

# PAN SOUTH AFRICAN LANGUAGE BOARD



## JOB PROFILE ADMINISTRATIVE ASSISTANT

2017

<b>A. JOB INFORMATION SUMMARY</b>	
<b>JOB TITLE</b>	Administrative Assistant
<b>NAME OF JOB HOLDER</b>	
<b>SALARY LEVEL</b>	
<b>BUSINESS UNIT</b>	Office of the Chief Executive Officer
<b>SUB-UNIT</b>	
<b>LOCATION</b>	Head Office
<b>POSITION REPORTING TO</b>	Chief Executive Officer

### **B. JOB PURPOSE** *(high level description, why does the job exist)*

The Administrative Assistant is responsible for secretarial and administrative services for the Office of the CEO in support of the **Chief Executive Officer**. The duties involved include coordination of correspondences in the Office, typing, copying of documents, faxing and processing of reports that come to this office within PanSALB and other PanSALB' s structures. The incumbent will be required to work within prescribed standards, processes and procedures and need to optimise the work outputs within these.

### **Technical Work Responsibilities**

- Bookkeeping and reconciliation;
- Record-keeping;
- Coordination of meetings;
- Administration of correspondence;
- Projects administration;
- Manage of the CEO's diary in the absence of the PA; and
- Record keeping and maintenance of filing systems.

**C. KEY PERFORMANCE AREAS (KPA): (Description of the main objectives) (Essential functions justifying the existence of this position – linked to the strategy , business plan & Work plans)**

Key Performance Area	Process Tasks	Performance indicator
<p>1. Provide secretarial service for the Office</p>	<ul style="list-style-type: none"> <li>• Efficient administration of the CEO' office.</li> <li>• Process travel claims for the Office.</li> <li>• Take enquiries from internal and external clients.</li> <li>• Maintain records.</li> <li>• Maintain report of expenses in the CEO's office.</li> <li>• <b>Schedule the MANCO and Staff Meetings on behalf of the OCEO</b></li> <li>• Ensure general secretarial work including typing, telephones, diaries, appointments and arranging meetings</li> <li>• Collate all minute's meetings.</li> <li>• Provide assistance with agenda compilation.</li> <li>• Ensure that all Committee members submit agenda items timeously.</li> <li>• Ensure distribution of all reports that come through the CEO's Office.</li> <li>• Distribute agendas.</li> <li>• Ensure that changes to scheduled meetings are communicated timeously to all stakeholders.</li> <li>• Independently manage meeting logistics.</li> <li>• Take minutes of meetings when necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Records up-to-datedness</li> <li>• Accurate and timeous minutes</li> <li>• Board's feedback</li> <li>• Stakeholder feedback</li> <li>• Expenditure reports</li> <li>• Accurate travel arrangements</li> </ul>

**C. KEY PERFORMANCE AREAS (KPA): (Description of the main objectives) (Essential functions justifying the existence of this position – linked to the strategy, business plan & Work plans)**

Key Performance Area	Process Tasks	Performance indicator
	<ul style="list-style-type: none"> <li>Follow up on meeting outcomes, (e.g. resolutions, deliverables and actions).</li> <li>Provide proper documentation management.</li> </ul>	
2. Corporate Strategic Alignment and support	<ul style="list-style-type: none"> <li>Participate in CEO's projects / Initiatives.</li> <li>Provide administrative and secretarial support to Executive Management Committee.</li> <li>Promote corporate values and Code of Conduct in day to day performance.</li> <li>Participate in the generation of ideas and improvement opportunities that will optimise the CEO's office.</li> <li>Provide support to other areas of the organisation when required.</li> <li>Collate information and prepare reports, letters, memo's and presentations as required and according to organisational standards and image requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Support the CEO's office and other clusters</li> <li>Optimised CEO's office and output</li> <li>Effective and efficient secretarial services</li> <li>Corporate values and Code promoted</li> <li>Prepared letters</li> <li>Prepared reports</li> <li>Approved memos</li> <li>Identified Projects</li> </ul>
3. Accurate travel arrangements for PanSALB travellers	<ul style="list-style-type: none"> <li><b>Make travel arrangements for staff in the Office of the CEO.</b></li> <li>Liaise with the <b>SCM Division</b> or travelling agent in relation to airlines tickets, hotels bookings and transport arrangements.</li> <li>Coordinate and manage booking of venues.</li> <li>Maintain extensive network of contacts with</li> </ul>	<ul style="list-style-type: none"> <li>Accuracy of travel arrangements</li> <li>Level of compliance</li> <li>Customer satisfaction</li> <li>Cost savings</li> <li>Quotations sourced</li> <li>Timeous report submission</li> </ul>

**C. KEY PERFORMANCE AREAS (KPA): (Description of the main objectives)** *(Essential functions justifying the existence of this position – linked to the strategy, business plan & Work plans)*

Key Performance Area	Process Tasks	Performance indicator
	<p>the travel and venue suppliers.</p> <ul style="list-style-type: none"> <li>• Communicate itinerary or answer queries clearly and accurately to travellers.</li> <li>• Provide reminders to travellers, prior to deadlines for purchasing of air tickets to avoid automatic cancellation by airline.</li> <li>• Provide immediate notification to travellers of cancellations, delays, changes, re-routing, changes of equipment or postponement of flights and the ability to re-route or make alternative arrangements if required.</li> <li>• Deliver documentation to the traveller within reasonable time of receiving the purchase order.</li> <li>• Obtain approval on travel, hotel and venue requests.</li> <li>• Ensure proper car hire arrangements for travellers.</li> <li>• Responsible for verification of authorised orders for travel logistics.</li> <li>• Maintain the travel requisition filing system.</li> </ul> <ul style="list-style-type: none"> <li>• Provide regular reports to the Unit Manager on travel related issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Up to date in house travel system</li> <li>• Maintain relationships with travel agencies</li> <li>• Documentation sent to agencies</li> <li>• Reconciled travel account</li> <li>• Prepared travel accounts for payments</li> </ul>

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Key Performance Area	Process Tasks	Performance indicator
	<ul style="list-style-type: none"> <li>• Ensure that relevant documentation is sent to the agencies for booking.</li> <li>• Prepare travel accounts for payments.</li> </ul>	
4. Adhoc	<ul style="list-style-type: none"> <li>• Provide all other administrative tasks within the OCEO</li> </ul>	

**D. ESSENTIAL REQUIREMENTS OF THE POST**

<b>EDUCATION</b>	<ul style="list-style-type: none"> <li>• National Diploma in Public Administration or equivalent NQF level 5 qualification.</li> </ul>
<b>TECHNICAL COMPETENCIES</b>	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Cost control</li> <li>• Customer service</li> <li>• Report writing skills</li> <li>• Diary management</li> <li>• Communication</li> <li>• Business acumen</li> <li>• Commercial Awareness</li> <li>• Financial management</li> <li>• Project administration</li> <li>• Attention to detail</li> <li>• Research, Planning, Implementing &amp; Evaluating Programs</li> </ul>

**D. ESSENTIAL REQUIREMENTS OF THE POST**

<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• 2 years office administration experience</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Project administration</li><li>• Advanced Report Writing</li><li>• Knowledge of general administration</li><li>• Diary management</li><li>• Computer Literacy</li><li>• Knowledge of business writing</li><li>• Budget and cost control</li><li>• Records keeping and management</li><li>• Financial management</li><li>• Travel management</li><li>• Knowledge of filing systems</li><li>• Knowledge of administration and administrative systems</li></ul>
<b>SKILLS</b>	<ul style="list-style-type: none"><li>• Project Management</li><li>• Team work</li><li>• Computer Literacy (advanced in MS Word and MS Excel)</li><li>• Quality Awareness</li><li>• Interpersonal skills</li><li>• Communication</li><li>• Planning and Organising</li><li>• Self-management</li><li>• Customer services</li></ul>



D. ESSENTIAL REQUIREMENTS OF THE POST	
<b>VALUES / ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Accountability and ethical conduct</li> <li>• Quality oriented</li> <li>• Deadline-orientated</li> <li>• Excellence orientated</li> <li>• Task oriented</li> <li>• Results Driven</li> <li>• Organisational values and quality</li> <li>• Professionalism</li> <li>• Attention to Detail</li> <li>• Initiative</li> </ul>
<b>SPECIAL CONDITIONS OR REQUIREMENTS OF THE JOB</b>	<ul style="list-style-type: none"> <li>• Overtime</li> </ul>
E. Internal and External interfaces	
Internal	External
<ul style="list-style-type: none"> <li>• Executive Head: Research, M&amp;E</li> <li>• CEO</li> <li>• Executive Heads of Divisions</li> <li>• PanSALB Structures</li> <li>• Support Services (Senior and Middle Management)</li> <li>• General PanSALB employees</li> </ul>	<ul style="list-style-type: none"> <li>• The Department of Arts and Culture</li> <li>• PanSALB Private and Civil Society Partners</li> <li>• PanSALB direct beneficiaries</li> <li>• Parliament, National, Provincial and Local Government structures</li> <li>• Government Agencies and Parastatals</li> <li>• External Auditors</li> <li>• Service Providers</li> </ul>
F. PHYSICAL/MENTAL REQUIREMENTS OF THE POST	
<b>1</b>	Willingness to travel

<b>D. ESSENTIAL REQUIREMENTS OF THE POST</b>			
<b>2</b>	Willingness to work outside normal hours		
<b>3</b>	Willingness to accept responsibility and other functions		
<b>G. CAREER PATHING</b>			
Next higher position:			
Requirements:	Compliance with the requirements of the higher position		
<b>H. APPROVAL OF JOB PROFILE</b>			
<b>H.1 AGREEMENT</b>			
We the undersigned confirm that we have consulted on the content contained in the job description and hereby confirm that we consider that the information contained is a correct reflection of the context of the post and its content.			
TITLE	NAME	SIGNATURE	DATE
<b>INCUMBENT (JOB HOLDER)</b>			
<b>IMMEDIATE SUPERVISOR/MANAGER</b>			
<b>HEAD OF DEPARTMENT</b>			