

**JOB INFORMATION**

**1. INTERVIEW AND JOB DETAILS**

1.1. Interview details

Input Date 20-Aug-2017  
Method of Info Collection JE Co-ordination - Benchmark JD

1.2. Job details

Identifier ID 14861  
Job Title Food Service Aid /Worker (General)  
Department/Provincial Administration/Other Org. Department of Public Service and Administration

1.3. Job evaluation summary

Benchmark Type: National X  
Public Service Benchmark  
Archive Job No  
Lock Job No  
Last Modified Date 28-Aug-2017  
Modified By Robert

1.4. Other

Score 138,32  
Grade 2  
Job Owner Assistant System Administrator Role

**JOB PROFILE SUMMARY**

- 2. Responsibility 1**
- 3. Thinking Demands 3**
- 4. Knowledge 1**
- 5. Communication 1**
- 6. Environment 2**

4.

## **2. RESPONSIBILITY**

### **HUMAN RESOURCES**

The postholder is not required to manage staff.

### **FINANCIAL RESOURCES**

#### **EXPENDITURE**

The postholder has no responsibility for expenditure.

#### **INCOME**

The postholder has no responsibility for income.

#### **EQUIPMENT**

The postholder is responsible for the following equipment:

- Ancillary (cleaning equipment, hand tools, catering equipment etc)

The nature of the involvement is:

- Use or shared use
- Ensure serviceability

The value of the equipment described above is:

R Tens of thousands

#### **STORES & LIVESTOCK**

The postholder is responsible for the following stores/livestock:

- Catering Supplies
- Miscellaneous stores

The value of stores/livestock is:

R tens of thousands

The postholder's responsibility covers:

- Safekeeping and utilization of stores

**LAND & BUILDINGS**

The postholder does not have any responsibility for premises.

**AUTONOMY**

Core responsibilities of the job from List 1 are:

- Basic manual

The structure of the job is best described as:

Few well defined tasks

**ADVISORY RESPONSIBILITY**

The postholder is required to provide the following advice:

- Procedural advice Basic
- Technical/functional/operational advice Basic

**IMPACT**

The postholder's work directly influences:

- Immediate working environment (e.g. own section) Extensive
- Wider work environment (bigger than immediate but smaller than own directorate - e.g. own division) Limited

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

**RISK OF ERRORS**

Significant risk of error in the post is due to:

- Tight deadlines

The majority of errors would be detected:

Immediate working environment (e.g. section)

The consequence of error is:

Minimal impact, could cause delay

Errors are detected:

Immediately

### **3. THINKING DEMANDS**

#### **UNDERSTANDING JOB INFO**

The job information received/issues considered usually concern:

A single activity area

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

- Work instructions/guidance Routine
- Procedural Routine
- Functional/operational/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 or experienced employee Almost Always  
(does not refer to direct supervisor/manager only)
- Standing instructions or procedures Almost Always

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

Standard

Problem solving that is subject to deadlines are:

- Immediate Frequent
- Within the day Frequent
- Within the week Infrequent
- Within a month or longer Infrequent

#### **PLANNING**

Planning is guided by the following existing plans/precedents:

- Work processes
- Application/implementation of policy or procedures

## **Food Service Aid /Worker (General)**

## **Evaluate 2. Job Report**

The postholder's planning impacts the following areas:

- The jobholder's own work
- Immediate working environment (e.g. own section)

### **AUTHORITY**

The level of decision making required by the job is:

Defined decisions

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

- Planning/organising own work

### **CREATIVITY**

The level of innovation/creativity required is:

Limited

## **4. KNOWLEDGE**

### **BREADTH OF KNOWLEDGE**

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

Knowledge of a few repetitive tasks

### **PRIOR EXPERIENCE**

### **QUALIFICATIONS**

The following minimum qualification is required for the post:

NQF levels 1 and 2 (General Certificate /Elementary Certificate)

### **SKILLS**

The following specific skills are required for the job:

- |                       |       |
|-----------------------|-------|
| • Numeracy            | Basic |
| • Literacy            | Basic |
| • Operating equipment | Basic |
| • Language skills     | Basic |

## **Food Service Aid /Worker (General)**

## **Evaluate 2. Job Report**

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

### **5. COMMUNICATION**

#### **RANGE OF CONTACTS**

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

- |                     |              |
|---------------------|--------------|
| • Co-workers        | Daily        |
| • Supervisors       | Daily        |
| • Management        | Monthly      |
| • Senior Management | Occasionally |

The postholder has no contact with any additional groups 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 |
| • Functional/operational/technical/professional | Routine |

#### **VERBAL COMMUNICATION**

The postholder requires the following communication skills:

- |  |       |
|--|-------|
| • Routine exchange of information requiring helpfulness and politeness | Daily |
| • Providing or obtaining information requiring simple explanation      | Daily |

#### **WRITTEN COMMUNICATIONS**

The postholder is required to produce the following written communications:

- |                               |        |
|-------------------------------|--------|
| • Routine notes/memos/letters | Weekly |
|-------------------------------|--------|

### **6. ENVIRONMENT**

#### **PHYSICAL ENVIRONMENT**

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

**Food Service Aid /Worker (General)**

**Evaluate  
2. Job Report**

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.