

## Deputy Director Corporate Communication

Gross salary: Consolidated (KDIC Scale 3)

Leave allowance: As per KDIC approved rate

Annual Leave: 30 working days per financial year

Medical Cover: As provided in the KDIC Medical Scheme

Terms of Service: 5-year Contract renewable based on performance

### **a) Duties and responsibilities will entail:**

- i. Leading the development, implementation and evaluation of Corporation's customer engagement plans, programs, and initiatives in line with the KDIC Strategic Plans and set annual Performance Contracting;
- ii. Overseeing the formulation, implementation, and review of the Organization's corporate, stakeholders' and departmental policies;
- iii. Overseeing the provision of efficient service delivery in line with the KDIC Citizen Service Delivery Charter;
- iv. Overseeing the development, implementation, and periodic review of the KDIC Citizen Service Delivery Charter and Service Level Agreements for efficient service delivery for consistent customer experience;
- v. Spearheading resolution of customer complaints lodged through the Commission on Administrative Justice (Office of the Ombudsman), compiling, and submitting the periodic reports to the Office of the Ombudsman;
- vi. Establishing and maintaining a proactive constructive and cooperative working relationships with internal and external stakeholders to ensure seamless service delivery at the customer touch points;
- vii. Overseeing the formulation, implementation and monitoring of Service Quality Assurance framework across the organization to streamline service quality management;
- viii. Leading the conceptualization, planning and implementation of corporate communication and public relations strategies;

- ix. Overseeing the management of annual events to promote smooth stakeholder engagement and publicize activities of the institution including stakeholder engagement forums and initiatives;
- x. Spearheading the development, packaging and production of communication briefs and publications for internal and external use;
- xi. Spearheading all the media campaign engagements for the institution in liaison with respective departments to drive brand visibility and uptake of the institution's products and services;
- xii. Oversee tracking and monitoring of the institution's media mentions in order to promote a favorable media tonality;
- xiii. Overseeing all internal and external communication for the institution to ensure information consistency;
- xiv. Overseeing the implementation of data-driven service improvement initiatives to enhance efficient customer service delivery;
- xv. Spearheading the organization's Corporate Social Investment and Sustainability Agenda;
- xvi. Overseeing closure of audit issues and adherence to enterprise risk management for compliance;
- xvii. Driving the department's Business Continuity Management activities to ensure human and other departmental assets are protected for continuity of operations;
- xviii. Overseeing the preparation, utilization and monitoring of the departmental budget; and
- xix. Overseeing the preparation and submission of all periodic and ad hoc reports for the department geared towards informed decision making.

**a) Requirements for Appointment;**

- i. At least ten (10) years' work experience, five (5) of which should be in management;
- ii. Bachelor's degree in Communications, Journalism, Public Relations or equivalent from a recognized institution
- iii. Master's Degree in Communications, Journalism, Public Relations or equivalent from a recognized institution is added advantage.
- iv. Leadership course from a recognized institution is an added advantage;

- v. Professional qualification in journalism, mass communication, media studies or equivalent from a recognized institution;
- vi. Membership to Public Relations Society of Kenya (PRSK) in good standing or equivalent;
- vii. Proficiency in Computer Applications; and
- viii. Fulfil the requirements of Chapter 6 of the Constitution of Kenya 2010.