

Specialist - Office Management

Job Profile	
Job title:	<ul style="list-style-type: none"> - Specialist: Office Management: - Patterson Grading:C3
Location:	<ul style="list-style-type: none"> - South Africa
Job summary and objectives	
Functional area	
<ul style="list-style-type: none"> - Corporate services 	
Job purpose	
<ul style="list-style-type: none"> - To manage the ROMPCO office space and ensure the maintenance and/or replenishment of the contents therein - To establish common office ground rules for all employees within the ROMPCO office - To develop and maintain a list of all office fixtures, inventories, and supplies - To support the sourcing and contracting of a dedicated travel agency for ROMPCO - To ensure travel needs of all ROMPCO employees travelling for business purposes are met in the most cost effective manner possible - To manage service delivery levels of facility service providers/property group owners for the benefit of ROMPCO's office space - To respond to and drive rectification of all issues regarding facility service providers/property group owners, which affect the ROMPCO office space - To act as an administrative assistant to the General Managers within ROMPCO - To attend to ad-hoc requests as given by the GM: Corporate Services - Rendering an administrative- and office management support to 3 General Managers. 	
Long-term objectives	
<ul style="list-style-type: none"> - Establish a clean, safe, and secure office environment in which ROMPCO employees can effectively execute their work - Develop an understanding of the office needs in terms of office fixtures, inventories and supplies - Maintain positive working relations with selected travel agency and facility service provider/property group owner to ensure adequate service delivery 	
Short-term objectives	
<ul style="list-style-type: none"> - Maintain and replenish office inventories and supplies - Establish office ground rules - Address the administrative needs of the General Managers within ROMPCO - Address the travel needs of ROMPCO employees - Manage service delivery levels of facility service providers/ property group owners 	
Responsibilities	
Key Responsibilities	
Office Management	
<ul style="list-style-type: none"> - Establish an understanding of the requirements for the ROMPCO office space - Develop office ground rules for all ROMPCO employees for the purposes of maintaining a safe and clean office environment - Develop and maintain a list of all office fixtures, inventories, and supplies - Develop a plan and protocols for the maintenance/replacement of office inventories, and the replenishment/handling of office supplies - Perform periodic reconciliation and spot checks of office inventories and supplies to ensure no deviations 	

- Address special requests pertaining to office inventories and supplies on an ad hoc basis

Travel Management

- Assess and establish a high-level understanding of the travel requirements of ROMPCO employees during the course of a year
- Support the sourcing, contracting and/or contract renewal of a travel agency to handle all travel-related affairs for ROMPCO
- Coordinate with ROMPCO employees and travel agency to secure all travel bookings in a cost effective manner
- Ensure settlement of Travel Agency accounts

Facility Service Provider Management

- Identify major areas of service provision from the facility service provider/ property group
- Support in the negotiation of service level agreements with facility service provider/ property group
- Act as a signatory for the final service levels to be upheld by the facilities service provider/property group
- Monitor service provision on an ongoing basis against agreed-upon protocols and service level agreements, and maintain a log of deviations for potential escalation

Facility Service Provider Issue Response

- Alert the relevant contact within the facility service provider/property group of any facility-related issues
- Coordinate site visits to visually inspect all relevant facility-related issues/problems (if access to ROMPCO office is required)
- Test/inspect for complete rectification of the facility-related issues/ problems and provide necessary signatures to close the matter

Personal Assistant: General Managers

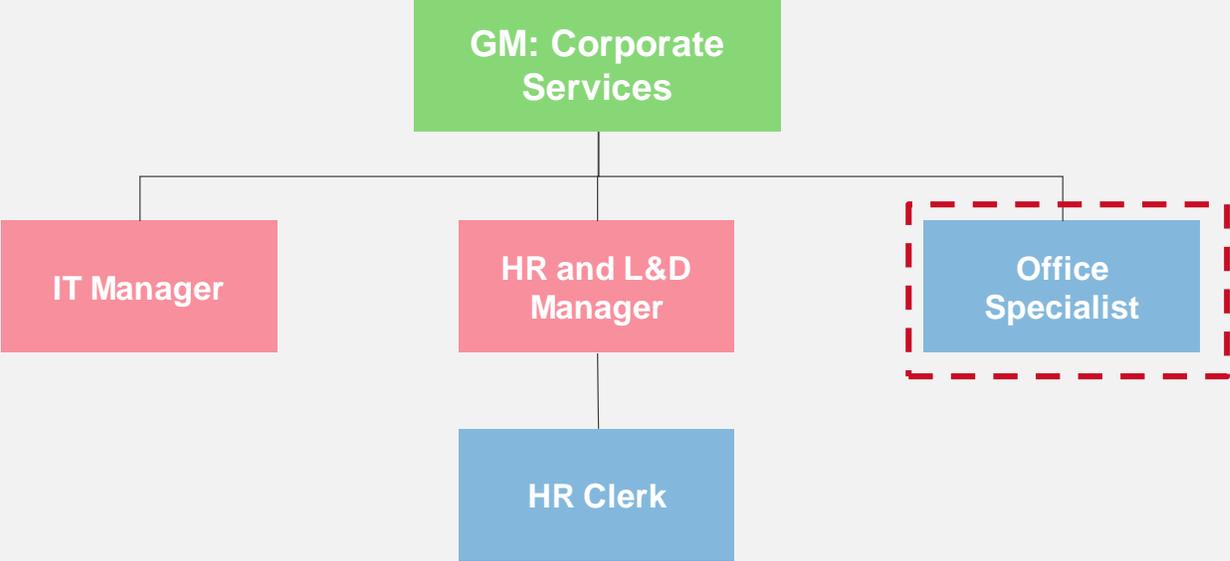
- Act as first point of contact of General Managers, and coordinate communications accordingly
- Manage the calendars and schedules of General Managers, providing reminders of important dates
- Attend to all administrative needs of General Managers (e.g. travel needs, collating and filing work related expenses etc.)
- Organising work-related events and conferences on behalf of General Manager(s)

Financial responsibilities

Financial responsibilities	Work location and travel
- N/a	- ROMPCO office

Key performance indicators

<p>Finance</p> <ul style="list-style-type: none"> - Number of deviations from office inventories and supplies reconciliation - Cost of replenishing deviant office inventories and supplies <p>Operations/HSE</p> <ul style="list-style-type: none"> - % of travel bookings routed through the ROMPCO-approved travel agency - % successfully negotiated service level clauses with facility service providers/property owner groups (as per defined service level targets) 	<p>People</p> <ul style="list-style-type: none"> - 360 feedback rating <p>Customers</p> <ul style="list-style-type: none"> - N/A
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<ul style="list-style-type: none"> - Number of deviations in received service levels based on agreed-upon service level agreements - Time taken to rectify office issues - Adherence to ROMPCO office rules 	
Interfaces	
Organisational Structure	
 <pre> graph TD GM[GM: Corporate Services] --- IT[IT Manager] GM --- HR[HR and L&D Manager] GM --- OS[Office Specialist] HR --- HC[HR Clerk] style OS stroke-dasharray: 5 5 </pre>	
Reporting relationships	
Reports to	
<ul style="list-style-type: none"> - GM: Corporate Services 	
Supervises	
<ul style="list-style-type: none"> - N/A 	
Key business contracts	
Key internal and external contacts	Reason for frequency of communication
Internal: <ul style="list-style-type: none"> - GM: Corporate Services - ROMPCO General Managers - ROMPCO employees - Procurement Manager 	Internal: <ul style="list-style-type: none"> - Definition/updating of ROMPCO office rules (annually) - Attending to administrative needs (as needed) - Attending to travel needs of ROMPCO employees (as needed) - Sourcing of office inventories and supplies, and travel agency (as needed) - Negotiation of terms, conditions and individual clauses within service level agreements for facility service providers (annually)
External <ul style="list-style-type: none"> - Facility service providers - Travel agency 	External: <ul style="list-style-type: none"> - Negotiation of terms, conditions and individual clauses within service level

	<ul style="list-style-type: none"> agreements for facility service providers (annually) - Raising of issues to facility service providers (as needed) - Conducting travel bookings (as needed)
Qualifications	
Education and training	
Minimum qualifications	
<ul style="list-style-type: none"> - Matric or equivalent qualification 	
Additional qualifications	
<ul style="list-style-type: none"> - HR/Finance/General Administrative certification/diploma 	
Experience	
Minimum experience	
<ul style="list-style-type: none"> - 2+ years relevant work experience in an office management or personal assistance role - Proven office management, administrative or assistant experience - Knowledge of office management responsibilities, systems and procedures - Excellent time management skills and ability to multi-task and prioritise work - Demonstrated ability to coordinate multiple stakeholders/employees - Computer literacy and basic working knowledge of MS Office suite - Attention to detail and problem solving skills 	
Additional experience	
<ul style="list-style-type: none"> - Experience in Finance/HR clerical position advantageous 	
Competencies	
Competencies/Skills	
Leadership and behavioural competencies	Proficiency level (basic intermediate, advanced, expert)
- Planning and Organisation	- Expert
- Communication	- Advanced
- Problem solving	- Advanced
- Decision making	- Advanced
- Time management	- Advanced
- Attention to detail	- Advanced
- Prioritisation	- Advanced
Technical competencies	Proficiency level (basic intermediate, advanced, expert)
- Microsoft Office	- Basic
- Data management	- Basic

Disclaimer: Rompco reserves the right to appoint suitable and competent candidates
 Rompco is an equal opportunity employer

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Closing date: 11 January 2021