



## JOB PROFILE

POSITION DESCRIPTION	
<b>Position Title</b>	<b>Executive Assistant: COO</b>
<b>Purpose</b>	<p>The position is responsible for the full administrative and secretarial support to the Directorate Executive and manage the office environment of this Executive Office. This position coordinates and implement the clerical, record keeping, secretarial and administrative support tasks of the Directorate. The incumbent will assist with the day-to-day running of the Directorate.</p> <p>The incumbent will handle sensitive and confidential issues in a professional and objective manner. Take initiative as appropriate especially in the Directorate Executive's absence.</p>
<b>Directorate</b>	Office of the Chief Operations Officer
<b>Reports To</b>	Chief Operations Officer
<b>Position location</b>	Head Office
<b>Peromnes Grade</b>	10
<b>Number of Direct Reports</b>	None

POSITION REQUIREMENTS	
<b>Minimum Qualification</b>	<ul style="list-style-type: none"> <li>Grade 12</li> <li>National Diploma in Administration/Office Administration or equivalent</li> <li>Secretarial qualification and/or office management or equivalent will be an added advantage</li> </ul>
<b>Essential Experience</b>	<ul style="list-style-type: none"> <li>Three years' experience at a senior secretarial level</li> <li>Experience with reception duties</li> <li>Experience with meeting management</li> <li>Experienced Personal Assistant at senior management level.</li> <li>Experience of electronic diary management</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Familiar with administration policies, systems and procedures.</li> <li>Able to use relevant software in particular the MS Office suite of packages.</li> <li>The use of general office equipment</li> <li>Exceptional interpersonal and communication skills, to enable professional interaction with a wide range of contacts, both internal and external</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to organize and plan own work.</li> <li>• Excellent attention to detail, with the ability to maintain a high level of accuracy.</li> <li>• A flexible, pro-active approach to work including the ability to prioritize and re-prioritize.</li> <li>• Ability to work on own initiative</li> <li>• Ability to deal with sensitive information with discretion and to maintain confidentiality.</li> <li>• Excellent IT skills, including a working knowledge of presentation software packages, preferably Microsoft Office Word, Excel and PowerPoint</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>▪ Strong computer skills including word processing, spreadsheets, graphical presentation and Internet research skills</li> <li>▪ Human relations skills and understanding people from different cultures</li> <li>▪ Practical skills such as the ability to set up data presentations</li> <li>▪ Time Management</li> <li>▪ Problem-solving</li> <li>▪ Customer service orientation</li> <li>▪ Interpersonal skills – tact, diplomacy</li> <li>▪ Initiative</li> <li>▪ Flexibility</li> <li>▪ Accountability</li> <li>▪ Strong organisational skills</li> <li>▪ Proficiency in filing and maintaining filing systems</li> <li>▪ Poise</li> </ul>


<b>MAIN AREAS OF RESPONSIBILITY</b>	
<b>ADMINISTRATION</b>	<ul style="list-style-type: none"> <li>• Manage, coordinate and maintain calendar of Executive including appointments, meetings and travel.</li> <li>• Responsible for organising of internal and external meetings on behalf of the Executive ensuring all necessary requirements are made e.g. meeting venue, equipment, presentations, prepare agendas.</li> <li>• Provide executive and administrative support to Executive.</li> <li>• Responsible for organising Executive travel and logistics including flights, hotel accommodation, car rental, meeting schedules while travelling and completing expenses.</li> <li>• Monitor and respond to incoming communications to Executive's office including phone calls, emails and walk-ins, ensuring correct department distribution.</li> <li>• Secretarial support for meetings as and when required by the Executive, including drafting and circulating meeting agendas, preparing minutes, communicating meeting reminders, confirming venues and arranging refreshments. Writing and distributing comprehensive minutes and action points to all members post meeting.</li> <li>• Drafting and writing high quality reports and presentations, as required by the Executive.</li> <li>• Communicating important updates and information to NDA Executive Committee and staff as required by Executive.</li> <li>• Structure the NDA's wide central calendar of events.</li> <li>• Arrange Directorate and Senior leadership events.</li> <li>• Manage the diary (electronic and manual) of the Executive.</li> <li>• Create, transcribe and distribute meeting agendas and minutes for the Executive's Office or as requested.</li> <li>• Undertake reception duties for the Directorate including dealing with or referring client queries.</li> </ul>

	<ul style="list-style-type: none"> <li>• Meet and greet Directorate clients and visitors, and ensure refreshments are served.</li> <li>• Act as the point of contact among executives, employees, clients and other external stakeholders.</li> <li>• Perform general clerical duties to include but not limited to photocopying, faxing, mailing and filing.</li> <li>• Maintain hard copy and electronic filing system</li> <li>• Sign for all packages/deliveries and accept and record all incoming and outgoing information ensuring timely completion and follow-up, i.e. document management.</li> <li>• Ensure the attendance registers for the Directorate is completed on a daily basis and submitted to HR before payroll closure.</li> <li>• Monitoring and co-ordination of project information</li> <li>• Quality assure all letters, reports, memoranda, agendas, minutes and other documents submitted for spelling mistakes and layout as per agreed format</li> <li>• Ensure that no confidential material left lying around – material to be safely stored at all times</li> <li>• All filing to be kept up to date, filing cabinet is tidy and legible</li> <li>• Replenish stationery before any shortages occur</li> <li>• Ensure office equipment is always in working order, plan and organise services for equipment before due dates.</li> <li>• Assist staff in the Directorate with typing, correspondence and presentations including, typing, binding and photocopying, etc. view guides and other documents as required.</li> <li>• Co-ordinate, type and collate the submission of monthly progress reports for the Directorate.</li> <li>• Receive, register and dispatch all incoming correspondence and faxes</li> <li>• Support the Executive with research, abstracts and preparation of information for meetings, projects, presentations and reports.</li> <li>• Assist with the management of workflow and systems in the Directorate</li> <li>• Process all submissions and memoranda, which are received in the Directorate</li> <li>• Monitor the observation of all due dates for submissions and memoranda in respect of the Executive.</li> <li>• Trace files and documents processed in the Directorate.</li> <li>• File all documents in the appropriate filing systems</li> <li>• Assist with programme and project co-ordination by the Directorate.</li> <li>• Provide logistical support and advice for meetings, and workshops for the Executive.</li> </ul>
<p><b>PROCUREMENT PROCESSING</b></p>	<ul style="list-style-type: none"> <li>• Handle procurement processes for the Directorate including sourcing required resources and obtaining approvals from designated signatories in accordance with procurement policies.</li> <li>• Prepare all relevant documentation for procurement recording.</li> <li>• Create and maintain a filing system for procurement initiated, which must include copies of procurement documents.</li> <li>• Ensure all motivations received have the appropriate approvals and support documents attached .</li> </ul>
<p><b>MEETINGS</b></p>	<ul style="list-style-type: none"> <li>• Attend all meetings as requested, taking minutes at all meetings, ensuring absolute attention to detail with no comebacks or corrections to be made afterwards.</li> <li>• Distribute meeting minutes within prescribed time frames</li> <li>• Follow up and ensure all outcomes of meetings are implemented as per the meeting minutes.</li> <li>• File all meeting minutes for easy retrieval and reference at any point in time</li> </ul>

<b>TRAVEL MANAGEMENT</b>	<ul style="list-style-type: none"> <li>• Make all travel arrangements for the Directorate (flights, accommodation &amp; car hire) ensuring accurate travel bookings at all times</li> <li>• Communicate arrangements regarding meetings/functions/conferences to relevant party and that appropriate documentation is distributed prior to travel</li> </ul>
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**KEY RELATIONSHIP INTERFACES**

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

Signed by: <b>(Job Holder)</b>	Authorised by: Ms S Khumalo: Chief Operations Officer 
Date:	Date: 09 April 2026