



NYDA JOB DESCRIPTION

Job Description: Services Administrator			
Section A: JOB INFORMATION SUMMARY			
Job Title:	Products and Services Administrator	Job Grade:	B5
Salary:			
Job Holder Name:			
Level:	Administrative		
Date:			
Location			
Division or Cluster:	Programme Design, Development and Delivery		
Seconded to:			
Reports to:	Officer	Name	
Location:			
No. of positions in the Division or Cluster:			
Type of contract:	Full Time – Permanent ✓	Fixed Term Contract	Temporary
Contract period:	Permanent		

<p>Key Job Purpose:</p> <p>Provision of general administrative and logistic support to the Products and Services teams, thereby enhancing the operations of the universal access point.</p>
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Key Outcomes: (what deliverables are required to achieve job purpose)

- Well recorded and accessible documentation for the Universal Access Point
- Administrative / logistics support to Products and Services cluster
- Efficient administrative systems and processes in support of the universal access point operations

Key Roles:

- Administrative Support
- Record Keeping
- Logistics
- Diary Management of the Coordinator (Specialist)

Organogram:

Reports to Coordinator

Direct Reports: None

Indirect Reports: None

Financial Responsibility: None

Section B: DETAILED OUTLINE	
Outcomes	Key Activities (what activities are relevant to deliver the outcomes)
KPA 1: Effective and efficient delivery of NYDA product and service offerings at the universal access point	<ul style="list-style-type: none"> • Ensure that required materials, support and staff are in place for the trainings to happen. • Keeps track of product and service documents, and ensures that communication is ongoing to all the relevant parties. • Interact – where required - with customers to understand service offerings' requirements clearly. • Handle any customer queries and/or complaints in the absence of the Products and Services staff members and ensure that they are resolved within the specified turnaround time. • Develop purchase orders • Obtain quotations from suppliers where and when required • Record and administer contracts • Receive and facilitate payment of invoices • Produce financial for the product and serve cluster
KPA 2: Coordination of Product and Service related events	<ul style="list-style-type: none"> • Schedule products and services cluster events • Sort out product and service application forms and distribute to relevant staff • Ensure that clients are advised of when they are scheduled for trainings/appointments/consultations • Arrange and secure necessary supplies for events such as catering, equipment and materials • Compile minutes / record and circulate proceedings of the event to attendees • Ensure that awareness is created on products and services. • Ensure that sufficient information on all NYDA products and services is available to the client / youth of South Africa. • Keep the schedule of trainers whereabouts • Adherence to policies
KPA 3: Documentation control and management	<ul style="list-style-type: none"> • Update client status on System • Create participant's files • Keep record of training schedule • File manual and electronic universal access point product and services documents
KPA 4: General Administration	<ul style="list-style-type: none"> • Arrange travel and accommodation for Products and Services staff • Receive and forward correspondence to and from Products and Services staff • Printing and making photocopies of documents • Arrange postage and delivery of documents • Develop and update universal access point client database • Assist with universal access point general office administration

Section C: SERVICE DELIVERY AND PERFORMANCE STANDARDS (KPIs)	
Outcomes	Key Performance Indicators (KPI's) (What will tell that one is achieving the outcome)
KPI 1: Effective and efficient delivery of NYDA product and service offerings at the universal access point	<ul style="list-style-type: none"> • Quotations and reports • Accurate management of stationery and product and service manuals

KPI 2: Coordination of Product and Service related events	<ul style="list-style-type: none"> • Number of training/consultation sessions conducted • Training evaluation forms • Feedback of trainees • Pamphlets • Posters • Other handouts or material • Number of events scheduled • Logistical arrangements and supplies for events • Timely submitted minutes of meetings
KPI 3: Documentation control and management	<ul style="list-style-type: none"> • Product and Service documents • Orderly filing system according to NYDA filing plan
KPI 4: General Administration	<ul style="list-style-type: none"> • All correspondence

Section D: INHERENT JOB REQUIREMENTS				
Competencies: Level of Proficiency: 1 - Can acquire on the job; 2 - Some proficiency; 3 - Moderate proficiency; 4 - Strong proficiency; 5 - Expert proficiency				
D1. Managerial Competencies		D2.Generic Competencies		
Competency	Level of Proficiency (1-5)	Competency	Level of Proficiency (1-5)	
Leadership Monitoring and evaluation	3	Networking skills	3	
	3	Communication skills	3	
		Diversity management	3	
		Presentation skills	3	
		Stakeholder relations	3	
		Goal oriented	3	
		Conceptual thinking	3	
		Effectiveness	4	
		Efficiency	4	
		Detail orientated	3	
		Accountability	4	
		Punctuality and timeliness	4	
		Ethics, integrity and professionalism	4	
		Advocacy	3	
		Self-motivation	3	
		Organisational commitment	4	
		Innovation	3	
D3. Technical skills and knowledge				
Knowledge		Skills		D4. Attributes
Competency	Level of Proficiency (1-5)	Competency	Level of Proficiency (1-5)	

<ul style="list-style-type: none"> Knowledge of products and services Knowledge of general office administration i.e. report writing, minute taking, telephone skills, and documentation control 	4	Business knowledge 3 Political awareness 3 Market awareness 3 Compliant to policies and legislations 3 Product facilitation 4 Product knowledge 3 Developing products and services Administration 4 Analytical abilities 3 Conducting accurate research3 Computer literacy 4		Hard-working Driven Dedicated and committed Independent Organised Decisive Persuasive Articulate Ethical Team orientated Innovative Foster teamwork Problem solving
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D5. Qualification and Experience

Minimum Qualifications Required:

- NQF level 4 in Administration or any related field.
- Recognized prior learning
- Drivers license

Preferred Qualification:

- NQF level 5 in Administration or any related field.

Relevant experience:

- At least 1 - 2 years' experience working in administration

Section E: 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"> NYDA staff (Branches and Head Office) Staff in the Programme Design, Development and Delivery Division 	<ul style="list-style-type: none"> Youth of SA Service providers Local Municipalities Youth desk officers

**These are relationships where the incumbent will be working closely to influence or determine the results of this job. These are make or break relationships who may best complete a 360 degree performance assessment.*

Signed by: (Job Holder)	Authorized by:
Date:	Date: