



**ACCOUNTABILITIES**

**Note:** The following list of Key Results Areas and Outcomes/Outputs not exhaustive. Companies Tribunal may instruct the employee at any time to carry out additional duties or responsibilities, which fall reasonably within the ambit of the job, or in accordance with operational requirements.

**Key:**

KRA: What their area of responsibility includes?

OUTCOME/OUTPUT: How will we know the key results area has been performed successfully?

Key Results Areas (KRA's)	Outcomes/Outputs
<p>1. Secretarial and administrative support</p>	<p>Secretarial and administrative support to members</p> <ul style="list-style-type: none"> <li>• Coordinate responses to queries from Members on cases handled</li> <li>• Communicate to all relevant members about claims</li> <li>• Compile claims with the necessary attachments</li> <li>• Coordinate all the necessary sign offs.</li> <li>• Facilitate timely submission.</li> </ul> <p>COO &amp; Chairpersons diaries</p> <ul style="list-style-type: none"> <li>• Co-ordinate meetings, appointments and conferences hosted or attended by the Chairpersons and COO</li> <li>• Maintain the Chairperson's and COO's calendar of events.</li> <li>• Liaise with relevant individuals, external organisations etc to arrange meetings and appointments.</li> <li>• Compile agendas for meetings after consultation with officials</li> <li>• Liaise with relevant individuals, external organisations etc to arrange meetings and appointments.</li> </ul> <p>Corporate Diary/Calendar</p> <ul style="list-style-type: none"> <li>• Produce, update and communicate of Corporate Calendar issuing of corporate events invites</li> </ul>
<p>2. Administration and logistics coordination</p>	<p>Meetings and Management of meetings (Manco, Staff, ad hoc)</p> <ul style="list-style-type: none"> <li>• Plan and communicate relevant meetings.</li> <li>• Diarise/communicate such meetings for all stakeholders (invites)</li> <li>• Coordinate and distribute all the necessary documents.</li> <li>• Organise all the necessary meeting logistics (agenda, venue, catering, presentation equipment, registers, etc)</li> <li>• Record meetings and produce minutes and action list.</li> </ul> <p>Coordination of travel and accommodation</p> <ul style="list-style-type: none"> <li>• Coordinate travel arrangements (flights, car hire, hotel, accommodation etc) for CT as required.</li> <li>• Facilitate all necessary travel approvals are obtained.</li> <li>• Communicate travel arrangements/documents to travellers.</li> </ul>

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Key Results Areas (KRA's)	Outcomes/Outputs
	<ul style="list-style-type: none"> <li>• Provide assistance with subsistence and travel claims.</li> </ul>
3. Operational support	<p>Compliance</p> <ul style="list-style-type: none"> <li>• Prepare Quarterly divisional evidence of performance for AOPO.</li> <li>• Attend audit meetings and liaise with internal/external auditors.</li> <li>• Respond to Audit queries and capture management responses.</li> <li>• Coordinate queries &amp; management responses</li> </ul> <p>Reporting (quarterly, annually)</p> <ul style="list-style-type: none"> <li>• Plan reporting steps/update the SOP.</li> <li>• Coordinate quarterly reports inputs.</li> <li>• Capture basic information in the report.</li> <li>• Format and quality check all reports.</li> <li>• Prepare the relevant Risk Register</li> <li>• Submit and capture reports on eQPRS system.</li> </ul> <p>Communication</p> <ul style="list-style-type: none"> <li>• Communicate relevant information and arrangements to relevant parties as may be required</li> <li>• Provide assistance with internal communication to managers and staff</li> </ul>
4. Record and document management	<ul style="list-style-type: none"> <li>• Maintain electronic filing of records in line with the File Plan</li> <li>• Open and label hard copy files as required.</li> <li>• Prepare, format and quality check documents before finalisation (submissions, deviations, requests, etc)</li> <li>• Maintain filing for the COO's office.</li> </ul>
5. Office administration	<p><b>General support functions</b></p> <ul style="list-style-type: none"> <li>• Obtain all necessary prior approvals for all expenditure - no irregular, fruitless or wasteful expenditure.</li> <li>• Coordinate sign offs and submission of Members' claims</li> <li>• Manage and coordinate all the organisation's events.</li> <li>• Receive and cater for clients and guests.</li> <li>• Receive and distribute mail and other relevant correspondence.</li> </ul>

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Key Results Areas (KRA's)	Outcomes/Outputs
	<ul style="list-style-type: none"> <li>• Manage stationary, assess requirements, obtain necessary approvals for ordering stationary.</li> </ul> <p><b>Amenities and cleanliness</b></p> <ul style="list-style-type: none"> <li>• Maintain adequate refreshments stock supply.</li> <li>• Prepare refreshments as may be required.</li> <li>• Maintain cleanliness and order in the COOs office as needed</li> </ul>

**REQUIREMENTS**

**SPECIFIC REQUIREMENTS:**

**REQUIREMENT SPECIFIC TO THE JOB:**

<b>Qualifications:</b>	<b>Minimum:</b> <ul style="list-style-type: none"> <li>Diploma in Secretarial Studies/ Office Administration, or relevant qualification (NQF 6)</li> </ul>	<b>Ideal:</b> <ul style="list-style-type: none"> <li>A Degree in relevant field</li> </ul>
<b>Experience:</b>	<b>Minimum:</b> <ul style="list-style-type: none"> <li>3 years executive / management support experience</li> </ul>	<b>Ideal:</b> <ul style="list-style-type: none"> <li>3+ years' executive / management support experience</li> </ul>
<b>Language Skills:</b>	Ability to read, analyse, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.	
<b>Numerical Skills:</b>	<b>Basic Skills:</b> Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.	
<b>Reasoning Skills:</b>	<b>High Skills:</b> Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.	
<b>Knowledge &amp; Other Skills:</b>	Interpersonal skills Communication (written and verbal) skills Excellent coordination and logistics skills Planning & organising skills Project management skills Microsoft Office package (Word, excel, power point)	

**CONSENSUS ON CONTENTS OF THE JOB:**

APPROVED BY:		
<b>Job Holder/ Incumbent:</b>	<b>Manager:</b>	
<b>Job Title:</b>	<b>Job Title:</b>	
<b>Signature:</b> _____ <b>Date:</b> _____	<b>Signature:</b> _____ <b>Date:</b> _____	
<b>HR:</b>		
<b>Name:</b> _____	<b>Signature:</b> _____	<b>Date:</b> _____
<b>PREPARED BY:</b>	<b>DATE:</b>	