



JOB PROFILE

A. Post Information	
Post Title	Administrative Assistant
Component	XXX Provincial Office
Location	XXX Province
Post Reports To	Administrative Officer

Job Profile Verification	
Profile Verified By:	Various Stakeholders
Date Verified:	

Job Profile Validation	
Profile Validated By:	Various Stakeholders
Date Validated:	

Job Evaluation Outcome	
Confirmed Grade:	6
Date Graded:	

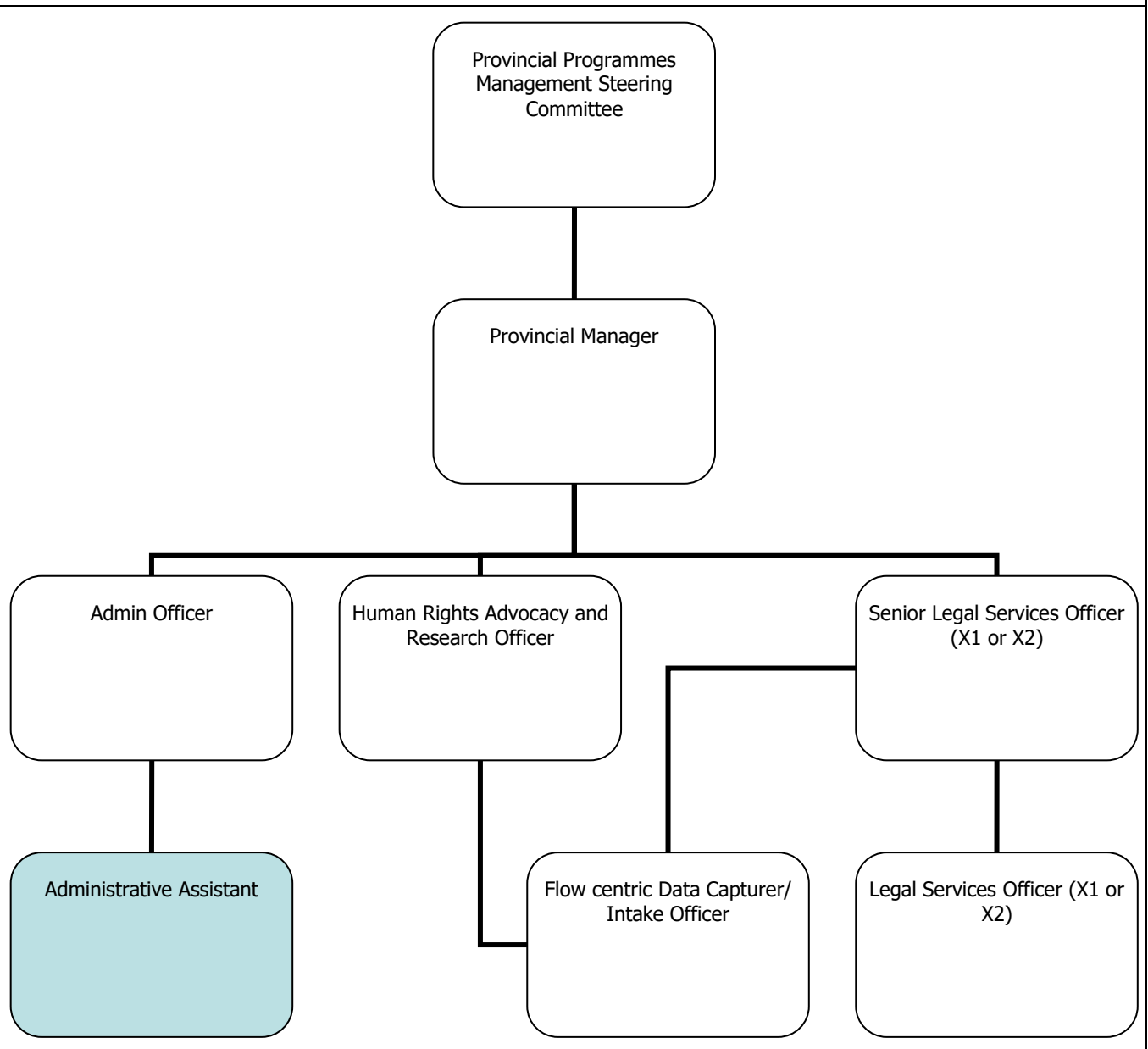
B. Job Purpose

Brief statement outlining the overall purpose/reason for existence of the post (one or two sentences).

To efficiently manage the switchboard of the provincial office and to provide administrative assistance and support as may be required for the effective and proper functioning of the office

C. Position of the Post in the Organisation

Structure diagram



D. Key Responsibilities

List major activities and contribution to the organisation for which this post is held accountable

Key Performance Areas (KPA)		Activities (Linked to each of the KPAs)	
No.	KPA Description	No.	Activity Description
1	Receptionist duties	1.1	Answer all telephone calls courteously and promptly
		1.2	Perform telephone management and screening of calls in a professional and efficient manner
		1.3	Provide general receptionist functions including receiving and referring visitors to the provincial office
2	General Support	2.1	Ensure that the office is neat and tidy at all times and to attend to necessary cleaning duties as may be required
		2.2	Provide assistance and support to the Admin Officer as and when required in relation to documents management
		2.3	Ensure proper recording of all material that is available in the provincial office and to alert the Admin Officer of office needs
3	General Administrative Assistance and Support	3.1	Perform general admin duties for the provincial office, including typing and filing when required
		3.2	Provide assistance and support to all units within the provincial office e.g. Filing; pulling out of diarized files and locating files when complainants contact the office
		3.3	Assist the Admin Officer to obtain quotes for the procurement of goods; travel and accommodation
		3.4	Facilitate the car requisition process for provincial staff
		3.5	Attend to stationary stock take on a monthly basis and report to the Admin Officer accordingly
		3.6	Attend to the purchase of office groceries as may be required and ensure that there is sufficient stock available
		3.7	Manage the booking of the provincial office boardroom and

D. Key Responsibilities			
<i>List major activities and contribution to the organisation for which this post is held accountable</i>			
Key Performance Areas (KPA)		Activities (Linked to each of the KPAs)	
No.	KPA Description	No.	Activity Description
			other common rooms
		3.8	Attend to making tea/ arranging refreshments for meetings/visitors as may be requested
4	Maintaining a proper and effective recording system for all incoming/outgoing correspondence in the Provincial office	4.1	Maintaining a proper and effective system for the recording of all incoming and outgoing mail; faxes and relevant communication
		4.2	Distributing incoming mail/faxes to relevant units within the provincial office
		4.3	Attend to faxing of letters / relevant communication as and when requested

E. Advisory Responsibility	
<i>Is it required from the post holder to give formal advice and engage with external stakeholders? Please indicate the type of advice given and to whom.</i>	
To Whom	Type of Advice/ Information
The General Public	Facilitate engagements with relevant provincial officials in relation to complaints and other matters

F. Accountability	
<i>These fields are not compulsory and should only be completed if the fields are relevant to your post</i>	
Number of staff directly managed	• 0
Number of staff indirectly managed	• 0
Financial accountability	• 0

G. Inherent requirements of the Post

The minimum qualifications, skills, knowledge, experience and behaviour that are required to perform the job competently.

Skills/ Knowledge/ Behaviour:

Requirement	Type
<p>Key competencies</p> <p><i>(This field requires a list of all skills, behaviour and attitude requirements)</i></p>	<ul style="list-style-type: none"> • Switchboard operation • Administrative support • Secretarial support • Records management • Client orientation and customer focus • Records management/ Filing • Communication skills (written and oral) • Typing
<p>Knowledge and education</p> <p><i>(This field requires a list of all knowledge requirements relevant to this post e.g. Knowledge of the Public Service Act.)</i></p>	<ul style="list-style-type: none"> • Administration / Secretarial Diploma • MS Office • Knowledge and understanding of relevant confidentiality requirements
<p>Experience</p> <p><i>(Please list all relevant experience required for the post)</i></p>	<ul style="list-style-type: none"> • 1 years' relevant experience

H. Career pathing	
Next higher position:	Other Administrative Positions
What is required to progress:	See profiles

I. Job profile agreement				
<i>The Manager or his/her nominee reserves the right to make changes and alterations to this job profile as he/she deem reasonable, after due consultation with the post holder.</i>				
We the undersigned agree that the content of the completed Job Profile gives an accurate outline and content of the Post.				
Title	Name	Employee Number	Signature	Date