

THE COMPANY

Our client was established in 2008 under the Vocational Education and Training Act, 2008 (Act 1 of 2008) with the primary purpose of regulating the provision of vocational education and training and to provide for the funding of a vocational education and training. It aims to contribute to the establishment of an effective and sustainable system of skills formation by providing skills in alignment with the needs of the labor market required to accelerate development in Namibia. In line with its vision to increase employment and self-employment opportunities, it ensures that vocational education and training programs and services meet the current and emerging needs of industry, business and the broader community by ensuring that sufficient funding is provided as well as the provision of technical assistance to employers, vocational education and training providers, employees, learners and other persons or bodies.

In order to fulfill its vision and objectives, our client is constantly on the look-out for individuals that are passionate about becoming an integral part of the national policy for vocational education and training which aims to increase access, equity and quality in vocational education and training. Therefore, if you are an individual who is able to work well under pressure coupled with excellent analytical and problem solving skills, this position will be ideal for you.

SENIOR EXECUTIVE SUPPORT/ PERSONAL ASSISTANT

THE POSITION

The aim of the position is to provide professional administrative and secretarial assistance to the Chief Executive Officer in order to free her from spending time on non-strategic operational issues. The position is responsible for providing secretarial, clerical and administrative support in order to ensure that services are provided in an effective and efficient manner. The Executive Secretary reports to the CEO and is responsible for providing secretarial, administrative and clerical support to high-level management executives. The basic administrative or secretarial duties involve greeting visitors, answering the telephone calls, conducting assignments and projects, receiving and distributing correspondence and mail, gathering information and compiling diverse reports for management and so on. Perform various executive and administrative support duties that are highly sensitive and confidential.

Key Focus Areas

- **Management reports:** Assist in the collation and preparation of management / strategy documentation and the distribution / safeguarding thereof. Composing memoranda and letters in response to questions.
- **Logistical Support:** Coordinating in office management related activities for the executive or Board. Making travel arrangements, preparing itineraries, preparing, compiling, and maintaining travel records and vouchers. Arranging travel and accommodation and, occasionally, travelling with the executive to take notes or dictation at meetings or to provide general assistance during presentations.
- **Minute Taking:** Taking and transcribing dictation on confidential and technical matters from the executive. Minute-taking at management and board meetings. Update and accurately preserve records of management, operational and staff meetings.
- **Handling correspondence:** Reading and screening incoming reports and correspondence; making preliminary assessment and organizing documents.
- **Clerical Support:** Manage all incoming and outgoing correspondence i.e. incoming and outgoing telephone, fax, and e-mail (sort and read mail, draft responses).
- **Proofreading:** Reviewing, proofreading, and editing documents developed for the signature of the executive.
- **Office equipment and stationery management:** Devising and maintaining office systems, including data management and filing;
- **General Administration and ad hoc functions:** Aply handle administrative matters in general to assist management in obtaining files; information and to arrange meetings/appointments; screening telephone calls, enquiries and requests and handling them when appropriate; meeting and greeting visitors at all levels of seniority; dealing with incoming emails, faxes and post, formulating correspondence; recording dictation and minutes; devising and maintaining office systems, including data management and filing.
- **Relationship Management:** Develops and maintains ongoing working relationships by interacting with a variety of people on behalf of the CEO.
- **Liaison:** Confidently attend to client requests and act as the official point person for relevant stakeholders; liaising with internal and external clients, suppliers and other staff and establish strong working relationships with colleagues with varying roles / responsibilities and of diverse backgrounds.
- **Filing and Documents Control:** Efficiently, handle all filing, establish and maintain a framework for systematic retrieval of data and ensuring a well-structured and organized administrative makeup of the office in general. Devising and maintaining office systems, including data management and filing; Producing documents, briefing papers, reports and presentations.
- **Planning and Organizing:** Planning and coordinating arrangements for professional meetings and conferences. Coordinate and schedule daily agenda and to-do list, as well as weekly and monthly calendar appointments. Effectively organize and plan in a manner that adequately allocates and divides time between various aspects of the work to ensure that sufficient support is given to the CEO's office; organizing and maintaining diaries / itineraries and scheduling appointments; orchestrating and attending meetings and ensuring managers/staff are timely informed.
- **Efficiency:** Effectively administer and orchestrate tasks to ensure that standards of excellence are applied, specifically relating to administrative procedures and support provided on projects. In addition to monitor in an efficient and wise manner access to the office of the CEO whilst at the same time maintaining an appropriate customer centered climate.
- **Confidentiality:** Researching, compiling, assimilating, and preparing sensitive and confidential documents, and briefing the executive regarding content
- **Client servicing:** Receiving and screening visitors and incoming calls, determining the priority matters, and providing alert messages to the executive accordingly. Fervently attend to a variety of people on behalf of the CEO to safeguard client satisfaction and deal with queries in a professional manner that will provide adequate assurance.

THE PERSON

Minimum requirements

- A Diploma in Business Administration /Administration or a Secretarial qualification.
- A minimum of 5 years executive secretarial and or relevant secretarial administrative experience.
- Language skills: Should be fluent in English and Afrikaans and able to communicate with internal and external stakeholders in an unambiguous manner (verbal and written).
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Good facilitation skills, high energy levels, tenacity and the ability to command respect from stakeholders and peers.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Sound knowledge of administrative systems and procedures.
- Exposure to highly sensitive information and involvement with superior contacts requiring considerable use of discretion, tact, diplomacy, and judgment.
- Comfortable with modern business communication tools and techniques.
- Ability to draft professional correspondence and edit correspondence of other employees.
- Absolute proficiency in Microsoft Word, PowerPoint and Excel and other MSOffice applications.
- Ability to effectively plan and organize meetings, functions, presentations, etc.
- Knowledgeable and comfortable with the protocol maintained in Chief Executive Officer environment.
- Computer skills including the ability to operate computerized accounting, spreadsheet and word processing programs at a highly proficient level.
- Office administration and an understanding of relevant legislation, policies and procedures as well as an understanding of the political environment.
- Namibian Citizenship.

DOCUMENT OFFICER

THE POSITION

The primary objective of this position is to ensure effective knowledge and information management of the institution's records. The role involves providing advice on records management issues, as well as undertaking practical and deliberate activities. The successful incumbent will perform evaluations and document audits within the institution by adhering to the company's standard operating procedures; effectively ensure the overall storing, arrangement, indexing and classification of records as well as the structuring of systematic filing systems that are maintain so that it adheres to the administrative, legal, and financial requirements. Wholly responsible to oversee the management of the institutions electronic and/or paper-based information

Key Focus Areas

- **Managing corporate documents:** Effectively manage the submission of corporate documents by ensuring that all corporate documents are well checked and submitted on time. Assume the overall responsibility of file validation and document controlling.
- **Quality control:** Manages the quality control function to ensure that all documents have the correct filenames, content, etc. before submitting these so to prevent misrepresentation.
- **Communication:** Prepare all documents and engage as well as coordinate with all departments across the company to provide submissions timely.
- **Documents audits:** Perform regular audit on corporate documents so that all documents are accurately handed over to the relevant departments.
- **Records Management:** Plan, develop, and administer records management policies, designed to facilitate effective and efficient handling of the institution's records and other information as well as set up, maintain, review, and document records systems.
- **Policy development and implementation:** Develop and implement records management policies intended to standardize filing, protect and retrieve records, reports, and other information contained on paper, microfilm, computer program, or other media.
- **Records management analysis:** Coordinate and direct activities of departments involved with records management analysis, reports analysis and provide support for related technical and printing services.
- **Staff reports evaluation:** Apply knowledge on principles of records and information management, -administrative processes and systems, - cost control, - governmental recordkeeping requirements, and - organizational objectives to evaluate staff reports.
- **Filing:** Facilitate the development of filing systems by ensuring effective storing, arranging, indexing and classifying of records.
- **Archiving:** Review documents for content in preparation for archiving and distinguish among retention retirement/ destruction classifications.

THE PERSON

Minimum requirements

- A B degree or diploma or qualification in records/information management or equivalent from a recognized tertiary institution.
- A minimum of 2/3 years' experience in a similar role
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Displays strong administrative skills and procedural control.
- Pays attention to detail and has excellent problem solving skills.
- Demonstrate excellent time management skills in order to cope with multiple demands coupled with proven administrative skills.
- Language skills: Should be fluent in English and able to communicate with internal and external stakeholders in an unambiguous manner (verbal and written)
- Computer Literate (MS Excel, MS word, MS PowerPoint)
- Namibian Citizenship.

Competency requirements:

- Discretion / Interpersonal objectivity - The ability to deal with sensitive and confidential issues using developed discretion and judgment, while maintaining independence and objectivity.
- Adaptability - Demonstrate a willingness to be flexible, versatile and/or tolerant in a dynamic work environment while maintaining effectiveness and efficiency.
- Integrity - Moral, honest business decisions and behavior which is in line with the culture of the organization.
- Delivering Results - Effectively manages one's time and resources to ensure that objectives are achieved efficiently and on time.
- Proactive - Initiates methods in executing daily tasks more efficiently and adopts a pro-active approach to work in general and active in looking for ways to support others.
- Organizational Alertness - Able to emulate the style, corporate philosophy, and corporate persona of the organization.
- Self-assured - Must display confidence in him/ herself to be able to co-operate across departmental lines and resolve differences in the interest of efficient workflow.
- Excellence oriented - Committed to standards of excellence and continuous improvement.
- Ability to handle pressure - Can ably multi-task and maintain a cool deportment under pressure.
- Creativity - Introduce innovative ways to improve practices and to anticipate and alleviate potential problems.
- Empathetic - Aply empathize with people from a variety of social, economic and cultural backgrounds.
- Strong organizational skills with excellent attention to detail.
- Is reliable and accommodating.
- Problem-solving - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Personal Accountability: Takes full responsibility for your actions and the impact that you have on others; self-driven with a desire to continually grow and improve on personal performance.
- Clerical Skills: To be competent to organize / plan/ systematize / handle administrative matters in general; to assist superiors in obtaining files; information; to arrange meetings/appointments etc.
- Conceptual understanding: An overriding service-delivery mentality is important to maintain business credibility in the country together with a focus on quality of work. It is important that the individual can balance a 'hands-on' approach to developing creative business initiatives and strategies.
- Quality Orientation: Meet/exceed own and others delivery standards and levels of quality. Showing concern for all aspects of the job, accurately checking the standard of processes/tasks.
- Planning and Organizing: Develop, communicate and manage activities to an agreed plan of action with deliverables. Establish courses of action for self and others to ensure that work is completed efficiently.
- Enabling Change: Encourages others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitates the implementation and acceptance of change within the workplace.
- Teamwork: Understands team dynamics and uses a flexible interpersonal style to contribute to the effective functioning of teams and the achievement of team goals.
- Demonstrate excellent time management skills in order to cope with multiple demands coupled with proven administrative skills.
- Ability to function independently.
- Effective time management - determines priorities and meets deadlines.
- Administrative orientation - provide efficient secretarial and administrative support to top management.
- Results driven coupled with an ability to work under pressure.
- Proven communication skills: Written & Verbal.
- Analytical, decision making and problem solving skills
- Demonstrate exceptional listening and stress management skills.

INTERESTED?

Our client offers an attractive package commensurate with qualifications and experience. The closing date is **23 September 2011** and suitably qualified Namibians are encouraged to apply. We request that you e-mail your CV for the attention of: **The Project Coordinator, Ms. Theophilia Shikongo** to theo@potentia.com.na. **All applications will be handled exclusively by Potentia and all selected candidates will be required to undertake an assessment test. Note: Only electronically formatted CV's will be accepted.**



POTENTIA

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