

## JOB INFORMATION

### 1. INTERVIEW AND JOB DETAILS

#### 1.1. Interview details

Input Date 20-Aug-2017  
Method of Info Collection JE Cordination Process - Benchmark JD

#### 1.2. Job details

Identifier ID 14866  
Job Title Messenger- Benchmark JD  
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 152,49  
Grade 2  
Job Owner Assistant System Administrator Role

## JOB PROFILE SUMMARY

<b>2. Responsibility</b>	<b>2</b>
<b>3. Thinking Demands</b>	<b>2</b>
<b>4. Knowledge</b>	<b>1</b>
<b>5. Communication</b>	<b>2</b>
<b>6. Environment</b>	<b>2</b>



## **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 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:

- Semi-skilled manual (e.g. driver, operator)

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 Standard
- 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) Moderate
- Own directorate/chief directorate/branch Limited
- Own department 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:

Minimal impact, could cause delay

Errors are detected:

Within a day

**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:

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- 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 (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:

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

The postholder's planning impacts the following areas:

- The jobholder's own work

### 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 level 3 (Intermediate Certificate)

**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.

**5. COMMUNICATION**

**RANGE OF CONTACTS**

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

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- Co-workers Daily
- Supervisors Daily
- Management Daily
- Senior Management Daily
- Other Departments Occasionally

Additional contacts are:

- General public Daily

### 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 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 Daily

## 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 Daily

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- Walking

Daily

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

- Additional hours

Monthly

**HAZARDOUS CONDITIONS**

The postholder is not exposed to any hazardous conditions.