



the dpsa

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TO ALL NATIONAL DEPARTMENTS AND PROVINCIAL ADMINISTRATIONS

IMPLEMENTATION OF THE CO-ORDINATION PROCESS - BENCHMARK JOB DESCRIPTIONS AND GRADING LEVELS FOR SUPPORT JOBS: CLEANER, GENERAL WORKER, GROUNDSMAN, HANDYMAN, PHOTOCOPY OPERATOR, AND SWITCHBOARD OPERATOR/ATTENDANT.

As you may be aware, the Minister for Public Service and Administration issued a letter dated 8th June 2010 to consult on the co-ordination process for support jobs.

As part of the consultation process, a communiqué was also issued to all departments. Although inputs/comments were requested from departments, only one Department commented. Furthermore, there were no inputs regarding the possible financial implication with regard to the implementation of the recommended job descriptions, grading results and implementation strategy. The recommended grades are as follows:

EXISTING POSITION		REGRADED POSITION
RANK	GRADING BEFORE QUALITY ASSURANCE	RECOMMENDATION BY PANEL
1. Cleaner	Currently graded at levels 1 and 2	2
2. Supervisor: Cleaning Services	Currently graded at level 3	4
3. General Worker	Currently graded at Levels 1 and 2	2

Staatsdiens en Administrasie . Ditirelo tsa Puso le Tsamaiso . Ditshebeliso tsa Mmuso le Tsamaiso . uMnyango wemiSebenzi kaHulumeni nokuPhata

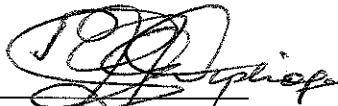
Muhasho wa Tshumelo ya Muvuso na Vhulanguli . Kgoro ya Ditirelo tsa Mmušo . Ndzawulo ya Vutirela-Mfumo na Valawuri

LiTiko le Tebasebenti baHulumende nekuPhatsa . ISebe leNkonzo kaRhulumente noLawulo . UmNyango wemiSebenzi kaRhulumente nokuPhata

4. Groundsman	Currently graded at Levels 1 and 2	2
5. Handyman	Currently graded at Levels 2 and 3	3
6. Photocopier Operator	Currently graded at Levels 1 and 2	2
7. Switchboard Operator/Attendant	Currently graded at Level 4	4

Note should be taken that a proposal has been made that in future, implementation instructions will be issued as directives subject to the necessary amendments to the Public Service Regulations, 2001. Therefore, pending the finalization of the said amendments to the regulations, which are meant to strengthen compliance with job evaluation outcomes, a decision has been taken that in order not to negatively affect service delivery in the affected departments, the outcomes of this co-ordination process are issued as guidelines (advice).

The job descriptions and the job evaluation results can, on request, be supplied in electronic format. Please submit requests to Ms Deborah Khoathane via e-mail Deborah.Khoathane@dpsa.gov.za or fax 086 618 8851.



Mr. M Diphofa
Director-General

Date: 02/10/2012

BENCHMARK JOB DESCRIPTION

A. JOB INFORMATION SUMMARY

Name of jobholder: :

Job title : Cleaner

Core code :

Post level and salary code : 2

Occupational class code :

Name of component : Auxiliary Services

Location :

Posts reports to : Supervisor: Cleaning Services

Date of appointment :

B. JOB PURPOSE

TO RENDER CLEANING SERVICES

C. KEY PERFORMANCE AREAS

1 Provision of cleaning services.

(a) Cleaning offices corridors, elevators and boardrooms by:-

- i. dusting and waxing office furniture.
- ii. Sweeping, scrubbing and waxing of floors.
- iii. vacuuming and shampooing floors.
- iv. cleaning walls, windows and doors.
- v. emptying and cleaning of dirt bins.
- vi. Collect and removing of waste papers.
- vii. freshen the office areas.

(b) Clean general kitchens by:-

- I. cleaning of basins.
- II. wash and keep stock of kitchen utensils.

(c) Cleaning the restrooms by:-

- I. refilling hand wash liquid soap
- II. replace toilet papers, hand towels and refreshners

III. empty and wash waste bins.

2. Keep and maintain cleaning materials and equipments
 - (a) Report broken cleaning machines and equipment.
 - (b) Cleaning of machines (microwares, vacuum cleaners etc) and equipment after use.
 - (c) Request cleaning materials.

D INHERENT REQUIREMENTS

Consult the Codes of Remuneration for the specific job. The relevant information can be obtained at <http://www.dpsa.gov.za/core.asp>

E APPOINTMENT REQUIREMENTS

The following qualifications may be considered for appointment

1. ABET
2. No experience required

F CAREER PATHING

Compliance with the requirements of higher posts.

G AMENDMENTS TO JOB DESCRIPTION

The Head of Department or his/her nominee reserves the right to make changes and alterations to this job description, as he/she may deem reasonable, after due consultation with the post holder.

PERFORMANCE AGREEMENT

The Performance Agreement of the post holder, which contains a workplan and specific target dates, should be read as an extension of this job description. The performance agreement may also contain an annexure outlining any standard operating procedures that the post holder should adhere to during the execution of his/her key performance areas.

JOB DESCRIPTION AGREEMENT

SIGNATURE OF POST HOLDER

SIGNATURE OF SUPERVISOR/MANAGER

DATE:

DATE:

BENCHMARK JOB DESCRIPTION

A. JOB INFORMATION SUMMARY

Name of jobholder: :

Job title : Handyman

Core code : Artisan and Support Personnel

Post level and salary code : 3

Occupational class code :

Name of component : Infrastructure Management

Location :

Posts reports to : Supervisor

Date of appointment :

B. JOB PURPOSE

TO MAINTAIN OFFICE BUILDINGS AND EQUIPMENTS

C. KEY PERFORMANCE AREAS

1 Maintenance of office buildings.

- (a) Conduct regular building inspections.
- (b) Attend to minor electrical, plumbing and carpentry problems.

2 Maintenance of office equipments and furniture.

- (a) Repair broken furniture and equipments.
- (b) Report defects.
- (c) Safekeeping of maintenance tools and supplies.

D. INHERENT REQUIREMENTS

Consult the Codes of Remuneration for the specific job. The relevant information can be obtained at <http://www.dpsa.gov.za/core.asp>

E APPOINTMENT REQUIREMENTS

The following qualifications may be considered for appointment

1. ABET Level 4.
2. Experience required 0 to 6 months.

F CAREER PATHING

Compliance with the requirements of higher posts.

G AMENDMENTS TO JOB DESCRIPTION

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PERFORMANCE AGREEMENT

The Performance Agreement of the post holder, which contains a workplan and specific target dates, should be read as an extension of this job description. The performance agreement may also contain an annexure outlining any standard operating procedures that the post holder should adhere to during the execution of his/her key performance areas.

JOB DESCRIPTION AGREEMENT

SIGNATURE OF POST HOLDER

SIGNATURE OF SUPERVISOR

DATE:

DATE:

F CAREER PATHING

Compliance with the requirements of higher posts.

G AMENDMENTS TO JOB DESCRIPTION

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PERFORMANCE AGREEMENT

The Performance Agreement of the post holder, which contains a workplan and specific target dates, should be read as an extension of this job description. The performance agreement may also contain an annexure outlining any standard operating procedures that the post holder should adhere to during the execution of his/her key performance areas.

JOB DESCRIPTION AGREEMENT

SIGNATURE OF POST HOLDER

SIGNATURE OF SUPERVISOR

DATE:

DATE:

BENCHMARK JOB DESCRIPTION

A. JOB INFORMATION SUMMARY

Name of jobholder: :

Job title : Photocopier Operator

Core code :

Post level and salary code : 2

Occupational class code :

Name of component : Telecommunications and Office Buildings

Location :

Posts reports to : Administrative Officer

Date of appointment :

B. JOB PURPOSE

TO PROVIDE PHOTOCOPIER SERVICES.

C. KEY PERFORMANCE AREAS

- 1 Operate the photocopier machines
 - (a) Make photocopies for staff.
 - (b) Report any malfunctioning of photocopier machines.
 - (c) Keep records of photocopier machine activities.
 - (d) Scanning of documents.
- 2 Binding and laminating of documents
- 3 Provide counter services
 - (a) Receive the request form and documents.
 - (b) Contact clients when documents are ready.
 - (c) Update the index.

(d) Attend to counter queries.

4 Perform minor maintenance on the photocopier machine.

(a) arrange for the servicing of and repair to the machines

(b) undertake the general maintenance and cleaning of the machines.

5 Make requisition for photocopying materials

(a) ensure that photocopying materials and equipments are stored securely.

(b) arrange for the re-ordering of copy papers, staples and toners.

D INHERENT REQUIREMENTS

Consult the Codes of Remuneration for the specific job. The relevant information can be obtained at <http://www.dpsa.gov.za/core.asp>

E APPOINTMENT REQUIREMENTS

The following qualifications may be considered for appointment

1. Grade 8
2. No experience required

F CAREER PATHING

Compliance with the requirements of higher posts.

G AMENDMENTS TO JOB DESCRIPTION

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PERFORMANCE AGREEMENT

The Performance Agreement of the post holder, which contains a workplan and specific target dates, should be read as an extension of this job description. The performance agreement may also contain an annexure outlining any standard operating procedures that the post holder should adhere to during the execution of his/her key performance areas.

JOB DESCRIPTION AGREEMENT

SIGNATURE OF POST HOLDER

SIGNATURE OF SUPERVISOR

DATE:

DATE:

3 Maintain gardening equipments and tools

- (a) Detect and report malfunctioning of gardening equipment and tools.
- (b) Repair minor defects of gardening equipment and tools.

D INHERENT REQUIREMENTS

Consult the Codes of Remuneration for the specific job. The relevant information can be obtained at <http://www.dpsa.gov.za/core.asp>

E APPOINTMENT REQUIREMENTS

The following qualifications may be considered for appointment

- 1. ABET
- 2. No experience required

F CAREER PATHING

Compliance with the requirements of higher posts.

G AMENDMENTS TO JOB DESCRIPTION

The Head of Department or his/her nominee reserves the right to make changes and alterations to this job description, as he/she may deem reasonable, after due consultation with the post holder.

PERFORMANCE AGREEMENT

The Performance Agreement of the post holder, which contains a workplan and specific target dates, should be read as an extension of this job description. The performance agreement may also contain an annexure outlining any standard operating procedures that the post holder should adhere to during the execution of his/her key performance areas.

JOB DESCRIPTION AGREEMENT

SIGNATURE OF POST HOLDER

SIGNATURE OF SUPERVISOR

DATE:

DATE:

- (b) Notify the staff if telephones are out of order.
- (c) Record maintenance of the switchboard.
- (d) Bar and activate telephone extensions when authorised.

D INHERENT REQUIREMENTS

Consult the Codes of Remuneration for the specific job. The relevant information can be obtained at <http://www.dpsa.gov.za/core.asp>

E APPOINTMENT REQUIREMENTS

The following qualifications may be considered for appointment

1. Grade 12
2. No experience required

F CAREER PATHING

Compliance with the requirements of higher posts.

G AMENDMENTS TO JOB DESCRIPTION

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PERFORMANCE AGREEMENT

The Performance Agreement of the post holder, which contains a workplan and specific target dates, should be read as an extension of this job description. The performance agreement may also contain an annexure outlining any standard operating procedures that the post holder should adhere to during the execution of his/her key performance areas.

JOB DESCRIPTION AGREEMENT

SIGNATURE OF POST HOLDER

SIGNATURE OF SUPERVISOR

DATE:

DATE:

BENCHMARK JOB DESCRIPTION

A. JOB INFORMATION SUMMARY

Name of jobholder: :
Job title : Supervisor: Cleaning Services
Core code :
Post level and salary code : 4
Occupational class code :
Name of component : Auxiliary Services
Location :
Posts reports to : Supervisor
Date of appointment :

B. JOB PURPOSE

TO SUPERVISE CLEANING SERVICES

C. KEY PERFORMANCE AREAS

1. Oversee cleaning services of offices, corridors, general kitchens, restrooms, elevators and boardrooms.
2. Manage and ensure the maintenance of cleaning materials and equipments
 - (a) Ensure maintenance and replacement of cleaning machines and equipment.
 - (b) Make a requisition and issue cleaning materials.
3. Supervise cleaners.
 - (a) Perform administrative and related functions.
 - (b) Provide guidance and advice to cleaners.
 - (c) Develop and update the cleaning roster.

D. INHERENT REQUIREMENTS

Consult the Codes of Remuneration for the specific job. The relevant information can be obtained at <http://www.dpsa.gov.za/core.asp>

E APPOINTMENT REQUIREMENTS

The following qualifications may be considered for appointment

1. ABET level 4
2. Minimum of 2 years experience in cleaning services environment

F CAREER PATHING

Compliance with the requirements of higher posts.

G AMENDMENTS TO JOB DESCRIPTION

The Head of Department or his/her nominee reserves the right to make changes and alterations to this job description, as he/she may deem reasonable, after due consultation with the post holder.

PERFORMANCE AGREEMENT

The Performance Agreement of the post holder, which contains a workplan and specific target dates, should be read as an extension of this job description. The performance agreement may also contain an annexure outlining any standard operating procedures that the post holder should adhere to during the execution of his/her key performance areas.

JOB DESCRIPTION AGREEMENT

SIGNATURE OF POST HOLDER

SIGNATURE OF SUPERVISOR

DATE:

DATE:

IMPLEMENTATION/ABSORPTION MEASURES FOR THE BENCHMARK JOB DESCRIPTIONS AND GRADING LEVELS FOR THE FOLLOWING OCCUPATIONS: CLEANER, SUPERVISOR: CLEANING SERVICES, GENERAL WORKER, GROUNDSMAN, HANDYMAN, PHOTOCOPIER OPERATOR AND SWITCHBOARD OPERATOR/ATTENDANT.

NOTE:

1. There are indications that due to rank progression in the past and the way posts are defined, the work content of a number of posts is not aligned with the job titles and grading levels of the posts. This situation dictates that provision should be made for a number of options according to which employees can be absorbed into the benchmark posts. These options should, however, not be utilized to move employees automatically to higher level posts.
2. Departments should determine what functions should be performed to ensure that they comply with their service delivery requirements, and secondly the competencies, experience and qualifications required to perform the work. This should be compared with the benchmark job description and posts on the establishment of the Department should be created on the basis of the benchmark job description that matches the service delivery needs the closest.
3. In cases where posts are upgraded and the current incumbents are considered for absorption in the upgraded posts, employees should be absorbed in posts on the basis of their competency profiles and ability to operate at least at a satisfactory level in these posts. In essence, the implementation of the revised grades could entail a restructuring of the relevant units. Departments must also comply with the following:
 - The requirements of the PSR Chapter 1, Part V C.6 entail that an incumbent must already be performing the duties attached to the post to be upgraded and he/she must have received a satisfactory performance assessment, based on performance of the duties attached to the post to be upgraded, in his/her most recent performance assessment. Where employees' performance has not yet been assessed, they should be assessed with the departmental performance management and development system before considered for absorption in the upgraded posts. **No automatic translations to/absorption into the upgraded posts may be done.**
 - Employees must be awarded the minimum notch of the salary range attached to the upgraded post.
 - PSR Chapter 1, Part V C.7 stipulates that an incumbent may only be absorbed in an upgraded post with effect from the first day of the month following the month during which the executive authority approved the absorption.
4. It should be noted that some departments may have jobs that are graded at a higher salary level, but performing similar functions to the benchmark jobs at a lower level. In such cases these jobs have to be regraded (downgraded) to the same level as the benchmark jobs and the incumbents will retain their salaries in line with PSCBC Resolution 3/2009, however, once vacant such posts will have to be advertised on salary levels (grades) determined through the co-ordination process. Furthermore departments should refrain from utilizing levels that are not provided for in terms of the outcomes of the co-ordination process for "salary progression purposes".

Cleaner:

- (a) Employees currently on salary range 1 and who are performing cleaning functions (Cleaner) should be absorbed at salary range 2 provided they meet the requirements as set out in PSR 2001, Chapter 1, Part V C.6.
- (b) Employees currently on salary range 2 and who are performing cleaning functions (Cleaner) should remain on salary range 2.
- (c) Employees currently on salary range 3 and who are performing cleaning functions (Cleaner) should be graded on salary range 2. These posts should be phased-out by departments as and when they become vacant. No future appointment on salary range 3 for Cleaner will be allowed.

EXISTING POSITION			REGRADED POSITION		
RANK	SALARY LEVEL	SALARY NOTCH	RANK	SALARY LEVEL	SALARY NOTCH
Cleaner To render cleaning services	1	All notches	Cleaner (Entry level).	2	<p>NB: Translation is effected to the minimum notch.</p> <ul style="list-style-type: none"> • Departments should create posts in accordance with the benchmark job descriptions in terms of their service delivery requirements and the competencies, experience and qualifications required to perform the work at this level. • Incumbents should be absorbed into the posts on the basis of the level at which they operate and provided that their skills and competencies allow them to perform at least at a satisfactory level.
Cleaner To render cleaning services	2	All notches	Cleaner (Entry level).	2	<p>NB: Translation with retention of existing salary notch.</p> <ul style="list-style-type: none"> • Departments should create posts in accordance with the benchmark job descriptions in terms of their service delivery requirements and the competencies, experience and qualifications required to perform the work at this level. • Incumbents should be absorbed into the posts on the basis of the level at which they operate and provided that their skills and competencies allow them to perform at least at a satisfactory level.

<p>Cleaner To render cleaning services</p>	<p>3</p>	<p>All notches</p>	<p>Cleaner (Entry level).</p>	<p>2</p>	<p>1. Translation with retention of existing salary notches. 2. Posts should be graded at salary level 2 if the functions set out in the job description for Cleaner are performed. 3. The job incumbent will retain his/her salary in line with PSCBC Resolution 3/2009.</p>
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Supervisor: Cleaning Services

- (a) Employees currently on salary range 3 and who are performing production and lower level supervisory functions (Supervisor: Cleaning Services) should be absorbed at salary range 4 provided they meet the requirements as set out in PSR 2001, Chapter 1, Part V C.6.
- (b) Employees currently on salary range 4 and who are performing production and lower level supervisory functions (Supervisor: Cleaning Services) should remain on salary range 4.
- (c) Employees currently on salary range 5 and who are performing production and lower level supervisory functions (Supervisor: Cleaning Services) should be graded on salary range 4. These posts should be phased-out by departments as and when they become vacant. No future appointment on salary range 5 for Supervisor: Cleaning Services will be allowed.

<p>Supervisor: Cleaning Services To supervise cleaning services</p>	<p>3</p>	<p>All notches</p>	<p>Supervisor: Cleaning Services (Production Level)</p>	<p>4</p>	<p>NB: Translation is effected to the minimum notch.</p> <ul style="list-style-type: none"> • Departments should create posts in accordance with the benchmark job descriptions in terms of their service delivery requirements and the competencies, experience and qualifications required to perform the work at this level. • Incumbents should be absorbed into the posts on the basis of the level at which they operate and provided that their skills and competencies allow them to perform at least at a satisfactory level.
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Supervisor: Cleaning Services To supervise cleaning services	4	All notches	Supervisor: Cleaning Services (Production Level)	4	NB: Translation with retention of existing salary notch. <ul style="list-style-type: none"> • Departments should create posts in accordance with the benchmark job descriptions in terms of their service delivery requirements and the competencies, experience and qualifications required to perform the work at this level. • Incumbents should be absorbed into the posts on the basis of the level at which they operate and provided that their skills and competencies allow them to perform at least at a satisfactory level.
Supervisor: Cleaning Services To supervise cleaning services	5	All notches	Supervisor: Cleaning Services (Production Level)	4	<ol style="list-style-type: none"> 1. Translation with retention of existing salary notches. 2. Posts should be graded at salary level 4 if the functions set out in the job description for Supervisor: Cleaning Services are performed. 3. The job incumbent will retain his/her salary in line with PSCBC Resolution 3/2009.

General Worker:

- (a) Employees currently on salary range 1 and who are performing general work services/functions (General Worker) should be absorbed at salary range 2 provided they meet the requirements as set out in PSR 2001, Chapter 1, Part V C.6.
- (b) Employees currently on salary range 2 and who are performing general work services/functions (General Worker) should remain on salary range 2.
- (c) Employees currently on salary range 3 and who are performing general work services/functions (General Worker) should be graded on salary range 2. These posts should be phased-out by departments as and when they become vacant. No future appointment on salary range 3 for General Worker will be allowed.

General Worker To render general work services	1	All notches	General Worker (Entry level).	2	NB: Translation is effected to the minimum notch. <ul style="list-style-type: none"> • Departments should create posts in accordance with the benchmark job descriptions in terms of their service delivery requirements and the competencies, experience and qualifications required to perform the work at this level. • Incumbents should be absorbed into the posts on the basis of the level at which they operate and provided that their skills and competencies allow them to perform at least at a satisfactory level.
General Worker To render general work services	2	All notches	General Worker (Entry level).	2	NB: Translation with retention of existing salary notch. <ul style="list-style-type: none"> • Departments should create posts in accordance with the benchmark job descriptions in terms of their service delivery requirements and the competencies, experience and qualifications required to perform the work at this level. • Incumbents should be absorbed into the posts on the basis of the level at which they operate and provided that their skills and competencies allow them to perform at least at a satisfactory level.
General Worker To render general work services	3	All notches	General Worker (Entry level).	2	<ol style="list-style-type: none"> 1. Translation with retention of existing salary notches. 2. Posts should be graded at salary level 2 if the functions set out in the job description for General Worker are performed. 3. The job incumbent will retain his/her salary in line with PSCBC Resolution 3/2009.

Groundsman:

- (a) Employees currently on salary range 1 and who are performing grounds maintenance work/functions (Groundsman) should be absorbed at salary range 2 provided they meet the requirements as set out in PSR 2001, Chapter 1, Part V C.6.

- (b) Employees currently on salary range 2 and who are performing grounds maintenance work/functions (Groundsman) should remain on salary range 2.
- (c) Employees currently on salary range 3 and who are performing grounds maintenance work /functions (Groundsman) should be graded on salary range 2. These posts should be phased-out by departments as and when they become vacant. No future appointment on salary range 3 for Groundsman will be allowed.

Groundsman To maintain grounds.	1	All notches	Groundsman (Entry level).	2	<p>NB: Translation is effected to the minimum notch.</p> <ul style="list-style-type: none"> Departments should create posts in accordance with the benchmark job descriptions in terms of their service delivery requirements and the competencies, experience and qualifications required to perform the work at this level. Incumbents should be absorbed into the posts on the basis of the level at which they operate and provided that their skills and competencies allow them to perform at least at a satisfactory level.
Groundsman To maintain grounds.	2	All notches	Groundsman (Entry level).	2	<p>NB: Translation with retention of existing salary notch.</p> <ul style="list-style-type: none"> Departments should create posts in accordance with the benchmark job descriptions in terms of their service delivery requirements and the competencies, experience and qualifications required to perform the work at this level. Incumbents should be absorbed into the posts on the basis of the level at which they operate and provided that their skills and competencies allow them to perform at least at a satisfactory level.
Groundsman To maintain grounds.	3	All notches	Groundsman (Entry level).	2	<ol style="list-style-type: none"> Translation with retention of existing salary notches. Posts should be graded at salary level 2 if the functions set out in the job description for Groundsman are performed. The job incumbent will retain his/her salary in line with PSCBC Resolution 3/2009.

Handyman:

- (a) Employees currently on salary range 2 and who are performing office buildings and equipments maintenance work/functions (Handyman) should be absorbed at salary range 3 provided they meet the requirements as set out in PSR 2001, Chapter 1, Part V C.6.
- (b) Employees currently on salary range 3 and who are performing office buildings and equipments maintenance work /functions (Handyman) should remain on salary range 3.
- (c) Employees currently on salary range 4 and who are performing office buildings and equipments maintenance work/functions (Handyman) should be graded on salary range 3. These posts should be phased-out by departments as and when they become vacant. No future appointment on salary range 4 for Handyman will be allowed.

<p>Handyman To maintain office buildings and equipments.</p>	<p>2</p>	<p>All notches</p>	<p>Handyman (Entry level).</p>	<p>3</p>	<p>NB: Translation is effected to the minimum notch.</p> <ul style="list-style-type: none"> • Departments should create posts in accordance with the benchmark job descriptions in terms of their service delivery requirements and the competencies, experience and qualifications required to perform the work at this level. • Incumbents should be absorbed into the posts on the basis of the level at which they operate and provided that their skills and competencies allow them to perform at least at a satisfactory level.
<p>Handyman To maintain office buildings and equipments.</p>	<p>3</p>	<p>All notches</p>	<p>Handyman (Entry level).</p>	<p>3</p>	<p>NB: Translation with retention of existing salary notch.</p> <ul style="list-style-type: none"> • Departments should create posts in accordance with the benchmark job descriptions in terms of their service delivery requirements and the competencies, experience and qualifications required to perform the work at this level. • Incumbents should be absorbed into the posts on the basis of the level at which they operate and provided that their skills and competencies allow them to perform at least at a satisfactory level.

Handyman To maintain office buildings and equipments.	4	All notches	Handyman (Entry level).	3	1. Translation with retention of existing salary notches. 2. Posts should be graded at salary level 3 if the functions set out in the job description for Handyman are performed. 3. The job incumbent will retain his/her salary in line with PSCBC Resolution 3/2009.
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Photocopy Operator:

- (a) Employees currently on salary range 1 and who are performing photocopier services/functions (Photocopy Operator) should be absorbed at salary range 2 provided they meet the requirements as set out in PSR 2001, Chapter 1, Part V C.6.
- (b) Employees currently on salary range 2 and who are performing photocopier services/functions (Photocopy Operator) should remain on salary range 2.
- (c) Employees currently on salary range 3 and who are performing photocopier services/functions (Photocopy Operator) should be graded on salary range 2. These posts should be phased-out by departments as and when they become vacant. No future appointment on salary range 3 for Photocopy Operator will be allowed.

Photocopier Operator To provide photocopier services	1	All notches	Photocopier Operator (Entry level).	2	NB: Translation is effected to the minimum notch. <ul style="list-style-type: none"> • Departments should create posts in accordance with the benchmark job descriptions in terms of their service delivery requirements and the competencies, experience and qualifications required to perform the work at this level. • Incumbents should be absorbed into the posts on the basis of the level at which they operate and provided that their skills and competencies allow them to perform at least at a satisfactory level.
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<p>Photocopier Operator To provide photocopier services</p>	<p>2</p>	<p>All notches</p>	<p>Photocopier Operator (Entry level).</p>	<p>2</p>	<p>NB: Translation with retention of existing salary notch.</p> <ul style="list-style-type: none"> • Departments should create posts in accordance with the benchmark job descriptions in terms of their service delivery requirements and the competencies, experience and qualifications required to perform the work at this level. • Incumbents should be absorbed into the posts on the basis of the level at which they operate and provided that their skills and competencies allow them to perform at least at a satisfactory level.
<p>Photocopier Operator To provide photocopier services</p>	<p>3</p>	<p>All notches</p>	<p>Photocopier Operator (Entry level).</p>	<p>2</p>	<ol style="list-style-type: none"> 1. Translation with retention of existing salary notches. 2. Posts should be graded at salary level 2 if the functions set out in the job description for Photocopier Operator are performed. 3. The job incumbent will retain his/her salary in line with PSCBC Resolution 3/2009.

Switchboard Operator/Attendant:

- (a) Employees currently on salary range 3 and who are performing telecommunication services/functions (Switchboard Operator) should be absorbed at salary range 4 provided they meet the requirements as set out in PSR 2001, Chapter 1, Part V C.6.
- (b) Employees currently on salary range 4 and who are performing telecommunication services /functions (Switchboard Operator) should remain on salary range 4.
- (c) Employees currently on salary range 5 and who are performing telecommunication services/functions (Switchboard Operator) should be graded on salary range 4. These posts should be phased-out by departments as and when they become vacant. No future appointment on salary range 5 for Switchboard Operator will be allowed.

Switchboard Operator/Attendant To provide effective telecommunication services	3	All notches	Switchboard Operator (Production Level)	4	NB: Translation is effected to the minimum notch. <ul style="list-style-type: none"> • Departments should create posts in accordance with the benchmark job descriptions in terms of their service delivery requirements and the competencies, experience and qualifications required to perform the work at this level. • Incumbents should be absorbed into the posts on the basis of the level at which they operate and provided that their skills and competencies allow them to perform at least at a satisfactory level.
Switchboard Operator/Attendant To provide effective telecommunication services	4	All notches	Switchboard Operator (Production Level)	4	NB: Translation with retention of existing salary notch. <ul style="list-style-type: none"> • Departments should create posts in accordance with the benchmark job descriptions in terms of their service delivery requirements and the competencies, experience and qualifications required to perform the work at this level. • Incumbents should be absorbed into the posts on the basis of the level at which they operate and provided that their skills and competencies allow them to perform at least at a satisfactory level.
Switchboard Operator/Attendant To provide effective telecommunication services	5	All notches	Switchboard Operator (Production Level)	4	<ol style="list-style-type: none"> 1. Translation with retention of existing salary notches. 2. Posts should be graded at salary level 4 if the functions set out in the job description for Switchboard Operator/Attendant are performed. 3. The job incumbent will retain his/her salary in line with PSCBC Resolution 3/2009.

Filtered Rank Order Printout

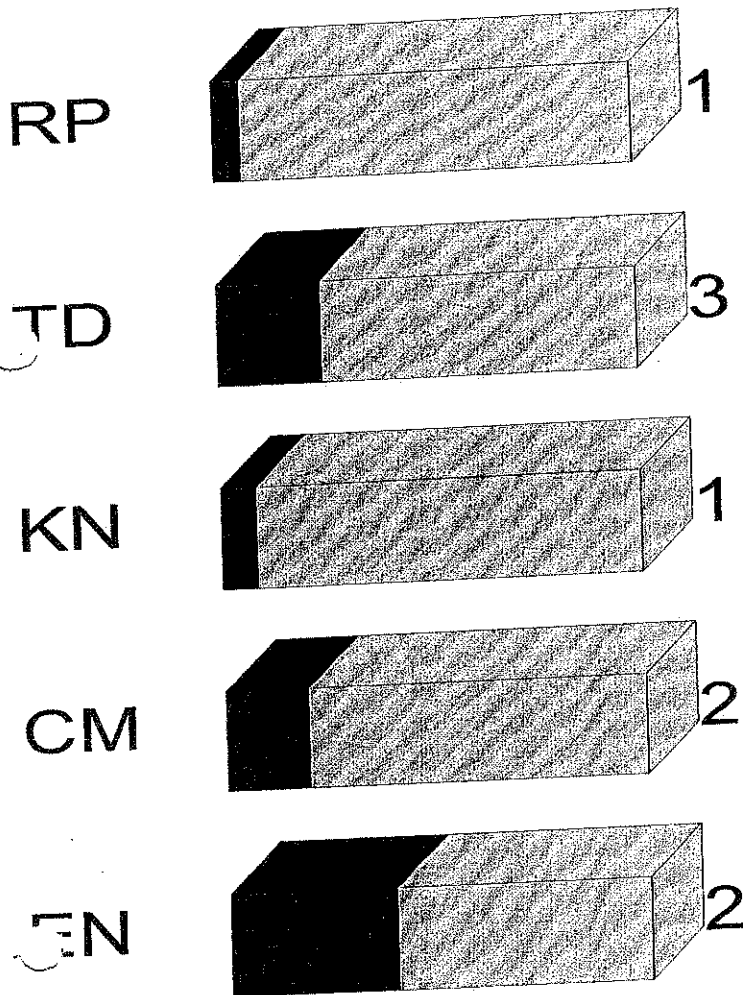
FILTER ON

Job Title	RP	TD	KN	CM	EN	Score	Grade
39 SUPERVISOR: CLEANING SERVICES	4	4	2	2	2		
40 SWITCHBOARD OPERATOR/ATTENDANT	4	3	3	2	1	254.98	3+
41 HANDYMAN 04/08/09	2	4	2	2	2	244.98	3+
42 PHOTOCOPIER OPERATOR 04/08/09	3	3	1	2	1	214.98	3
43 CLEANER 04/08/09	1	3	1	2	2	183.32	2+
44 HOUSEHOLD AID 04/08/09	1	3	1	2	2	153.32	1+
45 GROUNDSMAN 04/08/09	1	3	1	1	3	153.32	1+
46 GENERAL WORKER 04/08/09	1	3	1	1	2	148.32	1+
						138.32	1+

20/10/2009

SOUTH AFRICAN PUBLIC SERVICE

Profile Level Graph for CLEANER 04/08/09



20/10/2009 - SOUTH AFRICAN PUBLIC SERVICE

Job Details Printout

JOB TITLE:
CLEANER 04/08/09

JOB ID : CLEANER

DATE : 05/08/2009

NO IN JOB : 1

NON BENCHMARK

DEPARTMENT/PROVINCE:
ALL DEPARTMENTS
COMPONENT:

LOCATION:
NATIONAL/PROVINCES
CORE TITLE:

NAME:

JOB CODE:

ADDITIONAL INFORMATION

JOB PROFILES

RP	TD	KN	CM	EN
1	3	1	2	2

Job Report - CLEANER 04/08/09

RESPONSIBILITY

Human Resources

The postholder is not required to manage staff.

Financial Resources

The postholder has no responsibility for budgets.

Equipment

The postholder is responsible for the following equipment:

- Ancillary (cleaning equipment, hand tools etc)

The nature of the involvement is:

- Use or shared use
- Repair & maintenance (e.g. health and safety)

The value of the equipment described above is:

- Medium - R(thousands)

Stores & Livestock

The postholder is responsible for the following stores/livestock:

- Miscellaneous stores

The value of stores/livestock is:

- R thousands

The postholder's responsibility covers:

- Uses stores

Land & Buildings

The postholder does not have any responsibility for premises.

Autonomy

Core responsibilities of the job from List 1 are:

- Unskilled manual

The postholder does not have any core responsibilities from List 2.

The structure of the job is best described as:

- Few well-defined tasks

Advisory Responsibility

The postholder is required to provide the following advice:

- Technical/policy to colleagues.....Basic

The advice relates to a statutory function for which the Public Service is responsible.

Impact

The postholder's work directly influences:

- Own section.....Extensive
- Own division.....Limited

The postholder does not have an impact in any of the areas given.

Work Errors

Significant risk of error in the post is due to:

- High work volumes

The majority of errors would be detected:

- Within the section

The consequence of error is:

- Minimal impact, could cause delay

Errors are detected:

- Within the day

> The assessed level of this characteristic demand is.....LEVEL 1

THINKING DEMANDS

Understanding Job Info

The job information received/issues considered usually concern:

- A single subject area

The postholder must regularly absorb and understand the following information/issues:

- Work instructions/guidance.....Routine
- Procedural.....Routine
- Technical/professional.....Routine

The information available to the postholder is:

- Complete

The postholder is not required to carry out an analysis on information.

Problem Solving

Assistance or advice available to the postholder includes:

- Referral to a more senior experienced employee.....Always
- Standing instructions or procedures.....Always
- Technical or professional standards/guidelines.....Always
- Established precedents.....Usually
- Narrow Policy guidelines.....Always
- Broad Policy.....Always

The following best describes the majority of conclusions made by the postholder:

- Standard

Problem solving that is subject to deadlines are:

- Immediate.....Frequent
- Daily.....Frequent

Planning

The postholder's planning impacts the following areas:

- The postholder's own work only

Planning is guided by the following existing plans/precedents:

20/10/2009 - SOUTH AFRICAN PUBLIC SERVICE

Job Report - CLEANER 04/08/09

- Work processes
- Application of policy or procedures

Decision Making

The postholder is expected to take decisions or make recommendations in the following areas:

- Planning/organising own work
- Resolving most job problems with assistance (limited autonomy)

Creativity

The level of innovation/creativity required is:

- Basic.....On an individual basis
- Adaptive/Limited.....As part of a Team

> The assessed level of this characteristic demand is.....LEVEL 3

20/10/2009 - SOUTH AFRICAN PUBLIC SERVICE

Job Report - CLEANER 04/08/09

KNOWLEDGE

Breadth of Knowledge

The range and depth of knowledge required is best described as:

- Knowledge of a few repetitive tasks

Prior Experience

The post is an entry level post.

The postholder does not require any prior experience before entering the post.

Qualifications

The following minimum qualification is required for the post:

- Basic Education (below standard 8)

Skills

The following specific skills are required for the job:

- Literacy.....Basic
- Operating equipment.....Basic
- Language skills.....Basic

No specific skills are required for the job from List 2.

> The assessed level of this characteristic demand is.....LEVEL 1

COMMUNICATION

Range of Contacts

The postholder's main contacts, as a requirement of their job, are:

- Co-workers.....Daily
- Supervisor.....Daily
- Management.....Occasionally

The postholder has no additional contacts, as a requirement of their job.

Content of Communication

The postholder regularly has to communicate the following types of information:

- General Information.....Routine
- Procedural information.....Routine
- Technical/professional.....Routine
- Department policy/strategy.....Routine

Verbal Communication

The postholder requires the following communication skills:

- Routine exchange of information requiring helpfulness and politenessDaily
- Providing or obtaining information requiring simple explanationDaily

Written Communications

The postholder is required to produce the following written communications:

- Routine notes/memos/letters.....Weekly

> The assessed level of this characteristic demand is.....LEVEL 2

ENVIRONMENT

Physical Environment

List 1: The majority of work is carried out in:

- Office

The postholder is not subject to any hostile or violent situations.

The postholder is not subject to any traumatic situations.

Physical Demands

The following physical demands are made on the postholder:

- Standing.....Daily
- Walking.....Daily
- Climbing.....Occasionally

The postholder is subject to the following unsociable conditions or hours:

- Additional hours.....Occasionally

Hazardous Conditions

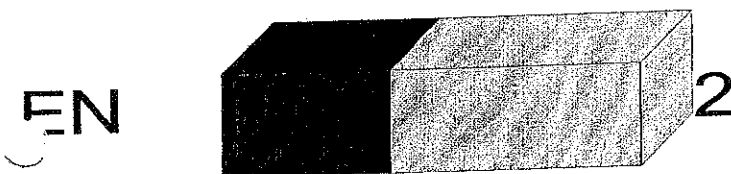
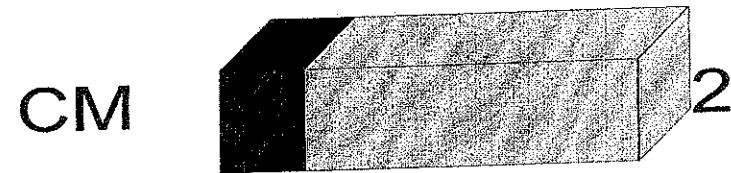
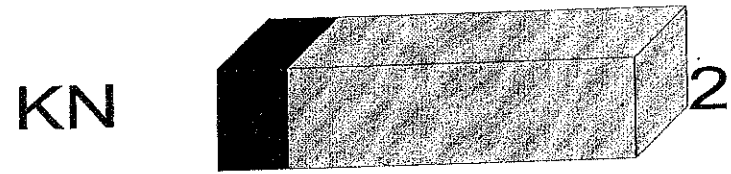
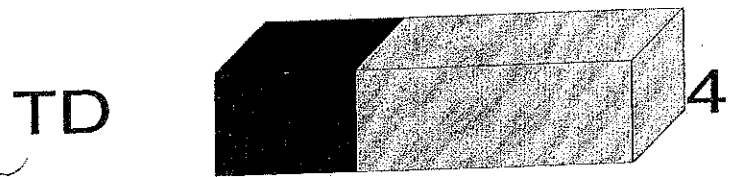
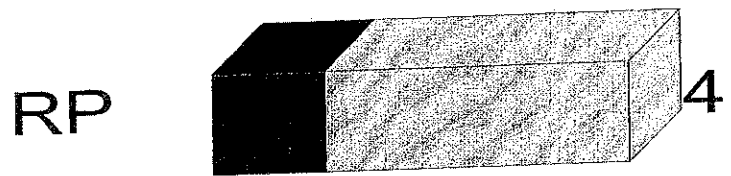
The postholder is not exposed to any hazardous conditions.

> The assessed level of this characteristic demand is.....LEVEL 2

(CLEANER 04/08/09)

SOUTH AFRICAN PUBLIC SERVICE

Profile Level Graph for SUPERVISOR: CLEANING SERVICES 04/08/09



21/10/2009 - SOUTH AFRICAN PUBLIC SERVICE

Job Details Printout

JOB TITLE:

SUPERVISOR: CLEANING SERVICES 04/08/09

JOB ID

: S:CS

DATE : 05/08/2009

NO IN JOB

: 1

NON BENCHMARK

DEPARTMENT/PROVINCE:

ALL DEPARTMENTS

COMPONENT:

LOCATION:

NATIONAL/PROVINCES

CORE TITLE:

NAME:

JOB CODE:

ADDITIONAL INFORMATION

JOB PROFILES

	TD	KN	CM	EN
4	4	2	2	2

RESPONSIBILITY

Human Resources

The postholder DIRECTLY manages the following staff:

- Un-skilled manual..... 12

The postholder has the following authority over these staff:

- General supervision and/or appraisal
- Authorising work (quality control and final sign off)
- Technical advice and guidance
- Formal disciplinary authority
- Training/development
- Section management

The postholder is not required to manage staff indirectly.

The postholder is not required to manage any additional staff.

Financial Resources

The postholder has no responsibility for budgets.

Equipment

The postholder is responsible for the following equipment:

- Ancillary (cleaning equipment, hand tools etc)

The nature of the involvement is:

- Use or shared use
- Repair & maintenance (e.g. health and safety)
- Control of use by others

The value of the equipment described above is:

- Medium - R(thousands)

Stores & Livestock

The postholder is responsible for the following stores/livestock:

- Miscellaneous stores

The value of stores/livestock is:

- R thousands

Job Report - SUPERVISOR: CLEANING SERVICES 04/08/09

The postholder's responsibility covers:

- Manages stores

Land & Buildings

The postholder does not have any responsibility for premises.

Autonomy

Core responsibilities of the job from List 1 are:

- Semi-skilled manual
- Staff supervision

The postholder does not have any core responsibilities from List 2.

The structure of the job is best described as:

- Multi-tasked but mainly well-defined

Advisory Responsibility

The postholder is required to provide the following advice:

- Procedural.....Standard
- Technical/policy to colleagues.....Standard
- Technical/policy to staff at a higher level.....Standard
- Public Relations.....Basic
- Department policy/strategy.....Basic

The advice relates to a statutory function for which the Public Service is responsible.

t

The postholder's work directly influences:

- Own section.....Extensive
- Own division.....Moderate
- Own directorate.....Limited

The type and extent of the post's impact is:

- Provision of poor advice to senior managers/colleagues....Moderate

Work Errors

Significant risk of error in the post is due to:

- Tight deadlines
- High work volumes

21/10/2009 - SOUTH AFRICAN PUBLIC SERVICE

Job Report - SUPERVISOR: CLEANING SERVICES 04/08/09

The majority of errors would be detected:

- Within the section

The consequence of error is:

- Minimal impact, could cause delay

Errors are detected:

- Within the day

> The assessed level of this characteristic demand is.....LEVEL 4

Job Report - SUPERVISOR: CLEANING SERVICES 04/08/09

THINKING DEMANDS

Understanding Job Info

The job information received/issues considered usually concern:

- Several closely related subject areas

The postholder must regularly absorb and understand the following information/issues:

- Work instructions/guidance.....Routine
- Procedural.....Standard
- Technical/professional.....Standard
- Department policy/strategy.....Routine

The information available to the postholder is:

- Partially incomplete

The postholder is required to carry out the following analysis on information:

- Gather relevant information.....Sometimes
- Analyse information and form conclusions.....Occasionally
- Present results of analysis.....Occasionally

Problem Solving

Assistance or advice available to the postholder includes:

- Referral to a more senior experienced employee.....Always
- Standing instructions or procedures.....Always
- Technical or professional standards/guidelines.....Always
- Established precedents.....Usually
- Narrow Policy guidelines.....Always
- Broad Policy.....Always

The following best describes the majority of conclusions made by the postholder:

- Limited options

Problem solving that is subject to deadlines are:

- Immediate.....Frequent
- Daily.....Frequent
- Weekly.....Infrequent
- Monthly.....Infrequent

Planning

The postholder's planning impacts the following areas:

- Own section

Planning is guided by the following existing plans/precedents:

- Work processes
- Application of policy or procedures
- Resource allocation

Decision Making

The postholder is expected to take decisions or make recommendations in the following areas:

- Planning/organising own work
- Planning and prioritising the work of others
- Resolving most job problems with assistance (limited autonomy)
- Resolving job problems referred by others
- Authorising actions by others

Creativity

The level of innovation/creativity required is:

- Basic.....On an individual basis
- Adaptive/Limited.....As part of a Team

> The assessed level of this characteristic demand is.....LEVEL 4

Job Report - SUPERVISOR: CLEANING SERVICES 04/08/09

KNOWLEDGE

Breadth of Knowledge

The range and depth of knowledge required is best described as:

- Knowledge of a limited range of work procedures

Prior Experience

The post is NOT an entry level post.

The method of promotion to the post is:

- Post

The postholder requires the following experience before entering the post:

- Semi-skilled manual.....1-2 years

Qualifications

The following minimum qualification is required for the post:

- Standard 8

Skills

The following specific skills are required for the job:

- Numeracy.....Basic
- Literacy.....Basic
- Operating equipment.....Basic
- Language skills.....Basic

No specific skills are required for the job from List 2.

The assessed level of this characteristic demand is.....LEVEL 2

Job Report - SUPERVISOR: CLEANING SERVICES 04/08/09

COMMUNICATION

Range of Contacts

The postholder's main contacts, as a requirement of their job, are:

- Co-workers.....Daily
- Supervisor.....Daily
- Management.....Monthly

The postholder has no additional contacts, as a requirement of their job.

Content of Communication

The postholder regularly has to communicate the following types of information:

- General Information.....Standard
- Procedural information.....Standard
- Technical/professional.....Standard
- Relationship management.....Routine
- Department policy/strategy.....Routine

Verbal Communication

The postholder requires the following communication skills:

- Routine exchange of information requiring helpfulness and politenessDaily
- Providing or obtaining information requiring simple explanation ...Daily
- Providing or obtaining information requiring difficult explanationOccasionally
- Motivational skills.....Weekly

Written Communications

The postholder is required to produce the following written communications:

- Routine notes/memos/letters.....Weekly
- Routine reports.....Monthly

The assessed level of this characteristic demand is.....LEVEL 2

Job Report - SUPERVISOR: CLEANING SERVICES 04/08/09

ENVIRONMENT

Physical Environment

List 1: The majority of work is carried out in:

- Office

The postholder is not subject to any hostile or violent situations.

The postholder is not subject to any traumatic situations.

Physical Demands

The following physical demands are made on the postholder:

- Standing.....Daily
- Walking.....Daily

The postholder is subject to the following unsociable conditions or hours:

- Additional hours.....Occasionally

Hazardous Conditions

The postholder is not exposed to any hazardous conditions.

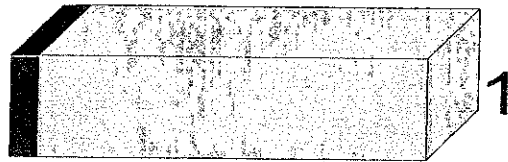
The assessed level of this characteristic demand is.....LEVEL 2

(SUPERVISOR: CLEANING SERVICES 04/08/09)

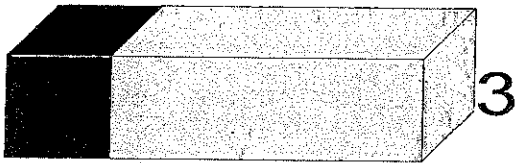
SOUTH AFRICAN PUBLIC SERVICE

Profile Level Graph for GENERAL WORKER 04/08/09

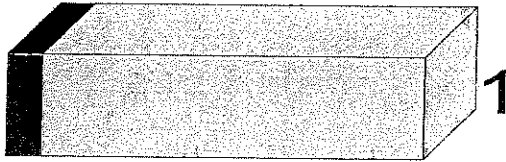
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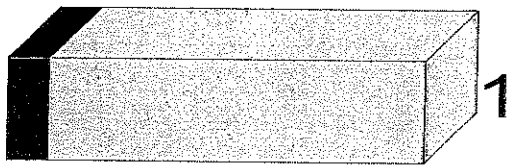
TD



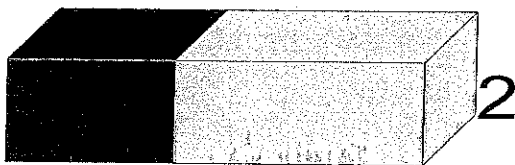
KN



CM



EN



Job Details Printout

JOB TITLE:

GENERAL WORKER 04/08/09

JOB ID : GW 1

DATE : 05/08/2009

NO IN JOB : 1

NON BENCHMARK

DEPARTMENT/PROVINCE:

ALL DEPARTMENTS

COMPONENT:

ADMIN SUPPORT

LOCATION:

NATIONAL/PROVINCES

CORE TITLE:

NAME:

JOB CODE:

ADDITIONAL INFORMATION

JOB PROFILES

RF	TD	KN	CM	EN
1	3	1	1	2

Job Report - GENERAL WORKER 04/08/09

RESPONSIBILITY

Human Resources

The postholder is not required to manage staff.

Financial Resources

The postholder has no responsibility for budgets.

Equipment

The postholder is responsible for the following equipment:

- Ancillary (cleaning equipment, hand tools etc)

The nature of the involvement is:

- Use or shared use
- Repair & maintenance (e.g. health and safety)

The value of the equipment described above is:

- Medium - R(thousands)

Stores & Livestock

The postholder is responsible for the following stores/livestock:

- Maintenance Supplies

The value of stores/livestock is:

- R thousands

The postholder's responsibility covers:

- Uses stores

Land & Buildings

The postholder does not have any responsibility for premises.

Autonomy

Core responsibilities of the job from List 1 are:

- Unskilled manual

The postholder does not have any core responsibilities from List 2.

Job Report - GENERAL WORKER 04/08/09

THINKING DEMANDS

Understanding Job Info

The job information received/issues considered usually concern:

- Several closely related subject areas

The postholder must regularly absorb and understand the following information/issues:

- Work instructions/guidance.....Routine
- Procedural.....Routine

The information available to the postholder is:

- Complete

The postholder is not required to carry out an analysis on information.

Problem Solving

Assistance or advice available to the postholder includes:

- Referral to a more senior experienced employee.....Always
- Standing instructions or procedures.....Always
- Technical or professional standards/guidelines.....Always
- Established precedents.....Always
- Narrow Policy guidelines.....Always
- Broad Policy.....Always

The following best describes the majority of conclusions made by the postholder:

- Standard

Speed of problem solving is not an essential demand of the job.

Planning

The postholder's planning impacts the following areas:

- The postholder's own work only

Planning is guided by the following existing plans/precedents:

- Work processes
- Application of policy or procedures

Decision Making

Job Report - GENERAL WORKER 04/08/09

The postholder is expected to take decisions or make recommendations in the following areas:

- Planning/organising own work
- Resolving most job problems with assistance (limited autonomy)

Creativity

The level of innovation/creativity required is:

- Basic.....On an individual basis
- Adaptive/Limited.....As part of a Team

> The assessed level of this characteristic demand is.....LEVEL 3

Job Report - GENERAL WORKER 04/08/09

KNOWLEDGE

Breadth of Knowledge

The range and depth of knowledge required is best described as:

- Knowledge of a few repetitive tasks

Prior Experience

The post is an entry level post.

The postholder does not require any prior experience before entering the post.

Qualifications

The following minimum qualification is required for the post:

- Basic Education (below standard 8)

Skills

The following specific skills are required for the job:

- Literacy.....Basic
- Operating equipment.....Basic
- Language skills.....Basic

No specific skills are required for the job from List 2.

The assessed level of this characteristic demand is.....LEVEL 1

Job Report - GENERAL WORKER 04/08/09

COMMUNICATION

Range of Contacts

The postholder's main contacts, as a requirement of their job, are:

- Co-workers.....Daily
- Supervisor.....Daily
- Management.....Occasionally

The postholder has no additional contacts, as a requirement of their job.

Content of Communication

The postholder regularly has to communicate the following types of information:

- General Information.....Routine
- Procedural information.....Routine

Verbal Communication

The postholder requires the following communication skills:

- Routine exchange of information requiringDaily helpfulness and politeness
- Providing or obtaining information requiring simple ...Daily explanation

Written Communications

The postholder is required to produce the following written communications:

- Routine notes/memos/letters.....Occasionally

The assessed level of this characteristic demand is.....LEVEL 1

Job Report - GENERAL WORKER 04/08/09

ENVIRONMENT

Physical Environment

List 1: The majority of work is carried out in:

- Office
- Stores

The postholder is not subject to any hostile or violent situations.

The postholder is not subject to any traumatic situations.

Physical Demands

The following physical demands are made on the postholder:

- Standing.....Daily
- Walking.....Daily
- Lifting or carrying heavy loads.....Monthly

The postholder is not subject to any unsociable conditions or hours.

Hazardous Conditions

The postholder is exposed to the following hazardous conditions:

- Exposure to fumes/toxins.....Occasionally

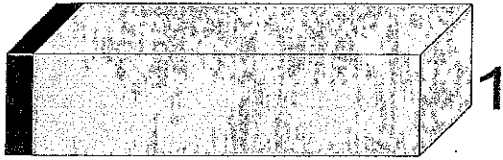
The assessed level of this characteristic demand is.....LEVEL 2

GENERAL WORKER 04/08/09)

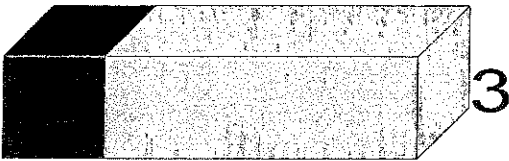
SOUTH AFRICAN PUBLIC SERVICE

Profile Level Graph for GROUNDSMAN 04/08/09

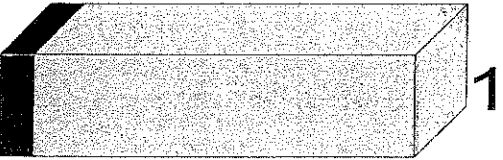
RP



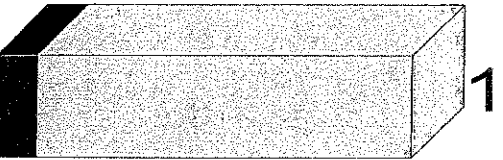
TD



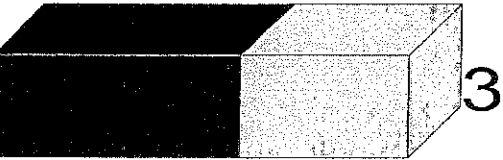
KN



CM



EN



Job Report - GROUNDSMAN 04/08/09

RESPONSIBILITY

Human Resources

The postholder is not required to manage staff.

Financial Resources

The postholder has no responsibility for budgets.

Equipment

The postholder is responsible for the following equipment:

- Ancillary (cleaning equipment, hand tools etc)

The nature of the involvement is:

- Use or shared use
- Repair & maintenance (e.g. health and safety)

The value of the equipment described above is:

- Medium - R(thousands)

Stores & Livestock

The postholder is responsible for the following stores/livestock:

- Maintenance Supplies
- Miscellaneous stores

The value of stores/livestock is:

- R thousands

The postholder's responsibility covers:

- Uses stores

Land & Buildings

The postholder is responsible for the following premises:

- Forestry/Gardens

The scale of the premises is:

- R hundreds of thousands

Job Report - GROUNDSMAN 04/08/09

Responsibility of premises covers:

- Detect and report faults
- Repair faults

Autonomy

Core responsibilities of the job from List 1 are:

- Unskilled manual

The postholder does not have any core responsibilities from List 2.

The structure of the job is best described as:

- Few well-defined tasks

Advisory Responsibility

The postholder is required to provide the following advice:

- Technical/policy to colleagues.....Basic

The advice relates to a statutory function for which the Public Service is responsible.

Impact

The postholder's work directly influences:

- Own section.....Extensive
- Own division.....Limited

The postholder does not have an impact in any of the areas given.

Errors

Significant risk of error in the post is due to:

- Tight deadlines
- High work volumes

The majority of errors would be detected:

- Within the section

The consequence of error is:

- Minimal impact, could cause delay

Errors are detected:

- Within the day

Job Details Printout

JOB TITLE:

GROUNDSMAN 04/08/09

JOB ID : GMAN

DATE : 05/08/2009

NO IN JOB : 1

NON BENCHMARK

DEPARTMENT/PROVINCE:

ALL DEPARTMENTS

COMPONENT:

LOCATION:

NATIONAL/PROVINCE

CORE TITLE:

NAME:

JOB CODE:

ADDITIONAL INFORMATION

JOB PROFILES

RE	TD	KN	CM	EN
(3	1	1	3

Job Report - GROUNDSMAN 04/08/09

> The assessed level of this characteristic demand is.....LEVEL 1

Job Report - GROUNDSMAN 04/08/09

THINKING DEMANDS

Understanding Job Info

The job information received/issues considered usually concern:

- A single subject area

The postholder must regularly absorb and understand the following information/issues:

- Work instructions/guidance.....Routine
- Procedural.....Routine

The information available to the postholder is:

- Complete

The postholder is not required to carry out an analysis on information.

Problem Solving

Assistance or advice available to the postholder includes:

- Referral to a more senior experienced employee.....Always
- Standing instructions or procedures.....Always
- Technical or professional standards/guidelines.....Always
- Established precedents.....Usually
- Narrow Policy guidelines.....Always
- Broad Policy.....Always

The following best describes the majority of conclusions made by the postholder:

- Standard

Problem solving that is subject to deadlines are:

- Immediate.....Infrequent
- Daily.....Frequent
- Weekly.....Frequent

Planning

The postholder's planning impacts the following areas:

- The postholder's own work only

Planning is guided by the following existing plans/precedents:

Job Report - GROUNDSMAN 04/08/09

- Work processes
- Application of policy or procedures

Decision Making

The postholder is expected to take decisions or make recommendations in the following areas:

- Planning/organising own work
- Resolving most job problems with assistance (limited autonomy)

Creativity

The level of innovation/creativity required is:

- Basic.....On an individual basis
- Adaptive/Limited.....As part of a Team

> The assessed level of this characteristic demand is.....LEVEL 3

Job Report - GROUNDSMAN 04/08/09

KNOWLEDGE

Breadth of Knowledge

The range and depth of knowledge required is best described as:

- Knowledge of a few repetitive tasks

Prior Experience

The post is an entry level post.

The postholder does not require any prior experience before entering the post.

Qualifications

The following minimum qualification is required for the post:

- Basic Education (below standard 8)

Skills

The following specific skills are required for the job:

- Numeracy.....Basic
- Literacy.....Basic
- Operating equipment.....Basic
- Language skills.....Basic

No specific skills are required for the job from List 2.

The assessed level of this characteristic demand is.....LEVEL 1

Job Report - GROUNDSMAN 04/08/09

COMMUNICATION

Range of Contacts

The postholder's main contacts, as a requirement of their job, are:

- Co-workers.....Daily
- Supervisor.....Daily
- Management.....Occasionally

The postholder has no additional contacts, as a requirement of their job.

Content of Communication

The postholder regularly has to communicate the following types of information:

- General Information.....Routine
- Procedural information.....Routine
- Department policy/strategy.....Routine

Verbal Communication

The postholder requires the following communication skills:

- Routine exchange of information requiringDaily helpfulness and politeness
- Providing or obtaining information requiring simple ...Daily explanation

Written Communications

The postholder is not required to produce written communications.

The assessed level of this characteristic demand is.....LEVEL 1

Job Report - GROUNDSMAN 04/08/09

ENVIRONMENT

Physical Environment

List 1: The majority of work is carried out in:

- Field/forest
- Business premises

The postholder is not subject to any hostile or violent situations.

The postholder is not subject to any traumatic situations.

Physical Demands

The following physical demands are made on the postholder:

- Standing.....Daily
- Walking.....Daily
- Digging.....Weekly
- Climbing.....Occasionally
- Lifting or carrying heavy loads.....Occasionally

The postholder is not subject to any unsociable conditions or hours.

Hazardous Conditions

The postholder is exposed to the following hazardous conditions:

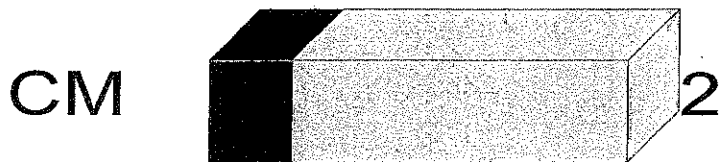
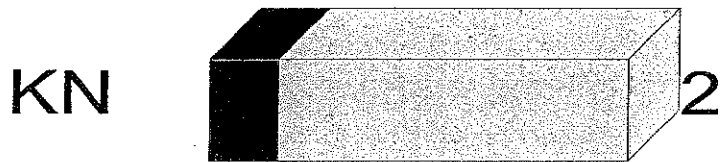
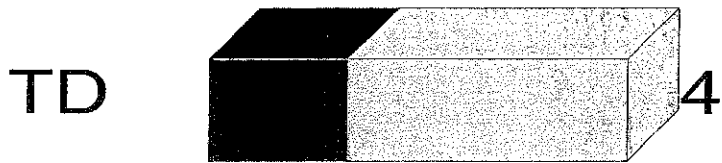
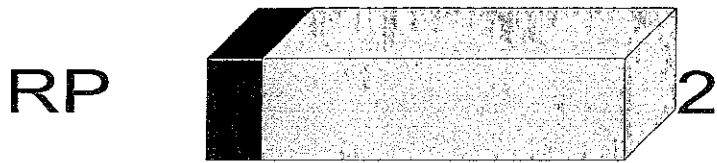
- Exposure to fumes/toxins.....Occasionally

The assessed level of this characteristic demand is.....LEVEL 3

(GROUNDSMAN 04/08/09)

SOUTH AFRICAN PUBLIC SERVICE

Profile Level Graph for HANDYMAN 04/08/09



Job Details Printout

JOB TITLE:

HANDYMAN 04/08/09

JOB ID : HM

DATE : 05/08/2009

NO IN JOB : 1

NON BENCHMARK

DEPARTMENT/PROVINCE:

ALL DEPARTMENTS

COMPONENT:

LOCATION:

NATIONAL/PROVINCIAL

CORE TITLE:

NAME:

JOB CODE:

ADDITIONAL INFORMATION

JOB PROFILES

RP	TD	KN	CM	EN
1	4	2	2	2

Job Report - HANDYMAN 04/08/09

RESPONSIBILITY

Human Resources

The postholder is not required to manage staff.

Financial Resources

The postholder has no responsibility for budgets.

Equipment

The postholder is responsible for the following equipment:

- Ancillary (cleaning equipment, hand tools etc)

The nature of the involvement is:

- Use or shared use
- Repair & maintenance (e.g. health and safety)

The value of the equipment described above is:

- Medium - R(thousands)

Stores & Livestock

The postholder is responsible for the following stores/livestock:

- Maintenance Supplies
- Miscellaneous stores

The value of stores/livestock is:

- R tens of thousands

The postholder's responsibility covers:

- Uses stores

Land & Buildings

The postholder is responsible for the following premises:

- Offices
- Official Residence

The scale of the premises is:

- R millions

Job Report - HANDYMAN 04/08/09

Responsibility of premises covers:

- Detect and report faults
- Repair faults

Autonomy

Core responsibilities of the job from List 1 are:

- Semi-skilled manual

The postholder does not have any core responsibilities from List 2.

The structure of the job is best described as:

- Multi-tasked but mainly well-defined

Advisory Responsibility

The postholder is required to provide the following advice:

- Procedural.....Basic
- Technical/policy to colleagues.....Basic
- Technical/policy to staff at a higher level.....Basic

The advice relates to a statutory function for which the Public Service is responsible.

Impact

The postholder's work directly influences:

- Own section.....Extensive
- Own division.....Moderate
- Own directorate.....Limited
- Own department.....Limited

The type and extent of the post's impact is:

- Provision of poor advice to senior managers/colleagues....Limited

Work Errors

Significant risk of error in the post is due to:

- Tight deadlines
- High work volumes

The majority of errors would be detected:

- Within the division

Job Report - HANDYMAN 04/08/09

The consequence of error is:

- Minimal impact, could cause delay

Errors are detected:

- Within the week

> The assessed level of this characteristic demand is.....LEVEL 2

Job Report - HANDYMAN 04/08/09

THINKING DEMANDS

Understanding Job Info

The job information received/issues considered usually concern:

- Several closely related subject areas

The postholder must regularly absorb and understand the following information/issues:

- Work instructions/guidance.....Routine
- Procedural.....Routine
- Technical/professional.....Standard

The information available to the postholder is:

- Partially incomplete

The postholder is required to carry out the following analysis on information:

- Gather relevant information.....Occasionally

Problem Solving

Assistance or advice available to the postholder includes:

- Referral to a more senior experienced employee.....Always
- Standing instructions or procedures.....Always
- Technical or professional standards/guidelines.....Always
- Established precedents.....Usually
- Narrow Policy guidelines.....Always
- Broad Policy.....Always

The following best describes the majority of conclusions made by the postholder:

- Limited options

Problem solving that is subject to deadlines are:

- Immediate.....Frequent
- Daily.....Frequent
- Weekly.....Infrequent
- Monthly.....Infrequent

Planning

The postholder's planning impacts the following areas:

Job Report - HANDYMAN 04/08/09

- The postholder's own work only

Planning is guided by the following existing plans/precedents:

- Work processes
- Application of policy or procedures

Decision Making

The postholder is expected to take decisions or make recommendations in the following areas:

- Planning/organising own work
- Resolving most job problems with assistance (limited autonomy)
- Resolving job problems referred by others
- Recommending actions requiring minor resource commitment by others

Creativity

The level of innovation/creativity required is:

- Basic.....On an individual basis
- Adaptive/Limited.....As part of a Team

The assessed level of this characteristic demand is.....LEVEL 4

Job Report - HANDYMAN 04/08/09

KNOWLEDGE

Breadth of Knowledge

The range and depth of knowledge required is best described as:

- Knowledge of a limited range of work procedures

Prior Experience

The post is an entry level post.

The postholder requires the following experience before entering the post:

- Semi-skilled manual.....0-3 months

Qualifications

The following minimum qualification is required for the post:

- Basic Education (below standard 8)

Skills

The following specific skills are required for the job:

- Numeracy.....Basic
- Literacy.....Basic
- Operating equipment.....Basic
- Language skills.....Basic

No specific skills are required for the job from List 2.

The assessed level of this characteristic demand is.....LEVEL 2

Job Report - HANDYMAN 04/08/09

COMMUNICATION

Range of Contacts

The postholder's main contacts, as a requirement of their job, are:

- Co-workers.....Daily
- Supervisor.....Daily
- Management.....Occasionally

The postholder has no additional contacts, as a requirement of their job.

Content of Communication

The postholder regularly has to communicate the following types of information:

- General Information.....Routine
- Procedural information.....Routine
- Technical/professional.....Standard
- Department policy/strategy.....Routine

Verbal Communication

The postholder requires the following communication skills:

- Routine exchange of information requiringDaily helpfulness and politeness
- Providing or obtaining information requiring simple ...Daily explanation

Written Communications

The postholder is required to produce the following written communications:

- Routine notes/memos/letters.....Daily
- Routine reports.....Monthly

The assessed level of this characteristic demand is.....LEVEL 2

Job Report - HANDYMAN 04/08/09

ENVIRONMENT

Physical Environment

List 1: The majority of work is carried out in:

- Office

The postholder is not subject to any hostile or violent situations.

The postholder is not subject to any traumatic situations.

Physical Demands

The following physical demands are made on the postholder:

- Standing.....Daily
- Walking.....Daily
- Climbing.....Monthly

The postholder is subject to the following unsociable conditions or hours:

- Additional hours.....Occasionally
- Week-end working.....Occasionally
- On-call.....Occasionally

Hazardous Conditions

The postholder is exposed to the following hazardous conditions:

- Exposure to live electrical contacts.....Monthly

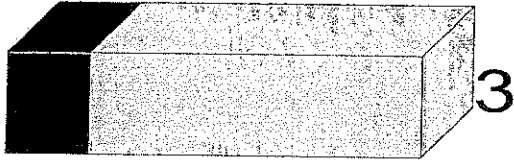
> The assessed level of this characteristic demand is.....LEVEL 2

(HANDYMAN 04/08/09)

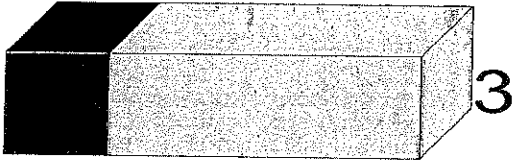
SOUTH AFRICAN PUBLIC SERVICE

Profile Level Graph for PHOTOCOPIER OPERATOR 04/08/09

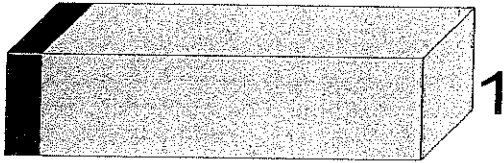
RP



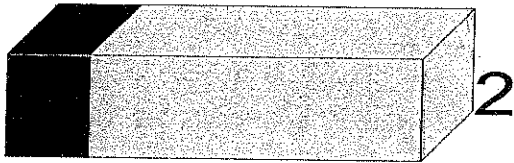
TD



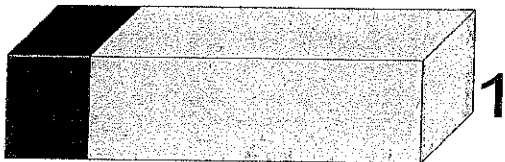
KN



CM



EN



Job Details Printout

JOB TITLE:

PHOTOCOPIER OPERATOR 04/08/09

JOB ID : PC

DATE : 05/08/2009

NO IN JOB : 1

NON BENCHMARK

DEPARTMENT/PROVINCE:

ALL DEPARTMENTS

COMPONENT:

LOCATION:

NATIONAL/PROVINCE

CORE TITLE:

NAME:

JOB CODE:

ADDITIONAL INFORMATION

JOB PROFILES

RP	TD	KN	CM	EN
3	3	1	2	1

Job Report - PHOTOCOPIER OPERATOR 04/08/09

RESPONSIBILITY

Human Resources

The postholder is not required to manage staff.

Financial Resources

The postholder has no responsibility for budgets.

Equipment

The postholder is responsible for the following equipment:

- Office (PC, photocopier, OHP etc)

The nature of the involvement is:

- Use or shared use
- Repair & maintenance (e.g. health and safety)

The value of the equipment described above is:

- Medium - R(thousands)

Stores & Livestock

The postholder is responsible for the following stores/livestock:

- Printing Supplies
- Miscellaneous stores

The value of stores/livestock is:

- R tens of thousands

The postholder's responsibility covers:

- Uses stores

Land & Buildings

The postholder does not have any responsibility for premises.

Autonomy

Core responsibilities of the job from List 1 are:

- Semi-skilled manual

Job Report - PHOTOCOPIER OPERATOR 04/08/09

The postholder does not have any core responsibilities from List 2.

The structure of the job is best described as:

- Multi-tasked but mainly well-defined

Advisory Responsibility

The postholder is required to provide the following advice:

- Procedural.....Basic
- Technical/policy to colleagues.....Basic
- Technical/policy to staff at a higher level.....Basic

The advice does not relate to a statutory function for which the Public Service is responsible.

Impact

The postholder's work directly influences:

- Own section.....Extensive
- Own division.....Moderate

The type and extent of the post's impact is:

- Provision of poor advice to senior managers/colleagues....Limited

Work Errors

Significant risk of error in the post is due to:

- Tight deadlines
- High work volumes
- Confidential or sensitive data

The majority of errors would be detected:

- Within the section

The consequence of error is:

- Minimal impact, could cause delay

Errors are detected:

- Within the day

The assessed level of this characteristic demand is.....LEVEL 3

Job Report - PHOTOCOPIER OPERATOR 04/08/09

THINKING DEMANDS

Understanding Job Info

The job information received/issues considered usually concern:

- Several closely related subject areas

The postholder must regularly absorb and understand the following information/issues:

- Work instructions/guidance.....Routine
- Procedural.....Routine
- Technical/professional.....Standard

The information available to the postholder is:

- Partially incomplete

The postholder is not required to carry out an analysis on information.

Problem Solving

Assistance or advice available to the postholder includes:

- Referral to a more senior experienced employee.....Always
- Standing instructions or procedures.....Always
- Technical or professional standards/guidelines.....Always
- Established precedents.....Usually
- Narrow Policy guidelines.....Always
- Broad Policy.....Always

The following best describes the majority of conclusions made by the postholder:

- Standard

Problem solving that is subject to deadlines are:

- Immediate.....Frequent
- Daily.....Frequent
- Weekly.....Infrequent
- Monthly.....Infrequent

Planning

The postholder's planning impacts the following areas:

- The postholder's own work only

Job Report - PHOTOCOPIER OPERATOR 04/08/09

Planning is guided by the following existing plans/precedents:

- Work processes
- Application of policy or procedures

Decision Making

The postholder is expected to take decisions or make recommendations in the following areas:

- Planning/organising own work
- Resolving most job problems with assistance (limited autonomy)

Creativity

The level of innovation/creativity required is:

- Basic.....On an individual basis
- Adaptive/Limited.....As part of a Team

> The assessed level of this characteristic demand is.....LEVEL 3

Job Report * PHOTOCOPIER OPERATOR 04/08/09

KNOWLEDGE

Breadth of Knowledge

The range and depth of knowledge required is best described as:

- Knowledge of a few repetitive tasks

Prior Experience

The post is an entry level post.

The postholder does not require any prior experience before entering the post.

Qualifications

The following minimum qualification is required for the post:

- Basic Education (below standard 8)

Skills

The following specific skills are required for the job:

- Numeracy.....Basic
- Literacy.....Basic
- Operating equipment.....Basic
- Language skills.....Basic

No specific skills are required for the job from List 2.

> The assessed level of this characteristic demand is.....LEVEL 1

Job Report - PHOTOCOPIER OPERATOR 04/08/09

COMMUNICATION

Range of Contacts

The postholder's main contacts, as a requirement of their job, are:

- Co-workers.....Daily
- Supervisor.....Daily
- Management.....Monthly

Additional contacts are:

- Private Sector Organisations.....Monthly

Content of Communication

The postholder regularly has to communicate the following types of information:

- General Information.....Routine
- Procedural information.....Routine
- Technical/professional.....Routine
- Department policy/strategy.....Routine

Verbal Communication

The postholder requires the following communication skills:

- Routine exchange of information requiringDaily helpfulness and politeness
- Providing or obtaining information requiring simple ...Daily explanation

Written Communications

The postholder is required to produce the following written communications:

- Routine notes/memos/letters.....Weekly
- Routine reports.....Monthly

The assessed level of this characteristic demand is.....LEVEL 2

Job Report :- PHOTOCOPIER OPERATOR 04/08/09

ENVIRONMENT

Physical Environment

List 1: The majority of work is carried out in:

- Office

The postholder is not subject to any hostile or violent situations.

The postholder is not subject to any traumatic situations.

Physical Demands

The following physical demands are made on the postholder:

- Standing.....Daily

The postholder is not subject to any unsociable conditions or hours.

Hazardous Conditions

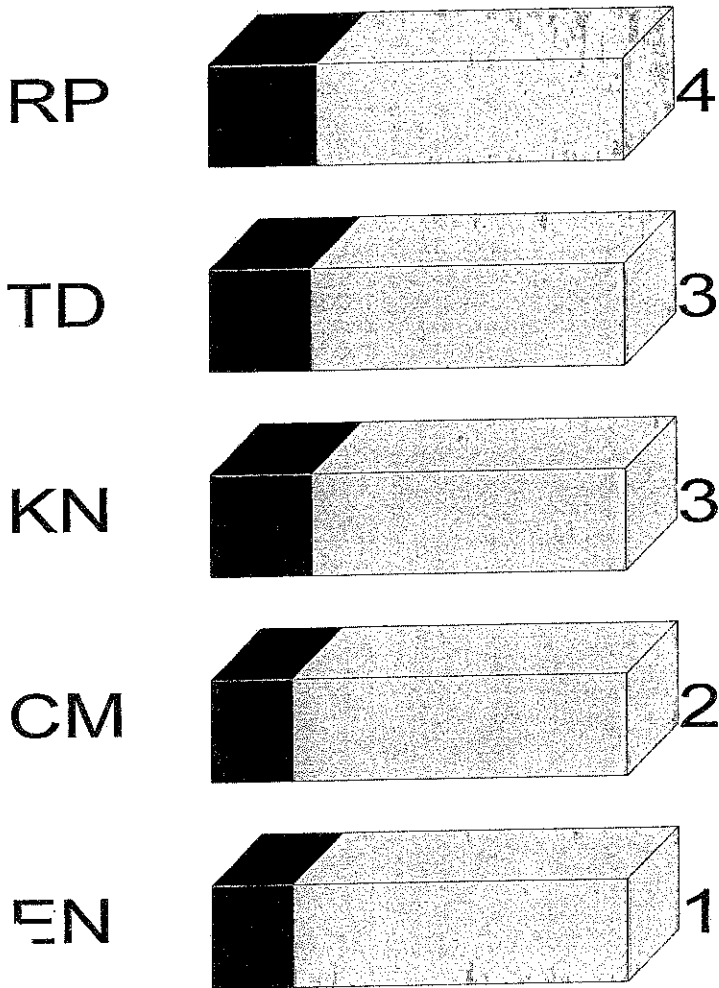
The postholder is not exposed to any hazardous conditions.

> The assessed level of this characteristic demand is.....LEVEL 1

(PHOTOCOPIER OPERATOR 04/08/09)

SOUTH AFRICAN PUBLIC SERVICE

Profile Level Graph for SWITCHBOARD OPERATOR/ATTENDENT 04/08/09



Job Details Printout

JOB TITLE:

SWITCHBOARD OPERATOR/ATTENDENT 04/08/09

JOB ID : SW

DATE : 05/08/2009

NO IN JOB : 1

NON BENCHMARK

DEPARTMENT/PROVINCE:

ALL DEPARTMENTS

COMPONENT:

LOCATION:

NATIONAL/PROVINCE

CORE TITLE:

NAME:

JOB CODE:

ADDITIONAL INFORMATION

JOB PROFILES

RF	TD	KN	CM	EN
4	3	3	2	1

Job Report - SWITCHBOARD OPERATOR/ATTENDENT 04/08/09

RESPONSIBILITY

Human Resources

The postholder is not required to manage staff.

Financial Resources

The postholder has no responsibility for budgets.

Equipment

The postholder is responsible for the following equipment:

- Service (Boiler room, switchboard etc)
- Office (PC, photocopier, OHP etc)

The nature of the involvement is:

- Use or shared use
- Repair & maintenance (e.g. health and safety)

The value of the equipment described above is:

- Large - R(hundreds of thousands)

Stores & Livestock

The postholder is not responsible for stores and livestock.

Land & Buildings

The postholder does not have any responsibility for premises.

Autonomy

Core responsibilities of the job from List 1 are:

- General clerical/administrative

The postholder does not have any core responsibilities from List 2.

The structure of the job is best described as:

- Multi-tasked but mainly well-defined

Advisory Responsibility

The postholder is required to provide the following advice:

Job Report - SWITCHBOARD OPERATOR/ATTENDENT 04/08/09

THINKING DEMANDS

Understanding Job Info

The job information received/issues considered usually concern:

- Several closely related subject areas

The postholder must regularly absorb and understand the following information/issues:

- Work instructions/guidance.....Standard
- Procedural.....Standard
- Technical/professional.....Standard

The information available to the postholder is:

- Partially incomplete

The postholder is required to carry out the following analysis on information:

- Gather relevant information.....Sometimes

Problem Solving

Assistance or advice available to the postholder includes:

- Referral to a more senior experienced employee.....Always
- Standing instructions or procedures.....Always
- Technical or professional standards/guidelines.....Always
- Established precedents.....Usually
- Narrow Policy guidelines.....Always
- Broad Policy.....Always

The following best describes the majority of conclusions made by the postholder:

- Limited options

Problem solving that is subject to deadlines are:

- Immediate.....Frequent
- Daily.....Frequent
- Weekly.....Infrequent
- Monthly.....Infrequent

Planning

The postholder's planning impacts the following areas:

Job Report - SWITCHBOARD OPERATOR/ATTENDENT 04/08/09

- The postholder's own work only

Planning is guided by the following existing plans/precedents:

- Work processes
- Application of policy or procedures
- Resource allocation

Decision Making

The postholder is expected to take decisions or make recommendations in the following areas:

- Planning/organising own work
- Resolving most job problems with assistance (limited autonomy)

Creativity

The level of innovation/creativity required is:

- Basic.....On an individual basis
- Adaptive/Limited.....As part of a Team

> The assessed level of this characteristic demand is.....LEVEL 3

Job Report - SWITCHBOARD OPERATOR/ATTENDENT 04/08/09

COMMUNICATION

Range of Contacts

The postholder's main contacts, as a requirement of their job, are:

- Co-workers.....Daily
- Supervisor.....Daily
- Management.....Occasionally
- Other Departments.....Occasionally

Additional contacts are:

- Private Sector Organisations.....Occasionally
- General Public.....Daily

Content of Communication

The postholder regularly has to communicate the following types of information:

- General Information.....Routine
- Procedural information.....Standard
- Technical/professional.....Standard
- Relationship management.....Routine

Verbal Communication

The postholder requires the following communication skills:

- Routine exchange of information requiringDaily helpfulness and politeness
- Providing or obtaining information requiring simple ...Daily explanation

Written Communications

The postholder is required to produce the following written communications:

- Routine notes/memos/letters.....Daily
- Routine reports.....Monthly

The assessed level of this characteristic demand is.....LEVEL 2

Job Report - SWITCHBOARD OPERATOR/ATTENDENT 04/08/09

ENVIRONMENT

Physical Environment

List 1: The majority of work is carried out in:

- Office

The postholder is not subject to any hostile or violent situations.

The postholder is not subject to any traumatic situations.

Physical Demands

The following physical demands are made on the postholder:

- Prolonged use of computer.....Weekly

The postholder is subject to the following unsociable conditions or hours:

- Week-end working.....Occasionally
- On-call.....Occasionally

Hazardous Conditions

The postholder is not exposed to any hazardous conditions.

The assessed level of this characteristic demand is.....LEVEL 1

(SWITCHBOARD OPERATOR/ATTENDENT 04/08/09)