



JOB PROFILE

POSITION DESCRIPTION	
Position Title	Office Attendant
Purpose	The position provides an office attendant service to the office where the position is based, as per the standards outlined in the performance contract of the individual.
Reports To	Provincial Manager
Position location	Provincial Office
Peromnes Grade	15
Number of Direct Reports	None

POSITION REQUIREMENTS	
Minimum Qualification	<ul style="list-style-type: none"> • Proven competence in the required areas
Essential Experience	<ul style="list-style-type: none"> • At least 2 years working experience in the provision of cleaning services • Basic office administration skills will be an advantage
Knowledge	<ul style="list-style-type: none"> • Knowledge of domestic/ corporate cleaning procedures essential • Computer literacy is advantageous • Knowledge of photocopying, binding and faxing is advantageous • Knowledge of Microsoft Outlook and Calendar
Skills & Abilities	<ul style="list-style-type: none"> • Planning, organising and prioritising • Ability to work independently within framework of general instructions • Willingness to assist to achieve professional image for organisation • Ability to take instructions and deliver on short notice • Ability to improvise on creative options, provide imaginative solutions and improve processes in terms of cleaning requirements • Good communications skills – verbal & written

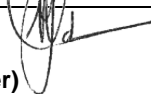
Personal Attributes	<ul style="list-style-type: none"> • Respect for authority • Dependable, conscientious, reliable, good timekeeping and willingness to go the extra mile • Good memory • Tidiness
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MAIN AREAS OF RESPONSIBILITY

Co-ordinate meeting venues and meeting arrangements	<ul style="list-style-type: none"> • Check calendar daily for request for catering meeting arrangements • Allocate a venue in accordance with the size of the group • Inform meeting organiser immediately should venue not be available or offer an alternative solution • Professionally present refreshments to the meeting participants at a times agreed upon prior to the meeting should it involve catering • Set up the venue prior to meeting by ensuring venue is neat and tidy • Clean venue within 10 minutes after meeting and ensure furniture and venue are left organised and tidy
Control kitchen supplies, stock, cutlery and crockery	<ul style="list-style-type: none"> • Ensure that stock is replenished whenever necessary by ordering the beverages and /or stock in liaison with the administrative assistant e.g. Tea, coffee, milk, cutlery and crockery • Keep control of and ensure safekeeping of all stock, cutlery and crockery • Keep register of daily use and keep record and report any theft of missing cutlery • Create and maintain inventory of office supplies and ensure inventory of all supplies are updated daily and losses are recorded and reported • Ensure change rooms are always have sufficient toilet paper, hand soap and paper to dry hands
Keep kitchens organised	<ul style="list-style-type: none"> • Ensure tea, coffee, milk and sugar are replenished daily at agreed intervals • Clean kitchen and wash dishes at agreed intervals • Tidy up kitchen before departure and ensure kitchen is stocked with milk for next day • Ensure water in coolers are always replenished when running low so that cold water is always available • Check and remove dirty dishes from work stations should it be found standing around whilst staff is involved in meetings
Vacuuming and emptying dustbins in office	<ul style="list-style-type: none"> • Vacuum all offices daily as per roster • Empty all dustbins and shredders • Empty all shredding machines whilst cleaning offices • Wipe all working surfaces in all offices and meeting venues at least once daily or more where required
Provide administrative support service to the office when required	<ul style="list-style-type: none"> • Keep occupied by offering assistance to administrative staff when having no other duties to tend to and free time is available

KEY RELATIONSHIP INTERFACES

Internal Relationships - other than reporting lines (manager and subordinates). *	External Relationships (With Local/Provincial structures and other key parties, specify)
<ul style="list-style-type: none">• NDA employees• NDA visitors	<ul style="list-style-type: none">•

Signed by:  (Job Holder)	Authorised by:
Date: 01/03/2023	Date: