



## JOB PROFILE

POSITION INFORMATION	
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<b>Position Title</b>	<b>Office Attendant – National Office</b>
<b>Department</b>	Corporate Services
<b>Reports To</b>	Admin Assistant: Marketing and communications
<b>Number of Direct Reports</b>	None
Undertake any reasonable duty as requested by the Management	

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<b>Description</b>	The primary function of the position is the provision of cleaning services and other related tasks for the NDA office where the position is based. Work will be performed in accordance with the NDA Operations, and within the framework of existing schedules.
<b>Minimum Qualification</b>	Proven competence in the required areas, grade 12 will add as an advantage.
<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 advantageous</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>Able to take instructions and deliver on short notice</li> <li>Respect for authority</li> <li>Dependable, conscientious, reliable, good timekeeping and willingness to go the extra mile</li> <li>Ability to improvise on creative options, provide imaginative solutions and improve processes in terms of cleaning requirements</li> <li>Good memory</li> <li>Good communications skills – verbal &amp; written</li> </ul>

OUTPUTS		
KEY OUTCOME	KEY RESULT AREA	KEY PERFORMANCE INDICATORS
<b>FACILITY MANAGEMENT</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>• In liaison with Admin Assistant, professionally present refreshments to the meeting participants at a times agreed upon prior to the meeting should it involve catering</li> <li>• Set up for 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 NDA 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 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 08h00, 12h00 and 15h00 daily</li> <li>• Clean kitchen and wash dishes at 09h00, 14h00 and 16h00 daily</li> <li>• Tidy up kitchen at 16h15 daily 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 NDA 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</li> </ul>

		more where required
<b>LOGISTICAL SUPPORT</b>	Provide a support service to Provincial Manager/ Admin Assistant/ Supply Chain Office when requested	<ul style="list-style-type: none"> <li>• Keep a logbook of request by signing in the request in the logbook, date it, reflect the nature of the request, time started and time completed</li> <li>• Ensure that requests never interfere with the primary function of maintaining clean offices, kitchen and venues</li> <li>• Continuously check boardrooms and other facilities throughout the day and ensure that they are left in an orderly and presentable condition.</li> <li>• Perform other related duties as and when required by Supervisor.</li> </ul>
	Professional image	<ul style="list-style-type: none"> <li>• Comply to NDA dress code by always wearing clean uniform portraying a professional image at all times</li> <li>• Maintain professional interaction when communicating to NDA stakeholders, both internal and external and in accordance with NDA standards</li> </ul>