply for this position

#### Job Profile

The job holder is responsible for coordinating conduct of various types of audits and reviews in accordance with International Standards for professional practice of Internal Auditing to promote efficiency and effectiveness of operations, reliability and integrity of financial and operational information, safeguarding assets and to ensure adherence to applicable laws and regulations, policies and procedures, standards and contracts.

#### a) Job Specification

##### Duties and responsibilities at this level will entail:

- I. Coordinating operations of the audit section for effective service delivery;
- II. Coordinating development and implementation of internal audit section policies and procedures to achieve the audit strategic objectives;
- III. Coordinating development of the Audit section's risk- based work plan to ensure timelines set are attained;
- IV. Managing individual engagements from planning to follow up by the direct reports to enable seamless completion of activities;
- V. Coordinating implementation of approved annual audit plan by developing individual assignment work plans and allocating activities to appropriate resource and monitoring execution;
- VI. Coordinating preparation of audit reports for presentation to management and to the Audit, Risk Management and Compliance Committee of the Board and ensure implementation of arising recommendations;
- VII. Coordinating the performance of investigations as necessary;
- VIII. Implementing audit risk management and compliance plans as approved by the Board Audit, Risk Management and Compliance Committee to achieve set targets;
- IX. Assisting in providing secretarial services to the Audit, Risk Management and Compliance Committee of the Board.

#### b) Person Specifications

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

- I. A cumulative period of twelve (12) years' relevant work experience three (3) of which must be at the grade of Principal Internal Auditor or in a comparable position;
- II. Bachelor's degree in any of the following fields: Finance, Accounts, Economics, Business Administration or any other equivalent disciplines from a recognized institution;
- III. Master's degree in any of the following fields: Finance, Accounts, Economics, Business Administration or any other equivalent disciplines from a recognized institution;
- IV. CPA (K)/ACCA and CISA or their equivalent;
- V. Member of ICPAK/ACCA, ISACA or /IIA and in good standing;
- VI. A valid practicing certificate where applicable;
- VII. Leadership course lasting not less than four (4) weeks from a recognized institution;
- VIII. Certificate in computer applications; and
- IX. Shown merit and ability as reflected in work performance and results.

#### c) Key Skills and Competencies

- I. Communication and reporting skills
- II. Analytical and Numerical skills
- III. Organization and interpersonal skills
- IV. Risk Management skills
- V. Mentoring, coaching and leadership skills
- VI. Interpersonal and negotiation skills
- VII. Ability to work under pressure, prioritize and multitask
- VIII. Team Player

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.

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**Job Profile**

The job holder is responsible for coordinating preparation of annual budget and forecasts, Monitoring & Evaluation of budget performance for all cost centres in accordance to the PFM Act 2012 and the National Treasury guidelines and other relevant legal framework, coordination of daily bank reconciliations, both external and internal audits, preparation of management and Financial Reports.

**a) Job Specifications**

**Duties and responsibilities at this level will entail: -**

- I. Providing leadership and direction to the Management Accounting Section through people management to ensure the team operates effectively and efficiently in achieving organizational goals;
- II. Overseeing the preparation and presentation of accurate periodic financial reports and insights to management and stakeholders;
- III. Overseeing formulation, implementation and monitoring of budgets that are aligned to the organization's goals and objectives;
- IV. Overseeing coordination of financial audit and implementation of financial audit recommendations;
- V. Coordinating the implementation of financial plans and financial analysis, forecasts, and budgets of the plans to support strategic decision-making;
- VI. Coordinating the implementation of cost management framework that optimize operational efficiency and minimize wastage;
- VII. Coordinating the implementation of risk management framework in the section;
- VIII. Ensuring compliance with the relevant legal regulatory framework, standards and reporting requirements;
- IX. Coordinating the implementation and maintenance of financial systems and software that support efficient operations and reporting;
- X. Coordinating the implementation and maintenance of internal controls that safeguard assets and ensure proper management of financial records;
- XI. Assisting in developing and implementing financial strategies to achieve organization's goals and objectives;
- XII. Collaboration with other departments and stakeholders to achieve financial goals and support overall organizational objectives;
- XIII. Managing collaborations and partnerships with financial institutions for management of institutions funds and sponsorship.

**b) Person Specifications**

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

- I. Served for a cumulative period of twelve (12) years relevant work experience, three (3) of which must have been at the grade of Principal Accountant or a comparable position;
- II. Bachelor's degree in Finance, Accounts, Economics, Business Administration or any other relevant qualifications;
- III. Master's degree in Finance, Accounting, Economics, Business Administration or any other relevant qualifications;
- IV. Passed the Certified Public Accountants (CPA- K) examination or equivalent qualification from a recognized institution;
- V. Member of Institute of Certified Public Accountants in good standing;
- VI. A valid practicing certificate where applicable;
- VII. Leadership course certificate lasting not less than four (4) weeks from a recognised institution;
- VIII. Certificate in Computer applications; and
- IX. Shown merit and ability as reflected in work performance and results.

**c) Key Skills & Competencies**

- I. Supervisory skills;
- II. Financial Reporting skills;
- III. Interpersonal skills;
- IV. Communication skills;
- V. Data analysis and problem solving;
- VI. Team management skills;
- VII. Emotional Intelligence;
- VIII. Ability to inspire teams;
- IX. Strategic Leadership;
- X. A thorough understanding of Public Finance Management (PFM) Act, Public Procurement and Disposal Act 2015, Treasury circulars.
- XI. Higher education financing knowledge;
- XII. Financial management

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.



15. Assistant Director, External Resource Mobilization and Products Development:

Ref. No. HELB/015 - Grade 4

Please use [adermpd@helb.co.ke](mailto:adermpd@helb.co.ke) to apply for this position

Job Profile

The job holder is responsible for coordinating mobilization of resources annually from Institutional and Individual funders with the objective of building external funds and management of partnerships as well as ensuring effective management of the institution’s portfolio protection through the Students Loans Self-Protection Scheme.

a) Job Specification

Duties and responsibilities at this level will entail: -

- I. Implementation of resource mobilization strategies and annual work plans aimed at mobilizing funds to grow the external funds;
- II. Conducting environmental scanning to generate funder intelligence aimed at identifying opportunities on resource mobilization such as Government and funder priority areas and identifying and mapping current and potential funding partners;
- III. Supervising effective management of externally mobilized funds, in line with service contracts signed with corporates, foundations, county governments, constituencies and government agencies to enable achievement of agreed objectives;
- IV. Reviewing accountability reports to funders on the respective fund performance to enhance transparency and accountability to achieve 100% retention;
- V. Reviewing and developing proposals, partnership contracts and relevant documentations for fundraising and partnerships engagements to ensure proper articulation on HELB strategic position as a fund manager and partner in the education sector;
- VI. Drafting partner contracts and agreements in line with partner agreements and review in line with current practices and in compliance to current laws, regulations, and general good practice;
- VII. Collecting data, information, market research, and analysis of donor trends to inform development or review of strategies and policies for recommendation to management; Researching and proposing innovative financing products by driving discussions with key decision makers to diversify the institution’s portfolio of financing products to suit different potential partners and meet the current and future demands;
- VIII. Conducting training and sensitization of all staff on resource mobilization to ensure involvement of all staff in efforts aimed at mobilizing resources and initiating and retaining fund partnerships;
- IX. Reviewing payments from partners and ensuring timely acknowledgement of partner funds;
- X. Ensuring effective and efficient communication channels to partners in respect to their accounts;
- XI. Developing financial models in respect to financial instruments and development of new products;
- XII. Ensuring partner loan books are regularly reconciled and communication on performance done on time to funders; Conducting monitoring and evaluation strategies, policies, procedures, systems and programmes in respect to resource mobilization and partnership development.; and Supporting engagement with National Treasury Resource Mobilization Departments and State Department of Research and Higher Education on potential funding partners and development partners.

b) Person Specification

- I. Served for a cumulative period of twelve (12) years relevant work experience three (3) of which must have been at the grade of Principal External Resource Mobilization and Partnership Development Officer or in a comparable position;
- II. Bachelor’s degree in business, Social Sciences, or any other related field from a recognized university;
- III. Master’s degree in any of the following fields: Finance, Accounts, Marketing, Communication, Economics, Business
- IV. Administration or any other equivalent disciplines from a recognized institution;
- V. Leadership course lasting not less than four (4) weeks from a recognized institution;
- VI. Membership to a relevant professional body and in good standing where applicable;
- VII. A valid practicing certificate where applicable;
- VIII. Certificate in computer applications; and
- IX. Shown merit and ability as reflected in work performance and results.

c) Key competencies and skills

- |                                       |                                       |
|---------------------------------------|---------------------------------------|
| I. Proposal and Report writing;       | VII. Interpersonal and Communication; |
| II. Emotional Intelligence;           | VIII. Decision Making;                |
| III. Networking;                      | IX. Analytical skills;                |
| IV. Attention to details;             | X. Team player                        |
| V. Creative and Innovative            | XI. Mentoring & Coaching              |
| VI. Public speaking and Presentation; |                                       |

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.

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16. Principal Legal Officer:

Ref. No. HELB/016 - Grade 5  
Please use [plo@helb.co.ke](mailto:plo@helb.co.ke) to apply for this position

Job Profile

The job holder is responsible for formulating, reviewing and monitoring statutory and legal policies and procedures relating to litigation, prosecution and Alternative Dispute Resolution processes.

a) Job Specifications

Duties and responsibilities at this level will entail: -

- I. Implementing legal policies, standards, guidelines, and procedures on litigation, delegated criminal prosecution and Alternative Dispute Resolution;
- II. Developing policy and legal frameworks for prosecution and litigation;
- III. Developing litigation, prosecution, and Alternative Dispute Resolution (ADR) strategies;
- IV. Coordinating investigations;
- V. Coordinating quasi-judicial and alternative justice delegated prosecution processes;
- VI. Monitoring compliance with policies, standards, and procedures to avoid sanctions and litigations;
- VII. Developing legal briefs to the external lawyers and other parties;
- VIII. Coordinating legal conformance and compliance;
- IX. Promoting legal education and awareness programs/clinics to strategic stakeholders;
- X. Identifying and mapping out legal risks and developing mitigation frameworks;
- XI. Conducting negotiations.;
- XII. Developing legal accountability structures;
- XIII. Establishing and maintaining the legal universe;
- XIV. Representing HELB in courts and quasi- judicial bodies;
- XV. Preparing written and oral submissions for filing in court;
- XVI. Monitoring compliance with court decisions; and
- XVII. Coordinating preparation of legal advisories.

b) Person Specifications

For appointment to this grade an officer must have: -

- I. A cumulative period of nine (9) years relevant work experience, three (3) of which must be in the grade of Senior Legal Officer or in a comparable position;
- II. Bachelor of Laws (LLB) degree or equivalent qualification from a recognized institution;
- III. Postgraduate diploma in legal studies from the Kenya School of Law;
- IV. Advocate of the High Court of Kenya;
- V. Valid Practicing Certificate;
- VI. Membership in good standing of the Law Society of Kenya;
- VII. Management course certificate lasting not less than four (4) weeks from a recognized institution;
- VIII. Certificate in computer applications; and
- IX. Shown merit and ability as reflected in work performance and results.

c) Key Competencies and Skills

- I. Effective Communication and interpersonal skills
- II. Team Player
- III. Report Writing
- IV. Stress Management
- V. Mediation and Arbitration
- VI. Inquisitive
- VII. Proactive
- VIII. Negotiation and Networking
- IX. Emotional Intelligence
- X. Strategic Thinking
- XI. Innovative and Creative
- XII. Effective Decision Making
- XIII. Presentation Skills
- XIV. Analytical
- XV. Mentorship and Coaching
- XVI. Planning and Organizing

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.

## 17. Principal Customer Experience Officer; Digital and Creative Services:

Ref. No. HELB/017 - Grade 5

Please use [pcxdcs@helb.co.ke](mailto:pcxdcs@helb.co.ke) to apply for this position

### Job Profile

The job holder will be responsible for formulating artistic concepts, designing business branding material, managing events, tracking productivity, developing and reviewing rest schedules from all editorial and creative products.

#### a) Job Specification

- I. Formulating artistic concepts and ideation that align with business needs.
- II. Designing business branding materials for product & services awareness creation
- III. Leading the teams in executing 360 campaigns and day to day brand management, media relations, events management, public relations business advisory services.
- IV. Managing the creative team, tracking productivity, and liaising with support business functions for resources and equipment.
- V. Developing, reviewing, and enforcing approvals, signoffs, and risk schedule from all editorials and creative products.
- VI. Tracking insights from multi-channel platforms and integrating the same into organization communications strategy.
- VII. Reviewing and assisting in developing business service delivery proposals
- VIII. Engaging with management teams to determine creative & design needs.
- IX. Engaging with various business units, internal clients and external stakeholders to establish better creative ideas for continuous business process improvement.
- X. Facilitating creative and design project kick-offs
- XI. Overseeing daily tasks tied to creative production.
- XII. Troubleshooting issues that could slow down the creative process.
- XIII. Recommending changes to workflows to improve efficiencies and cut operational costs

#### b) Person Specifications

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

- I. Served for a cumulative period of nine (9) years relevant work experience three (3) of which must have been in the grade of Senior Corporate Communication Officer or in a comparable position;
- II. Bachelor's degree in Public Relations, Communication, Journalism, Marketing, International relations or equivalent qualifications from a recognized institution;
- III. Management course lasting not less than four (4) weeks in a recognized institution;
- IV. Membership to a relevant professional body and in good standing where applicable;
- V. Certificate in Computer Applications; and
- VI. Shown merit and ability as reflected in work performance and results.

#### c) Key Competencies and skills

- I. Leadership
- II. Creativity and tenacity
- III. Problem solving
- IV. Analytical
- V. Innovative thinking
- VI. Interpersonal Skills
- VII. Communication
- VIII. Emotional intelligence
- IX. Team player

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.

**EMPOWERING DREAMS**

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☎ +254711052000 ✉ [contactcentre@helb.co.ke](mailto:contactcentre@helb.co.ke) 📺 @HELBPAGE

18. Senior Customer Experience Officer, Digital and Creative Services

Ref. No. HELB/018 - Grade 6

Please use [scxdcs@helb.co.ke](mailto:scxdcs@helb.co.ke) to apply for this position

Job Profile

The office holder will be responsible for creating artistic concepts, supervising the creative team, collating the creative and design needs for HELB.

a) Job specification.

- I. Creating artistic concepts and ideation that align with the business needs.
- II. Creating business branding materials for product & services awareness creation
- III. Engaging business units to develop/ review business workplans into communication objectives.
- IV. Supervising the creative team, track productivity and liaise with support business functions for resources and equipment.
- V. Developing and enforcing approvals, signoffs, and risk schedule from all editorial and creative products.
- VI. Tracking insights from multi-channel platforms and integrating the same into organization communication strategy.
- VII. Collating the creative & design needs for HELB.
- VIII. Recommending changes to workflows to improve efficiencies and cut operational costs.

b) Person Specifications

For appointment to this grade an officer must have: -

- I. Served for a cumulative period of six (6) years relevant work experience three (3) of which must have been in the grade of Corporate Communication Officer I or in a comparable position;
- II. Bachelor’s degree in public relations, Communication, Journalism, Marketing,
- III. International relations or equivalent qualifications from a recognized institution;
- IV. Membership to a relevant professional body and in good standing where applicable;
- V. Certificate in Computer Applications; and
- VI. Shown merit and ability as reflected in work performance and results.

c) Key Competencies and skills

- I. Communication
- II. Planning and organizing
- III. Problem Solving
- IV. Analytical
- V. Report writing.
- VI. Innovative
- VII. Emotional intelligence
- VIII. Creativity
- IX. Team player
- X. Time Management

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.



19. Internal Audit Officer I :

Ref. No. HELB/019 - Grade 7

Please use [iao@helb.co.ke](mailto:iao@helb.co.ke) to apply for this position

Job Profile

The job holder is responsible for supervising reviews of the Institution’s IT Systems and infrastructure and forensic audits and providing assurance to Management on the adequacy of the internal controls, ensuring that systems are effective and efficient in preventing fraud, losses, safeguarding institution assets and driving the attainment of Institutions strategic objectives.

a) Job specification.

Duties and Responsibilities at this level will entail: -

IT Audit and Forensic Services

- I. Supervising operations of the IT audit section for effective service delivery;
- II. Supervising development and implementation of IT related internal audit section policies and procedures to achieve the audit strategic objectives;
- III. Ensuring Audit section’s risk- based work plan is adhered to ensure timelines set are attained;
- IV. Supervising individual engagements from planning to follow up by the direct reports to enable seamless completion of activities;
- V. Providing input in the development/review and implementation of internal audit strategies, Policies and procedures;
- VI. Providing input in the preparation of risk-based audit work plans and budget aligned to HELB’s strategy and objectives;
- VII. Planning for and executing audit assignments as the approved audit work plan to provide assurance on the adequacy and effectiveness of governance, risk management and internal controls systems;
- VIII. Performing ICT systems audits of business support systems, IT operations, network security, Value Added Services (VAS) systems, and IT infrastructure;
- IX. Performing Information control reviews to include system development standards, operating procedures, system security, programming controls, communication controls, backup and disaster recovery and system maintenance;
- X. Performing reviews and provide independent assurance of internal control procedures and security for systems under development and/or enhancements to current systems;
- XI. Undertaking consulting assignments as necessary to provide expertise in the subject area;
- XII. Carrying out adhoc audits and investigations as necessary.
- XIII. Participating in closing meetings with client at the end of fieldwork, providing clear explanations for identified issues; and
- XIV. Preparing draft audit reports on completion of each audit engagement to effectively communicate audit findings with proposed practical and value adding recommendations.

b) Person Specifications

For appointment to this grade an officer must have: -

- I. At least three (3) years’ work experience at the grade of Internal Auditor Officer II or in a comparable position;
- II. Bachelor’s degree in computer science, ICT or their equivalents from a recognized University;
- III. Proficiency in use of CAATS;
- IV. Certificate in computer applications; and
- V. Shown merit and ability as reflected in work performance and results.

c) Key Competencies and skills

- I. Knowledge of Kenyan Traffic Rules and Procedures
- II. Stress Management
- III. Attention to Detail
- IV. Leadership
- V. Time Management
- VI. Effective interpersonal and communication skills
- VII. Analytical
- VIII. Report Writing
- IX. Team Player
- X. Knowledge of Transport Systems

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.

20. Driver II: (2 positions)

Ref. No. HELB/020 - Grade 11

Please use [driver@helb.co.ke](mailto:driver@helb.co.ke) to apply for this position

Job Profile

The job holder is responsible for driving official institution’s motor vehicles to facilitate business operations and ensuring that all vehicles are maintained and in serviceable condition.

a) Job specification.

Duties and Responsibilities at this level will entail: -

IT Audit and Forensic Services

- I. Driving institution’s assigned motor vehicles professionally to facilitate business processes;
- II. Ensuring the safety of staff on board and other road users by adherence to traffic rules and guidelines;
- III. Adhering to work schedules and timelines for efficient service delivery;
- IV. Liaising with transport service providers e.g. motor vehicle dealers, fuel providers and specified garages to enhance service delivery;
- V. Providing regular updates on transport matters for decision making;
- VI. Ensuring compliance with transport legal requirements through adherence to the transport regulations and guidelines for compliance and cost management;
- VII. Collaborating with traffic enforcement agencies (Government Vehicle Check Unit and National Transport & Safety Authority) to enhance road safety;
- VIII. Ensuring timely motor vehicle servicing and maintenance to enhance cost efficiency;
- IX. Conducting day to day routine check of the assigned motor vehicle to ensure the vehicle is in sound mechanical condition;
- X. Maintaining cleanliness of motor vehicles for comfort of passengers and to reduce depreciation
- XI. Timely reporting of all accidents and incidents to facilitate necessary decision and action;
- XII. Ensuring security of the assigned vehicle to reduce losses and damage;
- XIII. Maintaining accurate transport related documents which include work tickets, fuel receipts, fuel cards and authorization letters to ensure compliance with transport requirements;
- XIV. Adhering to the approved guidelines of the Institution’s vehicles to ensure effective use; and
- XV. Reporting on vehicle insurance expiry to facilitate timely renewals.

b) Person Specifications

For appointment to this grade an officer must have: -

- I. Kenya Certificate of Secondary Education (KCSE) mean Grade D (plain) or its equivalent qualification;
- II. Valid driving license free from any current endorsements;
- III. First-Aid Certificate Course lasting not less than one (1) week from a recognized Institution;
- IV. Valid Certificate of Good Conduct from the Kenya police; and
- V. Certificate in computer applications.

c) Key Competencies and skills

- I. Interpersonal skills;
- II. Communication skills;
- III. Analytical skills;
- IV. Risk Management skills;
- V. Report writing skills;
- VI. Ability to work under pressure, prioritize and multitask

The Officer shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.

21. Assistant Customer Experience Officer:

Ref. No. HELB/021 - Grade 9 (11 Positions)

Please use [acxofficer@helb.co.ke](mailto:acxofficer@helb.co.ke) to apply for this position

Job Profile

The job holder will be responsible for ensuring effective delivery of quality customer service to walk-in customers at Huduma Centres, email and telephone call inquiries across the country while ensuring effective delivery of quality customer service across the Contact Centre customer service channels (Inbound calls, Outbound calls, Emails, web chats, website, and social media), across the country and from diaspora customers.

a) Job Specifications

Duties and responsibilities at this level will entail: -

- I. Handling walk ins, incoming & outgoing calls, emails and social media service related enquiries;
- II. Ensuring all customer enquiries are accurately captured for closure and/or follow through;
- III. Ensuring escalated customer enquiries are closed and the customer updated;
- IV. Disseminating the Board's publicity updates in the event of any queries
- V. Managing the reception desks; and
- VI. Guiding and directing customers.

b) Person Specifications

For appointment to this grade a candidate must have: -

- I. Diploma in Communication, Public Relations, Journalism, Marketing, Social Sciences or equivalent from a recognized institution
- II. Minimum KCSE C- (minus) or its equivalent from a recognized institution
- III. Proficiency in Computer Skills
- IV. Fulfil the requirements of Chapter 6 of the Constitution

c) Key Skills and Competencies

- I. Public Relations skills
- II. Good communication skills in both English and Kiswahili

The Officers shall be engaged on contract of up to three (3) years renewable subject to performance and retirement age.

HOW TO APPLY:

Qualified and interested applicants who meet the above requirements are required to submit their job application letters, curriculum vitae, certified copies of academic and professional certificates and relevant testimonials quoting the Title and Reference Number of the position on the cover letter and envelope **on or before 16<sup>th</sup> February 2026** addressed to:

The Chief Executive Officer  
Higher Education Loans Board  
Anniversary Towers, 19th Floor  
P.O. Box 69489 - 00400  
NAIROBI, KENYA

Soft copies to be sent to the **specific email addresses provided for each position**. This information is available on <https://www.helb.co.ke/career/> Shortlisted candidates will be required to present their Valid Chapter Six Requirements.

HELB is an equal opportunity employer. HELB encourages applications from all qualified individuals including Women, Youth, Marginalized Communities and Persons With Disabilities.

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[www.helb.co.ke](http://www.helb.co.ke) Anniversary Towers University Way USSD \*642#  
+254711052000 [contactcentre@helb.co.ke](mailto:contactcentre@helb.co.ke) @HELBPAGE