

Team Assistant

ROLE PROFILE

GENERAL CHARACTERISTICS			
Group function/ BU	Technical and Sustainability	Date	March 2014
Department/ Operation	Technical Solutions	Job band	GBF 8
Location	Johannesburg		
Discipline/ Sub-discipline	Processing / Technical Solutions		

CONTEXT	
<p>Anglo American has underperformed compared to major competitors. The change in leadership signaled a significant change in strategy and focus on operational performance. Aligned to this strategic intent has undertaken in an evaluation of the best possible way to extract value from Technical Solutions. The result has been a decision to retain Technical Solutions but since the overall company is right sizing itself to cope with current commodity market pressure. The Technical Solutions organizational structure will be aligned to a reduced set of Anglo American business unit needs. The right sizing of Technical Solutions will be fundamentally built up from a ground level based on those needs deemed strategically essential to provide business units within the right degree of support for Anglo American to consolidate its technical advantage compared to its peers.</p>	
PURPOSE OF THE ROLE	
To support Technical Solution teams through effective administrative and information provision	
WORK OF ROLE (INCLUDING AUTHORITIES AND OUTPUTS)	
Work of Role	Output
<p>Function Reporting and Information Support</p> <ul style="list-style-type: none"> Develop and maintain a centralised document management system and associated taxonomy ensuring continuous updating of the system and assigning access levels as determined from time to time (Direct Output, Service Authority). Collate various Technical Solution documents relating to determined periodic and prescribed reports, meeting minutes, standards, policies and procedures ensuring appropriate version control, accessibility and storage medium (Direct Output, Service Authority). Access information and collates ad hoc reports as may be required by the Head of Technical Solutions / Department Manager (Direct Output, Service Authority). Act as a source of information for Departmental Teams in Technical Solutions, to enable use of and compliance with Anglo American and Group Function policies and systems (Direct Output, Service Authority). Assist team members in accessing information relevant to the team achieving its purpose, relating to; internal support mechanisms, internal and external information searching, 	<ul style="list-style-type: none"> Maintained and relevant document management support Timely collation and distribution of essential function documentation Effective information flows and accessibility

managing contact information as required to facilitate ease of information access necessary to drive Department delivery **(Direct Output, Service Authority)**.

- Proactively engage with Head of Technical, Departmental Managers and teams to periodically assess document management system effectiveness and opportunities for improvement, expansion and rationalisation **(Direct Output, Service Authority)**.

Function Management Accounting Support

- Collate annual budget preparation material through circulation of prescribed preparation templates, schedule, budget cycle directives and historic management account reports **(Direct Output, Service Authority)**.
- Schedule budget planning engagements in conjunction with Head of Technical Solutions /or Department Manager to communicate accountabilities and deliverables ensuring timely preparation and adherence to budget cycle timetable **(Direct Output, Service Authority)**.
- Maintain accurate record and version control of primary budget preparation engagements, decision logs and related core budget components to ensure completeness and accuracy
- Collate budget presentation material, justifications and related supporting documentation packs as directed **(Direct Output, Service Authority)**.
- Source departmental consumables in accordance with established procedures and facilitates acquisition of items and services as delegated through liaison with appropriate supply chain and related services **(Direct Output, Service Authority)**.
- Maintain general inventory of required departmental stationery, consumables and supplies as required **(Direct Output, Service Authority)**.
- Process approved SAP invoice payments, manage related queries as required and maintain accurate record of transactions assigned to defined cost centres **(Direct Output, Service Authority)**.
- Liaise with Corporate Finance support teams to ensure timely delivery and distribution of Function management accounting, cost reports and related cost management material for periodic scheduled Function reviews **(Direct Output, Service Authority)**.
- Reconcile and manage team travel and expense claim submissions according to determined payroll cycles attending to queries as appropriate **(Direct Output, Service Authority)**.
- Source and maintain accurate and complete expenditure and commitments schedule, including annual year end expenditure accrual logs for the Function **(Direct Output, Service Authority)**.

Team Interface and Work Management

- Actively engage with the Head of Technical Solutions / or Department Manager, on methods by which team processes can be made more efficient and effective **(Direct Output, Service Authority)**.
- Identify and escalate interface issues between team members that need to be addressed **(Direct Output, Service Authority)**.
- Explore and advise on options to improve efficiencies for the

- Timely and accurate budget compilation and cost management reporting distribution aligned to budget and management reporting cycles
- Effective management accounting transaction processing and query management
- Maintain effective departmental inventory and expense reconciliations

- Continuous improvement in workflows on an inter and intra-team basis

team to schedule or communicate the work (**Direct Output, Service Authority**).

- Establishing a PMO type follow up, on the non-completion of tasks set by the Head of Technical Solutions / Department Managers (**Direct Output, Service Authority**).
- Communicating on behalf of the Head of Technical Solutions / Department Manager, when he/she is unable to perform the task (**Direct Output, Service Authority**).
- Interacting with other team assistants, to reduce the workload and align the different departments effectively (**Direct Output, Service Authority**).

Annual Planning

- Develop and maintain an annual function activity plan based on key engagements as determined and approved by the T&S Technical Director (**Direct Output, Service Authority**).
- Schedule and secure appropriate meeting venues and associated logistics to ensure effective and timely arrangements are in place to support Function activities (**Direct Output, Service Authority**).
- Liaise with peer Team Assistants and Executive Support teams to address scheduling conflicts that may arise and escalate any unresolved matters as appropriate (**Direct Output, Service Authority**).

Processes General Administration

- Compile presentations and supporting material as required ensuring conformance with defined format and presentation principles (**Direct Output, Service Authority**).
- Attend various meetings and interfaces as required to take minutes ensuring completeness, accuracy and timely distribution of approved minutes and related notes (**Direct Output, Service Authority**).
- Support function teams with diary management as delegated ensuring timely management of diary conflicts and escalating as appropriate (**Direct Output, Service Authority**).
- Maintain team attendance register and related documentation for processing (**Direct Output, Service Authority**).
- Ensure adequate telephone, messaging and contact management (**Direct Output, Service Authority**).

Facilitate Logistics

- Plan and liaise with travel intermediaries/agencies (e.g. AMEX), including organising foreign currency, hotel accommodation, visa requirements, travel and transfers/chauffeurs where applicable (**Direct Output, Service Authority**).
- Prepare team travel itineraries and related to ensure comprehensive travel support to team attending to amendments and/or changes as required (**Direct Output, Service Authority**).
- Assist with co-ordinating scheduled events and functions and ad hoc events as determined from time to time (**Direct Output, Service Authority**).
- Facilitate arrangements for and receive guests and visitors ensuring compliance with relevant Security, Safety, Health and Environment standards and procedures (**Direct Output,**

- Timely and accurate annual planner and related schedule maintenance

- Presentation and supporting material compiled to specification
- Timely, accurate and complete minutes and records
- Effective diary management
- Accurate and timely message management

- Effective travel management scheduling and reconciliation

<p>Service Authority).</p> <ul style="list-style-type: none"> Reconcile and align team travel with annual planner and journey management processes ensuring conflicts attended to in a timely manner escalating unresolved issues as appropriate (Direct Output, Service Authority). <p>Best Practice And Knowledge Sharing</p> <ul style="list-style-type: none"> Actively participate in various support meetings e.g. monthly Departmental team meetings, Safety meetings and engage in support discussions to improve the Team Assistant support function (Direct Output, Service Authority). Attend relevant training and events as scheduled to ensure improved support, applications of new or changed systems, processes, etc. and pays particular attention to ensuring own personal development. <p>Stakeholder Management (Internal And External)</p> <ul style="list-style-type: none"> Establish and manage relationships with internal and external stakeholders (Direct Output, Service Authority). 	<ul style="list-style-type: none"> Effective Team support and personal development Constructive interpersonal relations maintained
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ROLE RELATIONSHIPS

Managerially accountable to	Head of Technical / Department Manager
Direct reports	None
Key internal role relationships	<p>Maintains Advisory Authority on Administrative Support to:</p> <ul style="list-style-type: none"> Head of Technical Solutions, Department Managers, and team members Fellow Team Assistants and Executive Support structures Group Finance, Supply Chain, GSS and Global IM support teams Colleagues and peers in the department, other internal service providers
External relationships	Key Service Providers, Professional Bodies and various other external stakeholders such as Consultants, VIPs, etc.

QUALIFICATIONS, EXPERIENCE, KNOWLEDGE AND SKILLS

QUALIFICATIONS	<ul style="list-style-type: none"> Matric, relevant secretarial qualification or equivalent. Shorthand and basic management accounting administration certification would be advantageous.
EXPERIENCE	<ul style="list-style-type: none"> A proven track record of having worked for a large multinational organisation at executive support level Established network within the Anglo American Group and knowledge of the various Business Units is essential. Must be disciplined yet able to display initiative and work effectively and efficiently in a deadline-based environment. Additional requirements include a professional approach to work, the ability to be creative in challenging circumstances and to maintain the strictest confidentiality.
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> Proven ability to handle confidential matters and maintain discretion Ability to handle a diverse workload and prioritise own work

- Advanced MS Office skills
- Working knowledge of SAP
- Excellent communication skills (English) both oral and written, including advanced interpersonal skills at all levels
- Team player with concern for excellence to drive results with excellent decision making skills
- Must be proactive, able to work quickly and accurately under pressure with absolute attention to detail
- Self-motivated, good planning and organisational problem solving skills with the ability to remain level headed in difficult situations

BEHAVIOURS

Collaboration:

- Consistently supports team members and peers in own and other areas
- Makes a positive contribution to the team, helping others to overcome hurdles and supporting them in delivery

Driving performance:

- Ensures goals, delivery expectations and standards are clear for self and others. Focuses equally on “how” things must be delivered as well as what needs to be delivered.

Impact and influence:

- Outlines the pros and cons of a particular approach; uses these to persuade others of the merits of a particular cause of action.

Execution:

- Delivery focus: The ability to set clear goals and standards and take action to ensure delivery against the goals and standards.

ORGANISATION CHART

