

JOB PROFILE

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| **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** | Admin Supervisor |
| **Position location** | District Office |
| **Peromnes Grade** | 15 |
| **Number of Direct Reports** | None |

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| **POSITION REQUIREMENTS** | |
| **Minimum Qualification** | |  | | --- | | * Proven competence in the required areas | |
| **Essential Experience** | |  | | --- | | * At least 2 years working experience in the provision of cleaning services * Basic office administration skills will be an advantage | |
| **Knowledge** | |  | | --- | | * 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** | |  | | --- | | * 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** | * 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 | * 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 | * 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 | * 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 | * 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 | * Keep occupied by offering assistance to administrative staff when having no other duties to tend to and free time is available |

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| KEY RELATIONSHIP INTERFACES | |
| **Internal Relationships - other than reporting lines (manager and subordinates).** \* | **External Relationships (With Local/Provincial structures and other key parties, specify)** |
| * NDA employees * NDA visitors |  |

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| Signed by:  (**Job Holder)** | Authorised by: |
| Date: | Date: |