



## JOB PROFILE

POSITION DESCRIPTION	
<b>Position Title</b>	Office Attendant
<b>Purpose</b>	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.
<b>Reports To</b>	Provincial Manager
<b>Position location</b>	Provincial Office
<b>Peromnes Grade</b>	15
<b>Number of Direct Reports</b>	None


POSITION REQUIREMENTS	
<b>Minimum Qualification</b>	<ul style="list-style-type: none"> <li>Grade 12</li> <li>Tertiary qualification will be an added advantage</li> <li>Proven competencies in the required areas</li> </ul>
<b>Essential Experience</b>	<ul style="list-style-type: none"> <li>At least 2 years working experience in the provision of cleaning services</li> <li>Basic office administration skills will be an advantage</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge of domestic/ corporate cleaning procedures essential</li> <li>Computer literacy is advantageous</li> <li>Knowledge of photocopying, binding and faxing is advantageous</li> <li>Knowledge of Microsoft Outlook and Calendar</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Planning, organising and prioritising</li> <li>Ability to work independently within framework of general instructions</li> <li>Willingness to assist to achieve professional image for organisation</li> <li>Ability to take instructions and deliver on short notice</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to improvise on creative options, provide imaginative solutions and improve processes in terms of cleaning requirements</li> <li>• Good communications skills – verbal &amp; written</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Respect for authority</li> <li>• Dependable, conscientious, reliable, good timekeeping and willingness to go the extra mile</li> <li>• Good memory</li> <li>• Tidiness</li> </ul>

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

### 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"><li>• NDA employees</li><li>• NDA visitors</li></ul>	<ul style="list-style-type: none"><li>•</li></ul>

Signed by:  (Job Holder)	Authorised by: 
Date:	Date:11/03/2025