



JOB DESCRIPTION

SECTION A: JOB INFORMATION SUMMARY

STANDARDISED JOB TITLE	Access to Information Officer		
RANK, INITIALS AND SURNAME	Senior Administration Clerk RB Roubain	PERSAL NUMBER	0540643-9
JOB TITLE	Senior Administration Clerk	PROVINCE/DIVISION	Western Cape
LEVEL	5	STATION/SECTION/UNIT	General Administration
ORGANIZATIONAL PLACEMENT			
<div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%;">Provincial Head: Finance and Administration Brigadier PD Petersen</div> <div style="text-align: center;"> </div> <div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%;">Provincial Commander: Records Management Colonel N Thomas</div> <div style="text-align: center;"> </div> <div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%;">Access to Information Officer 0540643-9 Senior Administration Clerk RB Roubain</div>			
PURPOSE OF THE POST	<ul style="list-style-type: none"> To render General Administration support services to SAPS. 		
KEY PERFORMANCE AREAS	<ol style="list-style-type: none"> Administer general administration matters in the Province. Manage and maintain the administrative process with regard to Access to Information enquiries. Maintain effective record and administration services in the Province. Maintain the provision of general administration services in the Province. 		

SECTION B: KEY PERFORMANCE AREAS AND TASKS

KPA 1: Administer general administration matters in the Province.	
TASKS	TASK OUTPUTS
1.1. Ensure the maintenance of Administration Services.	1.1. Administration Services maintained and for all records in the Province provided in terms of general administration service at the Provincial Office.
1.2. Attend and deal with telephone and other related enquiries.	1.2. Telephone and other related enquiries professionally attended to and dealt with in terms of ethical guidelines, organizational requirements, SAPS Discipline Regulations and Employment Regulations on Planning and Service Delivery.
1.3. Protect integrity and evade unauthorised access of files/records.	1.3. Unauthorised access of files/records evaded and information integrity of files/records protected in terms of access and security control to files/records, Bill of Rights: Chapter 2 – Access to Information, Promotion of Access to Information Act 2 of 2000 and Standing Order (G) 224 – Official Directives Applicable to the Service.

KPA 2: Manage and maintain the administrative process with regard to Access to Information enquiries.	
TASKS	TASK OUTPUTS
2.1. Facilitate requests for information / information systems and administrate access to information services at the Provincial Office.	2.1. Requests for information/information systems facilitated, administered and monthly and SAPS 521(M) returns forwarded to Provincial Office in terms of Access to Information Act to share common goals of protecting confidentiality, integrity and availability of information within SAPS.
2.2. Process documents and lists in field of responsibility.	2.2. Documents, registered, coordinated, updated, communicated and filed in terms of Minimum Information Security Standards (MISS) document and Standing Orders.
2.3. Attend to enquiries received from station Information Officers and Access to Information applicants.	2.3. Enquiries received from Information Officers and Access to information applicants, attended to in terms of Standing Orders and Promotion of Access to Information Act.
2.4. Type correspondence.	2.4. Correspondence typed as prescribed by Minimum Information Security Standards (MISS).
2.5. Submit register for inspection.	2.5. Registers for inspection submitted.

KPA 3: Maintain effective record and administration services in the Province.
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TASKS	TASK OUTPUTS
3.1. Administer general office correspondence/documents.	3.1. General office correspondence/documents opened, read, photocopied, e-mailed, scanned, faxed, posted to respective offices and administered in terms of Promotion of Administrative Justice Act 3 of 2000, Standing Order (G) 231 – Correspondence in the Service and MISS document.
3.2. Maintain database/registers and trace documents.	3.2. Database/registers updated, maintained accordingly, documents traced and available in terms of National Archives and Records Service of South Africa Act 43 of 1996 – as amended, General Instructions to the Record Classification System, Standing Order (G) 224 – Official Directives applicable to the Service and Standing Order (G) 301 – Registers, Books and Forms.
3.3. Compile and consolidate reports / returns.	3.3. Reports/returns compiled and consolidated in terms of office practices, SAPS Information and Communication Technology Security Policy and Standard; and Standing Order (S) 56 – Record Keeping.
3.4. Address challenges / complaints and communicate to management.	3.4. Challenges/complaints addressed and communicated to management in terms of Public Service Act 103 of 1994 – as amended, SAPS Act 68 of 1995 – as amended, SAPS Regulations – Administrative Inquiries and Agreement 1 of 2006 - SAPS Discipline Regulations.
3.5. Operate and maintain standard office equipment.	3.5. Standard office equipment operated and maintained, defaults reported in terms of Service Level Agreement, Standing Order (S) 51 – Storage, Safekeeping and Control of Stock and Equipment.
3.6. Determine office needs.	3.6. Office needs determined in terms of Standing Order (S) – Requisition of Goods and Services and Standing Order (S) 44 – Stationery and Other Consumable Stock.

KPA 4: Maintain the provision of general administration services in the Province.

TASKS	TASK OUTPUTS
4.1. Maintain the maintenance of standards and the guidelines for general administration.	4.1. Standard and guidelines for general administration maintained in terms of National Instructions and Administration of Justice Act of 2000.
4.2. Maintain the maintenance and evaluation of general administration support services to SAPS Provincial Office.	4.2. General administration support maintained in terms of National Instructions and Administration of Justice Act of 2000.
4.3. Maintain the administration of the tariffs for the extra-departmental services.	4.3. Administration of tariffs for the extra-departmental services Maintained in terms of National Instructions and Administration of Justice Act of 2000.

SECTION C: JOB REQUIREMENTS

JOB REQUIREMENTS	
SKILLS The post requires advanced skills in: Telephone etiquette – ability to respond over the telephone equipment to a caller with absolute polite and friendly and clear language. Stress tolerance – ability to maintain stable performance under pressure or opposition; holding stress in a manner that is acceptable to others and to the organisation. Communication – ability to clearly convey information and ideas to individuals or groups in a manner that helps them understand and retain the message. Computer literacy – ability to operate a computer. Quality orientation – ability to accomplish tasks by considering all areas involved, no matter how small, showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time. Contributing to team success – ability to actively participate as a member of a team to move the team toward the completion of goals. Applied learning – ability to assimilate and apply new job-related information in a timely manner. Building customer loyalty – ability to meet customer needs; building productive customer relationships; taking responsibility for customer satisfaction and loyalty. Managing work – ability to manage one’s time and resources to ensure that work is completed efficiently.	QUALIFICATIONS Grade 12 or equivalent. National Qualification Framework (NQF) level 4. TRAINING Telephone operation. Communication Course. Customer service. Diversity. Human Rights. Microsoft Office Package. STATUTORY/ORGANIZATIONAL REQUIREMENTS Sign a Performance Plan.

JOB REQUIREMENTS

PERSONAL ATTRIBUTES

The post requires attributes which will ensure the following:

Tact – courteous, diplomatic, comforting and respectful when attending to the problems or difficulties people experience.

Trustworthy – keeps confidence.

Committed – willing to go an extra mile.

Disciplined – adherence to rules and regulations.

Self-confidence – belief in oneself.

Creative – design and conceptualise imaginative and resourceful solutions.

Empathy – compassion for people's situations.

External actualisation – potential or capacity to follow; to adhere to rules and regulations; to accept and subject oneself to external figures and symbols of authority.

Observant – pay special attention to detail.

Adaptability – flexible approach.

Innovative – introduce and apply new ideas and concepts.

Impact – creating a good first impression, commanding attention and respect and showing an air of confidence.

Frustration tolerance – the potential or capacity to cope with frustration, the ability to handle one's aggression or feelings of resentment and irritation with situations or others.

Self-motivated – inner drive to succeed.

EXPERIENCE

A minimum of 2 years uninterrupted service in the Service on relevant level.

WORKING CONDITIONS/ENVIRONMENT

Office related.

EQUIPMENT/TOOLS

Telecommunication equipment.

SECTION D: JOB DESCRIPTION AGREEMENT

I Roger Paul Roubain understand what is expected of me as an incumbent in this post and I concur with it.

COMMENTS: _____

0540643-9

SIGNATURE OF INCUMBENT OF THE POST
SENIOR ADMINISTRATION CLERK RB ROUBAIN
DATE: 2014-05-29

COMMENTS: _____

COLONEL

SIGNATURE OF SUPERVISOR
N THOMAS
DATE: 2014-05-29

JOB DESCRIPTION AUDITS				
CAPTURED BY	RANK, INITIALS AND SURNAME	SIGNATURE	DATE	
Station:				
Provincial Office: First Level Job Description Audit				
National Office: Second Level Job Description Audit				