



## **SECRETARY X 2**

### **Primary Purpose of the Job**

- Provide secretarial services to directorate or unit to which the incumbent is attached

### **Duties and Responsibilities**

- Receive telephone calls and correspondences
- Attend to queries or refer issues beyond own scope to relevant officers
- Attend to visitors/clients and make them feel comfortable
- Maintain Head's appointment diary and remind him/her of appointments
- Advise staff of any meetings
- Issue reminders of meetings and confirm attendance of people prior to the meeting
- Compile and prepare all documents needed for meetings
- Ensure that relevant documents are circulated to all attendees prior to meetings
- Make logistic arrangements for meetings (venue, refreshments, etc.)
- Take minutes of meetings as and when required, produce and distribute minutes of meetings after vetting by the responsible officer
- Arrange lunches and other social events on behalf of the Secretariat
- Arrange travel and accommodation for Staff / Head as necessary
- Type documents (internal memos, correspondences, reports, shorthand notes...), take dictations and submit typed work to Head for checking and signature
- Process, maintain and keep record of correspondences (hardcopy and electronic) and confidential files, and retrieve documents as required
- Research and adopt best practices in own specialised area of work, and maintain high level of knowledge in order to effectively undertake the duties of the post
- Perform any other duties as may be assigned by the supervising officer

### **Qualifications and Experience**

#### **Education**

- A Minimum BGCSE and a National Diploma in Secretarial Studies from a recognised institution.

#### **Professional Certification**

- None required

## **Specialised knowledge**

- Knowledge with administration processes, policies and procedures
- Proficient in the use of computers relevant to the position

## **Experience**

- 3-5 years work experience as a secretary (to line management)

## **Skills Requirements**

- Communication skills
- Customer care and service skills
- Fast typing skills
- Interpersonal skills
- Organising and office management skills
- Record-keeping skills
- Telephone etiquette

## **Competency Requirements**

- Attention to details
- Capable of maintaining quality whilst working under pressure and adhering to deadlines
- Compliance with rules, regulations, processes and procedures
- Conceptual and practical thinking
- Customer focused
- Demonstrate ability to work independently and without too much close supervision
- Flexible and adaptable to change
- Maintain confidentiality and respectful of sensitive situations
- Professionalism and adherence to good work ethics (integrity, dependability, punctuality, etc.)
- Willingness to learn and improve on a continual basis
- Resilience and personal drive, self-motivation
- Results and performance driven
- Team player