



NYDA JOB DESCRIPTION

Job Description: Frontline Consultant			
Section A: JOB INFORMATION SUMMARY			
Job Title:	Infomediary/Frontline Consultant	Job Grade:	C1
Salary:	R 243 790.65		
Job Holder Name:			
Level:	Officer		
Date:			
Location	Thabazimbi		
Division or Cluster:	Programme Design, development and Delivery		
Seconded to:			
Reports to:	Branch Manager/District Service Centre Coordinator	Name	
Location:	Groblersdal		
No. of positions in the Division or Cluster:			
Type of contract:	Full Time – Permanent/	Fixed Term Contract	Temporary
Contract period:			

<p>Key Job Purpose:</p> <p>To provide information, guidance and support to young people in making informed decisions. To offer guidance and clear directions in terms of products and services related issues. To have the knowledge where to find the right information and to be accurate in the advice provided. To be able to assist with basic counselling and give general understanding if the situation requires it. Have a well- grounded knowledge of the environment and the supply and demand chain.</p>
<p>Key Outcomes: (what deliverables are required to achieve job purpose)</p> <ul style="list-style-type: none"> • Giving advice and guidance to customers at NYDA Branches. • Performing administration and receptionist duties. • Providing customers with information on NYDA products and services. • Generating reports.

Key Roles: (what role does one have to play to deliver the outcomes)

- Customer Service and Care
- Infomediary
- Advising, counselling and guidance
- Product consultant
- Receptionist
- Administration
- Reporting
- Stakeholder engagement

Organogram:



Direct Reports: 1

Indirect Reports: None

Financial Responsibility: None

Section B: DETAILED OUTLINE

Outcomes	Key Activities (what activities are relevant to deliver the outcomes)
KPA 1: Providing advice and guidance to youth and other stakeholders	<ul style="list-style-type: none"> • To provide information, guidance and support to young people in making informed decisions, telephonically, face to face or via the internet. • To offer guidance and clear directions in terms of products and services. • To be able to assist with basic counselling and give general understanding if the situation requires it. • Screen and provide advice on all applications to be processed. • Develop expertise in product knowledge, technical knowledge, and industry and process knowledge in relevant product areas. • Maintain a thorough understanding of marketplace, competitors and industry trends in order to identify new business and marketing opportunities.
KPA 2: Providing information to customers (customer service)	<ul style="list-style-type: none"> • To have the knowledge where to find the right information and to be accurate in the advice provided. • Provide information to young people on all NYDA products and services. • Organise and conduct information dissemination through outreach where

	<p>necessary and handle walk-ins appropriately.</p> <ul style="list-style-type: none"> • Handling phone calls. • Attend to walk-in customer enquiries. • Assist clients that need to use the internet Café • Liaise with customer over the phone / email. • Consolidate statistics of walk ins.
KPA 3: Reporting	<ul style="list-style-type: none"> • Generate accurate reports of all the clients you have attended to and indicate the course of action you took.
KPA 4: Administrative duties	<ul style="list-style-type: none"> • Assess and input application/documents in the relevant database • Any other data entries.
KPA 5: Stakeholder relations and engagement	<ul style="list-style-type: none"> • Engagement with external stakeholders to create a platform for the delivery of the NYDA products and services

Section C: SERVICE DELIVERY AND PERFORMANCE STANDARDS (KPIs)	
Outcomes	Key Performance Indicators (KPI's) (What will tell that one is achieving the outcome)
KPI 1: Providing advice and guidance to youth and other stakeholders	<ul style="list-style-type: none"> • Amount of information disseminated to youth • Number of applications filled in
KPI 2: Providing information to customers (customer service)	<ul style="list-style-type: none"> • Customer feedback • Amount of information disseminated to customers • Consolidate stats of walks ins
KPI 3: Reporting	<ul style="list-style-type: none"> • Reports on clients attended to
KPI 4: Administrative duties	<ul style="list-style-type: none"> • Database maintained
KPI 5: Stakeholder relations and engagement	<ul style="list-style-type: none"> • Stakeholder engagement and providing feedback

Section D: INHERENT JOB REQUIREMENTS			
Competencies:			
Level of Proficiency: 1 - Can acquire on the job; 2 - Some proficiency; 3 - Moderate proficiency; 4 - Strong proficiency; 5 - Expert proficiency			
D1. Managerial Competencies		D2. Generic Competencies	
Competency	Level of Proficiency (1-5)	Competency	Level of Proficiency (1-5)

Coaching and mentoring	2	Counselling	2
Leadership	4	Networking skills	3
Strategic thinking	3	Communication skills	5
Development support	3	Consultation	3
Change management	3	Relationship building	3
		Fostering teamwork	4
		Stakeholder relations	4
		Effectiveness and efficiency	4
		Detail orientated	3
		Punctuality and timelines	5
		Ethics, integrity and professionalism	5
		Service delivery management	4
		Willingness to learn	3
		Self-motivation	3
		Organisational commitment	3

D3. Technical skills and knowledge

Knowledge		Skills		D4. Attributes
Competency	Level of Proficiency (1-5)	Competency	Level of Proficiency (1-5)	
<ul style="list-style-type: none"> Knowledge of Organisational objectives Knowledge of the NYDA Act Management of Business Processes Protocol and Etiquette Have a well-grounded general knowledge of any aspects involving youth livelihood Knowledge of the NYDA offerings Knowledge of referral networks 	<p>3</p> <p>3</p> <p>3</p> <p>4</p> <p>4</p> <p>5</p> <p>5</p>	<ul style="list-style-type: none"> Business Knowledge Market awareness Business development Understand operations, roles and responsibilities Product knowledge Marketing youth development services Cross functional awareness Administration Conducting accurate research Systems thinking Information management Computer literacy Information technology ability and utilisation 	<p>3</p> <p>4</p> <p>3</p> <p>4</p> <p>5</p> <p>4</p> <p>3</p> <p>4</p> <p>4</p> <p>3</p> <p>4</p> <p>4</p> <p>4</p>	<ul style="list-style-type: none"> Positivity Stress management Enthusiasm Courteous manners Genuine sincerity

D5. Qualification and Experience:

Minimum Qualification Required:

- NQF level 5 in Public Administration.
- Recognised Prior Learning

Preferred Qualification Required:

- NQF level 6 in Public Administration.

Relevant experience:

- 3 years' experience
- PC Literate with some typing skills (basic- intermediary)
- Have experience in front office / customer service roles
- Possess strong English speaking & writing skills
- Be organised and numerate (able to work well with numbers).
- Work as part of a team and be able to work unsupervised
- Be confident and show initiative with in the position
- Reasonable experience in consultancy or counselling small businesses or working in a similar environment

Section E: KEY RELATIONSHIP INTERFACES

Internal Relationships - other than reporting lines (manager and subordinates).	External Relationships (With Local/Provincial structures and other key parties, specify)
<ul style="list-style-type: none"> • Branch Managers • Receptionist • Branch Administrator 	<ul style="list-style-type: none"> • The Youth of South Africa • Customers

**These are relationships where the incumbent will be working closely to influence or determine the results of this job. These are make or break relationships who may best complete a 360 degree performance assessment.*

Signed by: (Job Holder)	Authorised by:
Date:	Date: