

NCBA INSURANCE COMPANY LIMITED

Job Title:	Caretaker	Reports to:	Business Services Administrator
Unit:		Department:	Facilities
Grade:	Grade 14/ Band 2	Date:	March 2025
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement
Ensuring employee and equipment safety within company facilities, determining and managing policies for facility usage, ensuring facilities meet legal requirements and overseeing the operational and maintenance needs of the facility.

Key Accountabilities (Duties and Responsibilities)		
Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Governance	30%	<ul style="list-style-type: none"> Ensure all building facilities adhere to proper safety standards and cleaning procedures Maintain equipment and building provisions to meet health and safety requirements Organize and plan building installments and refurbishments Keep building and all facilities up to code and accurately follow maintenance protocol Ensuring closure of all audit findings as per the annual Health & Safety Audits Participate in the OSHA Committee and Fire Marshal/First Aider trainings Maintain an audit ready environment for both internal and external audits. Participate in conducting mandatory annual fire drills. Maintain updated registers for all equipment's and updating them during regular inspections. Ensure that all requisite permits are properly displayed and ready for inspection. Ensure adherence to safety procedures by the workers undertaking works and safety gear.
Facilities Management	40%	<ol style="list-style-type: none"> 1. Repairs and Maintenance: <ul style="list-style-type: none"> In conjunction with the business services administrator, certify the works done and execute job cards Keep list of replacements and corresponding areas and ensure monthly bulk orders Inspect the facilities on regular basis, suggest areas that require improvements, document and resolve issues Oversee routine and preventive maintenance of buildings, equipment, infrastructure and all assets. Create and maintain an inventory of all assets within all facilities.

		<ul style="list-style-type: none"> • Develop and implement planned preventive maintenance schedules and ensure timely completion. • Monitor expenses and ensure cost-effective management of resources. <p>2. Vendor coordination and Budget management:</p> <ul style="list-style-type: none"> • Ensure access of contractors to work areas and complete permit to work. • Manage relationships with contractors and service providers. • Coordinate the procurement of maintenance supplies and equipment. • Ensure that all contracted work is completed to the highest standards. • Assist in Implementing internal SOPs related to vendor management • Assist in vendor sourcing and vetting and follow-up on KPI's • Obtain and keep a service report after every service • Monitor expenses and ensure cost-effective management of resources. • Review and approve invoices related to facilities maintenance <p>3. Weekly Report: On a weekly basis prepare a report in prescribed form covering below mentioned issues</p> <ul style="list-style-type: none"> • Safety, • Cleanliness; • Repairs and maintenance; • Equipment Service & Maintenance • Areas requiring attention • Work done the previous week in relation to the premises <p>4. Cleaning and Sanitation</p> <ul style="list-style-type: none"> • Ensure work is carried as specified in contract also have a schedule of cleaning areas to be cleaned and staff on duty over the weekend • Ensure the contracted number of cleaners are deployed daily by signing the attendance register; • Ensure supply of sanitary bins and collection and disposal of the same at the required intervals <p>5. Health & Safety – Compliance with provision of OHS</p> <ul style="list-style-type: none"> • Have a record of audit findings for the premises; • Ensure all issues are closed within a month of being raised • In liaison with the business services administrator ensure the Workplace registrations for the premises are in place; • Identify and report risks. • Ensure compliance with health and safety regulations. • Develop and implement safety protocols and emergency response plans for works under their scope <p>6. Project Management</p> <ul style="list-style-type: none"> • Plan and oversee renovation and refurbishment projects as may be directed. • Coordinate with contractors as necessary. • Ensure projects are completed on time and within budget.
Customer performance	25%	<ul style="list-style-type: none"> • Address and resolve facilities-related issues raised by stakeholders. • Maintain open communication with all stakeholders to ensure satisfaction. • Implement feedback mechanisms to improve service delivery.

Learning and growth	5%	<ul style="list-style-type: none"> • Continuous competence development – map out a clear learning and growth plan to drive personal development. •
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Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	None
Indirect Reports	None

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal <ul style="list-style-type: none"> • All Staff 	External <ul style="list-style-type: none"> • All Vendors

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make <i>(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.</i>
<ul style="list-style-type: none"> • Operational

Work cycle and impact: time horizon and nature of impact (Planning) <i>(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1 month – 3 months, 3-6 months, 6-12 months, above 1 year)</i>
<ul style="list-style-type: none"> • Weekly, Monthly and Quarterly Reports

Ideal Job Specifications
Academic: BSc Degree Professional: OSH, Facility Management, Vendor Management Desired Work Experience: Min 5 years' experience

Ideal Job competencies

Technical Competencies	
	<ul style="list-style-type: none"> • Advanced mechanical/Electrical skills and knowledge of HVAC and other building systems • Proficiency with repair tools and techniques • Excellent communication and interpersonal skills, including the ability to speak with all levels of employees, clients, vendors and team members • Great time management, organization and prioritization abilities • Keen attention to detail and efficient problem-solving skills • Adequate project management skills

Behavioural Competencies	
Customer Focus	<ul style="list-style-type: none"> • Is dedicated to meeting the expectations and requirements of internal and external customers • Acts with customers in mind • Establishes and maintains effective relationships with customers and gains their trust and respect

Behavioural Competencies	
Problem Solving	<ul style="list-style-type: none"> • Can identify and diagnose a problem, propose, implement and test solutions • Drive effective and sustainable solutions for unique situations encountered with producers.
Communication	<ul style="list-style-type: none"> • Ability to convey information, ideas and messages in a way that others can understand

“NCBA Insurance Company Limited formerly AIG Kenya Insurance Company Limited is a subsidiary of NCBA Group PLC.”

This JD is signed-off with reference having been made to the organisation's core values and aligned competencies against these values.