



**MINISTRY OF EDUCATION & YOUTH
REGIONAL EDUCATIONAL SERVICES
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE:	Administrative Assistant
JOB GRADE:	GMG/AM 2
POST NUMBER:	
DIVISION:	Regional Educational Services Division
SECTION/UNIT:	Schools' Human Resource Management/Employee Relations & Benefits
REPORTS TO:	Human Resource Manager – Employee Relations & Benefits
MANAGES:	N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

Strategic Objectives:

Job Purpose

Under the direction of the Human Resource Manager, the Administrative Assistant is responsible for providing proactive administrative support to the Officer. The Administrative Assistant coordinates the activities of the office, organizes meetings, and manages/monitors the Human Resource Manager's calendar, drafts reports and other documentations; undertake research on special projects to support the work of the Unit and to allow for the efficient delivery of Employee Relations services to the stakeholders.

Key Outputs

- Calendar/schedules created/maintained
- Itineraries/meetings coordinated/arranged
- Visitors/phone calls received/screened/routed/responded to
- Incoming issues researched/prioritized/processed/referred/followed-up
- Snr Human Resource Officer briefed/updated on issues/concerns/appointments/commitments
- Special projects undertaken
- Requests for information researched/provided
- Administrative systems established/maintained
- Annual work plan prepared

Key Responsibility Areas

Technical/Professional Responsibilities

- Maintains schedules and coordinates calendar activities and provides updates;
- Works closely with the Human Resource Manager to keep him/her well informed of upcoming commitments and schedules and follow-up as appropriate;
- Provides assistance in the processing applications for sick, compassionate, special, study, maternity, casual and vacation leave and obtains approval from supervisor.
- Prepares letters to schools advising of approval of leave and advices to Accounts Unit;
- Types documents relating to employment and conditions of service relating to teaching and non-teaching staff at schools in the Region, such as pension documents, salary breakdowns, etc.
- Processes all correspondences addressed to the Manager; and routes correspondence and documents as appropriate to allow for the efficient operation of the Unit;

- Researches, prioritizes, and follows up on incoming issues and concerns escalated to the Human Resource Manager including those of a complex, sensitive or confidential nature and refer or follow up on response as appropriate;
- Conducts on-line and off-line research at the request of the Human Resource Manager;
- Ensures confidential files and records management systems, electronic and hard copy, are established and maintained in accordance with established policies and generally accepted professional standards;
- Ensures the ongoing maintenance of office equipment and of an adequate inventory of office supplies;
- Demonstrates professionalism, credibility and integrity in the performance of functions so as to enhance and maintain a positive and credible image of the office;
- Maintains knowledge of the Unit's operations, working knowledge of the policies, procedures practices and protocols to be able to respond appropriately to enquiries, requests or issues.
- Maintains contact numbers and addresses for each retirees;
- Prepares letters to teachers advising them of approval or eligibility for pre-retirement.

Management/Administrative Responsibilities

- Develops Individual Work Plans based on alignment to the Section's Plan;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and project documents as required;

Other

- Required to perform other related responsibilities assigned from time to time.

Performance Standards

- Calendars, schedules, itineraries are efficiently coordinated and maintained, and the Human Resource Manager updated in a timely manner;
- Reports, correspondence, agendas, and other documents are efficiently prepared in a timely manner;
- Meetings and events are efficiently and effectively coordinated so as to ensure the achievement of meeting objectives;
- Minutes of meetings and dictation transcribed are accurate, prepared and circulated/submitted in a timely manner;
- Tact, sensitivity, diplomacy, discretion and professionalism are exercised in the screening of calls and

visitors, giving of information, and dealing with persons;

- Confidentiality of information and communication – oral and written-is maintained at all time;
- Priorities are determined and task schedules to meet deadlines;
- Research conducted, reports prepared are thorough and conclusions sound;
- The Manager is updated in a timely manner on the status of issues, assignments and matters requiring urgent attention;
- Record-keeping and administrative system are established and maintained that ensure the efficient and effective delivery of services, confidentiality, easy retrieval, safe custody and audit trail.

Internal and External Contacts (specify purpose of significant contacts:

Within the Division

Contact (Title)	Purpose of Communication
Regional Director	To provide information
Teachers	To provide information
Retirees	To provide information
Schools' Human Resource –Central Ministry	To provide information

Contacts external to the organisation required for the achievement of the position objectives

Contact (Title)	Purpose of Communication
Relatives of pensioners/ deceased personnel	To obtain information
Health Card providers	To provide and obtain information

Required Competencies

Core

- Excellent verbal and writing communication skills
- Excellent planning, organizing, and time management skills
- Well-developed interpersonal skills
- Ability to maintain confidentiality and integrity in matter of a sensitive nature
- Ability to exercise professionalism, tact, sensitivity and discretion in dealing with people
- Ability to determine priorities and schedule and structure task in order to meet deadlines
- Ability to work independently without close supervision
- High level of stress tolerance

- Attention to detail

Technical

- In-depth knowledge of Human Resource Management
- Knowledge of office management and secretarial procedures and practices
- Knowledge of the organization and maintenance of filing systems
- Ability to review several diverse reference sources, select and synthesize data for reports and other forms of correspondence
- Ability to create presentations, charts, graphs, databases, and spreadsheets
- Ability to compose routine correspondence and reports
- Proficiency in the use of MS Office software applications including spreadsheets, word processing, presentations and database management

Minimum Required Education and Experience

- Bachelors Degree in Administrative Management, Public Administration or related discipline
- Five (5) years of proven experience in an administrative or secretarial capacity

Authority

- Access confidential information;
- Accord priority status to incoming correspondence which require urgent action;
- Exercise discretion in the screening of calls and visitors;
- Respond to queries and offer advice and direction in the absence of the Human Resource Manager.

Specific Conditions Associated With the Job

- May be required to work beyond and outside normal working hours in meeting deadlines or in providing support services to meetings and events

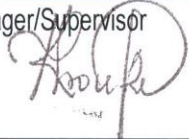
Validation of Job Description

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Employee

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Manager/Supervisor



Date

2/14/2024

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