UNIVERSITY OF NAIROBI

REMARKS BY THE VICE-CHANCELLOR PROF. G.A.O. MAGOHA DURING THE WORKSHOP FOR SECRETARIES AT CCU ON DECEMBER 17 – 19, 2014
The Deputy Vice-Chancellors

College Principals

Registrars

Trainers

Secretaries

Ladies and Gentlemen
I am very delighted to join you in this training workshop for secretaries. This workshop whose theme is “Illuminating the Real Manager, Behind the Boss” is timely as the University repositions itself to optimize production and improve its reputation among key stakeholders. This is the last phase of the training which began last with half of your colleagues being trained.

Ladies and Gentlemen, the role of the modern secretary has changed following office automation and restructuring in almost all institutions worldwide. The modern secretary is faced with more challenges and therefore requires extra skills, excellent work attitude,
technological advancement and ability to be able to carry out their responsibilities with ease.

As core persons in your respective offices, you quite often provide training to new staff including your own bosses on how the office is run. Inspite of the technological changes, therefore, core responsibilities of secretaries and other office professionals remain pretty much the same: performing and coordinating office administrative activities, and storing, retrieving and integrating information for dissemination to staff and clients.
The efficient running of an organization is largely beholden to the efficient execution of your duties and responsibilities. In your position, you handle critical duties which include organizing diaries, itineraries, meetings, organizing and maintaining proper filing systems, managing projects and disseminating information. From my many years of experience, rating of the performance of these duties in the University is good but there is room for improvement. This training therefore is set to identify gaps that affect your performance and attempt to offer solutions. You should therefore fill free to engage in these discussions that will mould you as an individual to eliminate shortcomings in our system.
Your role is undergoing fundamental changes with the adoption of modern technologies. However, many of your duties are of a personal interactive nature and therefore not easily automated. Responsibilities such as interacting with clients and fellow staff requires tact and communication skills. Since you work with corporate officers, you should be capable of emulating the style, corporate philosophy and the corporate persona of the executive for whom you work for.

Ladies and Gentlemen, the advancement of the secretary is co-dependent on the success of the executive and the ability of both to make the job performance of the team seamless. I challenge you to
strive to improve your skills to give your respective departments the best service ever.

You are entrusted with confidential information by virtue of your seniority and the sensitiveness of the office you are working in. Leakage of information destroys an organizations’ credibility especially information that is confidential in nature. My request to all of you therefore, is to be diligent and to manage confidential information professionally.

This training along the theme “Illuminating the Real Manager behind the Boss” is tailored to cover most of the areas I have mentioned and others which I have not mentioned. I hope the training will expose you
appropriately on quality service and excellent customer care hence its necessity.

With those few remarks it is my pleasure to declare this workshop officially open.

Thank you.