

ADMINISTRATIVE SERVICES MANAGER

Job Summary:

To provide leadership, coordination, and oversight for all hospital administrative and support services to ensure smooth, efficient, and effective delivery of non-clinical operations, including transport, security, housekeeping, reception, switchboard, and general office administration.

Job Description:

1. Administrative Oversight

- Supervise and coordinate all administrative support functions including reception, front desk and switchboard.
- Ensure office operations, supplies, and equipment are efficiently managed and maintained.
- Manage service contracts and ensure outsourced services meet expected performance standards (e.g., cleaning, security).

2. Facilities and Support Services Management

- Oversee hospital transport management including fleet scheduling, vehicle maintenance, fuel monitoring, and driver supervision.
- Coordinate housekeeping and ensure hygiene standards across all hospital departments.
- Liaise with the security team to maintain a safe and secure hospital environment.

3. Staff Supervision and Development

- Supervise administrative staff, ensuring clear roles, performance management, and capacity building.
- Participate in recruitment, orientation, and training of administrative staff.
- Foster a culture of accountability, professionalism, and customer-focused service.

4. Policy and Compliance

- Ensure compliance with hospital administrative policies, procedures, and regulatory requirements.
- Develop and review standard operating procedures (SOPs) for administrative functions.
- Maintain up-to-date records for audits, inspections, and reporting.

5. Budgeting and Resource Management

- Prepare budgets for administrative services and monitor expenditure within approved limits.

- Ensure cost-effective use of hospital resources and control wastage.
- Coordinate procurement requests and stock control for administrative supplies.

6. Continuous Improvement

- Identify gaps in service delivery and recommend improvements.
- Lead or support quality improvement and risk mitigation initiatives within administrative services.
- Serve on relevant hospital committees and task forces as required.

Education/Qualification

- Bachelor's degree in Business Administration, Management, or related field.
- A postgraduate diploma in Healthcare Management or Administration is an added advantage.
- Minimum 5 years of progressive experience in administrative or operations management, preferably in a healthcare or hospital setting.
- Experience in supervising multidisciplinary teams and managing outsourced services.

How to apply:

Interested candidates who meet the above criteria should send their applications to recruit@tenwekhosp.org on or before **8th August, 2025** enclosing:

- Resume, Cover Letter & Statement of Faith*

***What is a statement of faith?**

A statement of faith should describe your Christian faith and how you see it as relevant to your involvement with Tenwek Hospital. The statement can either be incorporated into the cover letter or submitted as a separate document and should include, at a minimum, a description of your spiritual disciplines (prayer, study, etc.) and your current fellowship or place of worship.