



LAND SETTLEMENT AGENCY

Unit : General Position

Position : Business Operations Assistant II

Job Summary

The job requires the incumbent to perform a supervisory function and carry out a range of duties of a clerical, secretarial and administrative nature. The incumbent provides support to the Head of the Division and other action officers.

Organisational Relationships

- Reports directly to the Head of Unit.
- Interfaces with other Divisions/Units.
- Interfaces with personnel from Ministry and other Agencies on matters relating to the Land Settlement Agency.

Duties and Responsibilities:

- Plans, assigns duties to, advises and supervises the work of a small group of subordinate employees engaged in performing routine clerical, sub-clerical or manual operations and non-technical matters.
- Assists generally with the implementation of strategies and programmes designed to promote the objectives of the Unit.
- Designs and maintains the register and filing system for the Unit in keeping with public services procedures and best practices.
- Frequently acts as a Secretary to the Unit or section taking and transcribing dictation, routing incoming and outgoing mail, answering telephone calls, arranging interviews and generally carrying out duties of the Secretary.
- Supervises and assists in maintaining workflow and production in the Unit
- Prepares agenda and takes minutes at all conferences, workshops and meetings
- Monitors any decisions and outcomes to be achieved and reports on such activities to the relevant action officer

- Checks letters, memoranda, reports, statements of accuracy and compliance with established procedures and regulations.
- Types monthly statements of disbursements, statements of accounts, balance sheets and estimates.
- Maintains the more complex indexes and files.
- Sorts, prioritizes, records and submit all correspondence to the relevant officers.
- Handles more complex queries in respect of the work of the Unit.
- Maintains all relevant records including: routine accounting, financial and cost records not requiring technical knowledge.
- Prepares and issues routine correspondence and drafts of more complex correspondence and reports of meetings, workshops and conferences.
- Provides software utilization and basic help-desk and technological support, including support related to the Ministry's intranet. Creates folders on the intranet, uploads files, determines and inputs metadata.
- Operates a variety of standard office equipment
- Liaises with Administration to ensure that the accounting and office management needs of the Unit are met.
- Maintains a library involving the keeping of simple records of books, journals to support the work of the Division usually with assistance from other persons in the Unit
- Performs any other related duties as may be required.

Minimum Qualifications and Experience:

- Training as evidenced by the possession of an Association of Business Executives Diploma (ABE); or Certificate in Public Administration (CPA) or equivalent.
- Minimum of four (4) years' experience performing clerical/ secretarial and administrative support duties.
- Any equivalent combination of training and experience.

Knowledge, Skills and Abilities:

- Excellent written, verbal and interpersonal skills
- Knowledge of efficient document flow procedures
- Knowledge of modern office procedures, practices and principles
- Ability to make minor decisions on the basis of precedents and regulations and to apply them to work problems
- Ability to plan, install and develop clerical and administrative procedures and operations from general instructions
- Ability to keep and maintain complex records and prepare a variety of reports
- Ability to make arithmetical calculations