



KENYA FOREST SERVICE

DOCUMENT TITLE: OFFICE SERVICES

REF NO:KFS-HR&AD-011

ISSUE NO: 2

REVISION NO: 1

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ISSUE HISTORY

ISSUE	DESCRIPTION OF CHANGE	PROCESS OWNER	EFFECTIVE DATE
1	None, no change has been done	SAO-OFFICE SERVICES	10 th June 2010
2	Changes Done to conform to ISO 9001:2015 standard	SAO-OFFICE SERVICES	31 st May 2018

REFERENCED DOCUMENTS

S/NO	REF	TITLE
1	QPM	Quality Policy Manual
2	PM	Procedure Manual
3	WI	Work Instructions
4	FCMA	Forest Conservation Management Act
5	COK	Constitution of Kenya 2010
6	LLK	Labour Laws of Kenya (Employment Act 2007,etc)
7	PSG	Public Service guidelines
8	FAA	Fair Administrative Action Act 2015
9	SP	Strategic Plan 2018-2022
10	PMP	KFS Performance Management Policy

COPY HOLDERS

1	Chief Conservator of Forests
2	QMR
3	MHRA
4	HP

RECORDS/ANNEXES

REC. NO	REC. TITLE
KFS/REP/	Correspondence on requests on office services
KFS/VAC/	Correspondences on vacation of office spaces

PREPARED BY: Manager, HR & Admin

APPROVED BY: CCF



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1. TERMS AND DEFINITION

TERM	DEFINITION(S)
KFS	Kenya Forest Service
KPI	Key Performance Indicator
CSF	Critical Success Factor
CCF	Chief Conservator of Forests
MHRA	Manager, Human Resource and Administration
CAO	Chief Administrative Officer
SAO	Senior Administrative officer
SPO	Senior Procurement Officer

2. SCOPE

This covers from identifying need of office space, allocation of office space, repair/ modification of office to vacating an office.

3. PURPOSE

This is to define and provide the necessary control measures that are to be adhered to in allocation of office space.

4. OBJECTIVE

NB: Refer to the performance contract.

CSF	KPI	TARGET(S)	DUE


5. RESPONSIBILITY AND AUTHORITY

5.1. Manager - HR & Administration

- 5.1.1. Provide overall leadership and guidance
- 5.1.2. Approve lists of intended allocation of office space.
- 5.1.3. Approve or reject recommendations of partitioning of office space.
- 5.1.4. Assign office space.
- 5.1.5. Avail the necessary resources for acquisition of office space.

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5.2. Chief Administrative Officer

- 5.2.1. Control budgetary provisions for maintenance and repair of offices.
- 5.2.2. Control budgetary allocations for rent of office space.
- 5.2.3. Draw lists of officers in need of office space.
- 5.2.4. Draws and keeps inventory of all empty offices.
- 5.2.5. Originate designs for modification of offices to provide enough office space for staff.
- 5.2.6. Receive requests on repair, maintenance and allocation of office space from head of departments.
- 5.2.7. Approves or disapproves requests for office space.
- 5.2.8. Approves payments on completion of office space repairs
- 5.2.9. Sign payment vouchers for office repairs done.

5.3. Senior Administrative Officer

- 5.3.1. Receive requests for office allocation in absence of the CAO.
- 5.3.2. Approves or disapproves the requests in absence of the CAO.
- 5.3.3. Maintains custody of the keys to all offices that are vacant as well as spare keys of all offices.
- 5.3.4. Advice the CAO on requests of office space.
- 5.3.5. Ensures that all offices occupied bare the name of the occupant and their designation.
- 5.3.6. Ensure safety of all office occupants is catered for


6. RESOURCES, INPUTS AND OUTPUTS

6.1. Resources

- 6.1.1. Finances
- 6.1.2. Personnel
- 6.1.3. Infrastructure

6.2. Inputs

- 6.2.1. Request letter for office space

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6.2.2. Request letter for office repair

6.3. Outputs

6.3.1. Approval/Reject letter for office space

6.3.2. Repair of office report

7. CRITERIA OF MEASUREMENT

NB: Refer to Performance progress reports

8. RISK AND OPPORTUNITIES

NB: Refer to the Service's Risk register

9. EVALUATION OF PROCESS

NB: Refer to the Monitoring and Evaluation Reports.

10. DETAILS OF PROCEDURE

10.1. Office allocation

NOTE 1: Staffs with the same designation are allocated similar office space and associated office utilities.

10.1.1. Staff member identify the need for an office space and place a request for the same in writing through their respective HOD.

10.1.2. MHRA assesses the validity of the request, appends his / her recommendation and forwards the request to the CAO for necessary action

10.1.3. CAO evaluates the requests against the available office space and makes necessary recommendations to the MHRA who approves the allocation.

10.1.4. CAO communicates to the concerned MHRA/HOD on the request for the space. If not available, the CAO advises on the available alternative within one day

10.1.5. CAO hands over the office space to the MHRA/HOD.

10.2. Repair of Office Space

10.2.1. Staff member identifies the need for a repair or modification of respective office and reports to their respective HOD.

10.2.2. HOD forwards the request to the CAO in writing.

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10.2.3.The CAO takes the necessary action.

10.2.4.If approved, the SAO forwards the CAOs' approval to the SPO within the same day to implement the repairs/modification requested within the shortest time possible.

10.2.5.If it is not possible to do the repair within the expected time, the SAO communicates to the applicant on the possible time the repair would be undertaken.

10.3. Vacating an Office

10.3.1.In the case an officer vacates office, he / she hands over to the respective HOD.

10.3.2.On the day of vacating, SAO goes to the exact office and collects the key to the office from the officer, as well as signing and confirming the list of office utilities in the office against the original inventory in presence of the concerned officer

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11. PROCESS FLOW CHART

11.1. Office Allocation

Identification of needs of office space to line manager/HOD	STAFF
↓	
Check validity of request	MHRA
↓	
Evaluation of request	CAO/SAO
↓	
Recommendations of request	CAO/SAO
↓	
Approval of request	MHRA/CAO
↓	
Handing Over	SAO

11.2. Repair of Office Space

Request for office repairs by a member of staff	Staff
↓	
The HOD forwards the request for approval	CAO
↓	
Once approved, supply chain source for repairs	SPO

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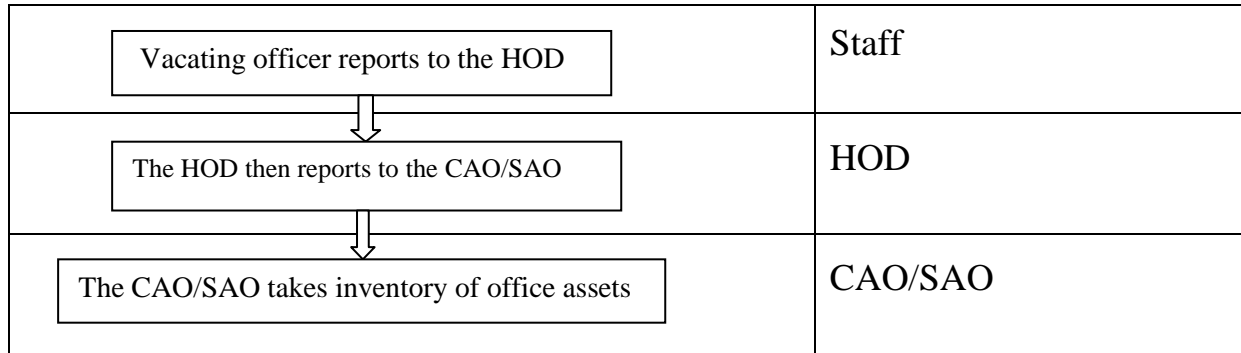
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11.3. Vacating an Office



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