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| A. POSITION INFORMATION |

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| Job Title | Personal Assistant and Office Administrator |
| Division / Department / Unit | Office of the CEO  |
| Duty Station | Windhoek |
| Reports to Position | Chief Executive Officer |
| Number of Direct Reports | None |
| Grading  | C2 |
| Completion / Review Date | March 2025  |
| PATERSON GRADING  |  |

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|  C. PRIMARY PURPOSE OF THE JOB  |
| The Personal Assistant and Office Administrator is responsible for providing high-level executive support to the Chief Executive Officer, ensuring efficient administration, organization and stakeholder coordination. The role involves managing communication, scheduling, recordkeeping, and confidential matters to enhance the effectiveness of the CEO’s office. Additionally, the role oversees and supervises the daily task of the Utility Officer and manages general office operations, ensuring the seamless execution of administrative and logistical functions within the CEO office. |

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| D. JOB SPECIFICATIONS |
| Minimum Educational Qualification (NQF Level) | * Bachelor’s degree in office administration or related field.
* Honours will be an added advantage
* NQF 7
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| **Minimum Experience Required** | * At least 3 years experience in executive administration, office management, or related roles.

Served at executive level will be an advantage. |

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| **E. COMPETENCY PROFILE (Key Competencies Only)**  |
| Note on required proficiency level: 1= Basic; 2=Intermediate; 3=Advanced |
| ***Knowledge and skills*** | *Proficiency Level* | ***Attributes / Attitudes*** | *Proficiency Level* |
| Executive administration & office management. | 3 | Integrity and discretion  | 3 |
| Microsoft Office Suite & ICT literacy  | 3 | Attention to detail  | 3 |
| Records Management & document control | 3 | Adaptability  | 3 |
| Business communication & correspondence  | 3 | Stakeholder sensitivity  | 3 |
| Scheduling, diary and time management  | 3 | Ability to work under pressure | 3 |
| Financial administration (Basic budgeting) | 2 | Proactive & Problem-solving mindset | 3 |

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| **Key Results Areas and Accountabilities**  | **Accountability**  |
| **KPA 1: Executive Support and Administration**  | * Provide administrative support to the CEO, including managing correspondence, scheduling meetings and prioritizing tasks.
* Handle confidential documents and sensitive corporate information with discretion.
* Draft and edit letters, reports, and official documents on behalf of the CEO.
* Prepare agendas, take minutes, and track action items for executive meetings, including PAN staff meetings and all internal meetings and engagements but excluding forum meetings. This includes BON-PAN and CEO-related engagements, amongst others
* Liaise with internal and external stakeholders to ensure smooth coordination of the CEO-related activities.
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| **KPA 2: Scheduling, Diary & Travelling Management**  | * Maintain the CEO’s calendar, ensuring effective time management and prioritization.
* Manage travel arrangements, accommodation and logistics for all employees. going on business trips.
* Schedule and facilitate meetings on behalf of the CEO when necessary.
* Ensure proper documentation and processing of travel expense claims and reimbursements for all employees
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| **KPA 3: Office Coordination & Supervision**  | * Oversee and supervise the Utility Officer, ensuring office cleanliness, maintenance and organization.
* Act as the point of contact between the CEO and internal/external stakeholders.
* Manage incoming calls, emails, and messages, ensuring prompt and professional responses.
* Coordinate document filing, and general administrative tasks.
* Oversee the smooth daily operations of the CEO’s office and general office environment.
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| **KPA 4: Internal and External Stakeholders & Event Management**  | * Organize and coordinate corporate events, board meetings, and workshops related to the CEO’s office and PAN Executive Office
* Maintain a professional and welcoming environment for external stakeholders.
* Proactively recommending engagements between the CEO and external stakeholder to strengthen business relationships.
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| **KPA 5: Administrative Support and Procurement** | * Oversee procurement planning, ensuring compliance with company policies and procedures.
* Manage office supplies, including replenishment of stationery, cleaning materials, and other essentials.
* Handle administrative matters related to office security, safety, and maintenance.
* Ensure proper record-keeping and efficient distribution of internal and external communication.
* Serve as the receptionist, welcoming visitors. Maintain accurate inventory, purchase records, and supplier relations.
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| G. PRIMARY FEATURES OF THE JOB |
| Typical Decisions Taken (Define Complexity) | Administrative decisions related to scheduling, document handling, stakeholder coordination and office supervision.  |
| **Supervision Required****(Daily, Weekly, Monthly)** | * Functions independently with weekly feedback from the CEO.
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| **Pressure of Work / Physical Effort****(Normal, Variable, Consistently High)** | * Moderate to high, depending on CEO schedule and strategic priorities
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| **Working Conditions****(Office, Field, Machine Shop, etc.)** | * Office-based (90%); external stakeholder meetings or field visits (10%).
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| H. JOB SIGN-OFF |
| Responsible Manager | Chief Executive Officer | Date |  |
| Job-Incumbent | Personal Assistant and Office Administrator | Date |  |