

JOB INFORMATION

1. INTERVIEW AND JOB DETAILS

1.1. Interview details

Date of Interview	14-Jul-2015
Input Date	03-Feb-2020
Method of Info Collection	Benchmark - JE Co-ordination Process

1.2. Job details

Identifier	ID 30022
Job Title	Household Aid Supervisor Final - Benchmark - JE Co-ordination Process
Department/Provincial Administration/Other Org.	Department of Public Service and Administration

1.3. Job evaluation summary

Public Service Benchmark

Archive Job	No
Lock Job	No
Last Modified Date	03-Feb-2020
Modified By	Mokgalapa

1.4. Other

Score	289,98
Grade	4
Job Owner	System Administrator Role

JOB PROFILE SUMMARY

2. Responsibility	5
3. Thinking Demands	4
4. Knowledge	2
5. Communication	3

6. Environment

2

2. RESPONSIBILITY

HUMAN RESOURCES

MANAGE STAFF DIRECTLY

The postholder DIRECTLY manages the following staff:

- Basic manual 5

The postholder has the following authority over these staff:

- Allocate and check work
- Authorising work (quality control and sign off)
- Functional/technical advice and guidance
- Formal disciplinary authority
- Performance management and Development

MANAGE STAFF INDIRECTLY

The postholder is not required to manage staff indirectly.

MANAGE OTHER STAFF

The postholder is not required to manage any additional 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)
- Office (PC, photocopier, data projectors, cell phones etc)

The nature of the involvement is:

- Use or shared use
- Ensure serviceability
- Control of use by others

The value of the equipment described above is:

R Hundreds of thousands

STORES & LIVESTOCK

The postholder is responsible for the following stores/livestock:

- Miscellaneous stores

The value of stores/livestock is:

R tens of thousands

The postholder's responsibility covers:

- Safekeeping and utilization of stores
- Issues stores
- 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 (e.g. driver, operator)
- Employee supervision (e.g. first line supervision)

Core responsibilities of the job from List 2 are:

- Policy analysis/interpretation

The structure of the job is best described as:

Multi-tasked/mainly well-defined

ADVISORY RESPONSIBILITY

The postholder is required to provide the following advice:

- Procedural advice Standard

Household Aid Supervisor Final - Benchmark - JE Co-ordination Process

Evaluate 2. Job Report

- Technical/functional/operational advice Standard
- Department policy/strategy 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) Moderate
- Own directorate/chief directorate/branch 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
- High work volumes

The majority of errors would be detected:

Immediate working environment (e.g. section)

The consequence of error is:

Could involve time and/or cost to correct

Errors are detected:

Within a day

The system's assessment is... Level 5

3. 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 Standard
- Procedural Standard

- Functional/operational/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 Sometimes
- Present results of analysis Sometimes

PROBLEM SOLVING

Assistance or advice available to the postholder includes:

- Referral to a more senior or experienced employee (does not refer to direct supervisor/manager only) Almost Always
- Standing instructions or procedures Almost Always
- Functional/technical/professional standards/guidelines Almost Always
- Established precedents Almost Always
- Detailed policy guidelines (e.g. departmental policies) Almost 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
- 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
- Resource allocation

The postholder's planning impacts the following areas:

- The jobholder's own work
- Immediate working environment (e.g. own section)
- Wider working environment (bigger than immediate but smaller than directorate, own division)

AUTHORITY

The level of decision making required by the job is:

Discretionary decisions

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 job problems referred by others
- Authorising actions by others
- Recommend/decide on minor change
- Recommending actions requiring minor resource commitment

CREATIVITY

The level of innovation/creativity required is:

Limited

The system's assessment is... Level 4

4. 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 postholder requires the following experience before entering the post:

Basic manual

3-5 yrs

QUALIFICATIONS

The following minimum qualification is required for the post:

NQF level 3 (Intermediate Certificate)

SKILLS

The following specific skills are required for the job:

• Numeracy	Basic
• Literacy	Basic
• Operating equipment	Basic
• Computer literacy	Basic
• Language skills	Basic

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

The system's assessment is... Level 2

5. COMMUNICATION

RANGE OF CONTACTS

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

• Co-workers	Daily
• Supervisors	Daily
• Supervisees (own staff)	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	Standard
• Functional/operational/technical/professional	Standard

- Relationship establishment and maintenance Routine
- Department policy/strategy 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
- Motivational skills Weekly

WRITTEN COMMUNICATIONS

The postholder is required to produce the following written communications:

- Routine notes/memos/letters Weekly
- Routine documents Monthly

The system's assessment is... Level 3

6. ENVIRONMENT

PHYSICAL ENVIRONMENT

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 Monthly
- Walking Weekly
- Prolonged use of computer Ocassionally
- Lifting or carrying heavy loads Monthly

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

- Additional hours Occasionally
- Weekend/shift working Occasionally

HAZARDOUS CONDITIONS

The postholder is not exposed to any hazardous conditions.

The system's assessment is... Level 2