JOB DESCRIPTION: EXECUTIVE ASSISTANT TO EXCO & OPERATIONS ADMINISTRATOR

1. Position

Position: Executive Assistant to EXCO & Operations Administrator
Department: Executive Management / Operations
Reporting to: Managing Director and EXCO
Location: Hermanus
Employment Type: Full-time

2. Position Purpose

The Executive Assistant to EXCO & Operations Administrator is a senior administrative and operational support role responsible for assisting the Managing Director and Executive Committee ("EXCO") while also supporting the effective coordination and administration of the company's day-to-day operations.

The role requires a highly organised, proactive and commercially minded individual who can manage confidential executive matters, coordinate EXCO activities, monitor operational requirements, drive follow-ups and ensure that agreed actions are implemented.

The successful candidate must be able to operate independently, manage competing priorities and interact confidently with directors, managers, employees, clients and external service providers.

3. Executive Assistant Responsibilities

3.1 Executive and EXCO Support

- 3.1.1 Manage and coordinate the Managing Director's diary, meetings, appointments and commitments.
- 3.1.2 Coordinate EXCO meetings, including scheduling, preparation of agendas, meeting packs, minutes and action items.
- 3.1.3 Maintain an EXCO action register and monitor outstanding actions to ensure that deadlines are met.
- 3.1.4 Prepare reports, presentations, correspondence, briefing documents and other documentation required by the Managing Director and EXCO.
- 3.1.5 Assist with the preparation of management reports and information required for strategic decision-making.
- 3.1.6 Coordinate internal and external meetings on behalf of the Managing Director and EXCO.
- 3.1.7 Ensure that meeting outcomes are properly recorded and communicated to relevant employees.
- 3.1.8 Proactively follow up on decisions and commitments made by EXCO.

3.2 Confidential and Sensitive Matters

- 3.2.1 Handle highly confidential information relating to the company, employees, remuneration, finances, clients, business strategy and management decisions.

3.2.2 Maintain strict confidentiality at all times and exercise sound judgement regarding the handling and distribution of sensitive information.
3.2.3 Maintain secure electronic and physical filing systems for executive and EXCO documentation.
3.2.4 Assist the Managing Director with confidential employee and management matters where required.
3.2.5 Ensure compliance with applicable company policies relating to confidentiality, information security and POPIA.

3.3 Communication and Stakeholder Management
3.3.1 Act as a professional liaison between the Managing Director, EXCO, management, employees and external stakeholders.
3.3.2 Screen, prioritise and coordinate requests directed to the Managing Director.
3.3.3 Draft and distribute communications on behalf of the Managing Director and EXCO where required.
3.3.4 Liaise with senior stakeholders and service providers in a professional and appropriate manner.
3.3.5 Ensure that matters requiring management attention are escalated promptly.

4. Operations Administration Responsibilities

4.1 Operational Coordination
4.1.1 Assist management in coordinating the day-to-day operations of the business.
4.1.2 Monitor operational processes and ensure that agreed procedures and deadlines are followed.
4.1.3 Maintain operational registers, trackers, schedules and databases.
4.1.4 Monitor outstanding operational matters and proactively follow up with responsible employees.
4.1.5 Identify recurring operational problems, delays and inefficiencies and escalate these to management.
4.1.6 Assist with implementing improvements to business processes and administrative systems.
4.1.7 Assist management in ensuring accountability for operational deliverables.

4.2 Process Management
4.2.1 Assist in documenting, implementing and maintaining standard operating procedures.
4.2.2 Monitor compliance with internal processes and procedures.
4.2.3 Identify opportunities to streamline processes and improve efficiency.
4.2.4 Assist with the implementation of new processes, systems and operational initiatives.
4.2.5 Track key deadlines, deliverables and service-level requirements.
4.2.6 Prepare regular updates for management regarding operational performance and outstanding matters.

4.3 Reporting and Data Administration
4.3.1 Compile operational reports and management information.

4.3.2 Maintain accurate spreadsheets and databases.
4.3.3 Capture, reconcile and verify operational information.
4.3.4 Prepare schedules, trackers and dashboards where required.
4.3.5 Assist with analysing operational information to identify trends, issues and areas requiring attention.
4.3.6 Ensure that management has accurate and timely information for decision-making.

5. Office and Facilities Administration
5.1 Assist with the effective management of office facilities and operational requirements.
5.2 Coordinate office maintenance, repairs and service providers.
5.3 Monitor office equipment, supplies and other operational requirements.
5.4 Liaise with landlords, contractors and service providers where required.
5.5 Assist with office moves, projects, events and other operational initiatives.
5.6 Maintain appropriate records relating to company assets, suppliers and facilities.

6. Supplier and Procurement Administration
6.1 Liaise with suppliers and service providers regarding operational requirements.
6.2 Obtain and compare quotations where required.
6.3 Assist with procurement and purchasing processes.
6.4 Maintain supplier information and documentation.
6.5 Monitor outstanding supplier issues and ensure that matters are followed through to resolution.
6.6 Assist with the verification and processing of operational invoices.

7. HR and Staff Administration
7.1 Assist the Managing Director and HR with administrative aspects of employee-related matters.
7.2 Assist with onboarding and offboarding processes.
7.3 Coordinate meetings and documentation relating to employee matters when required.
7.4 Assist with staff communications and company-wide operational announcements.
7.5 Maintain confidentiality in respect of all employee information.
7.6 Assist with recruitment coordination, interviews and related administration where required.

8. Projects and Special Assignments
8.1 Assist the Managing Director and EXCO with strategic and operational projects.
8.2 Coordinate project timelines, deliverables and responsibilities.
8.3 Maintain project trackers and provide regular progress reports.
8.4 Liaise with relevant employees and external service providers to ensure that projects remain on track.
8.5 Conduct research and gather information required by management.
8.6 Take ownership of assigned projects and ensure completion within agreed deadlines.

9. Required Qualifications and Experience

9.1 Grade 12 / Matric is essential.

9.2 A relevant tertiary qualification in Business Administration, Operations Management, Management or a related field will be advantageous.

9.3 Minimum 3–5 years' experience in an Executive Assistant, Personal Assistant, Operations Administrator, Office Manager or similar role.

9.4 Previous experience supporting senior management, directors or an EXCO is strongly preferred.

9.5 Experience in a law firm or professional services environment will be advantageous.

9.6 Excellent computer literacy, particularly Microsoft Outlook, Word, Excel and PowerPoint.

9.7 Strong experience in preparing reports, managing information and coordinating projects.

10. Core Competencies

10.1 Exceptional organisational and administrative ability.

10.2 Excellent attention to detail and accuracy.

10.3 Strong time management and ability to prioritise competing demands.

10.4 Excellent written and verbal communication skills.

10.5 Strong follow-up and accountability.

10.6 Ability to anticipate requirements and act proactively.

10.7 Strong problem-solving and analytical skills.

10.8 Ability to work independently with minimal supervision.

10.9 Ability to manage confidential and sensitive information with absolute discretion.

10.10 Strong interpersonal skills and the confidence to communicate with senior management.

10.11 Strong Microsoft (Outlook, Excel, Word etc) and data-management skills.

10.12 Ability to manage multiple projects and deadlines simultaneously.

11. Personal Attributes

The successful candidate must be:

11.1 Highly organised, structured and detail-oriented.

11.2 Proactive rather than reactive.

11.3 Trustworthy and discreet.

11.4 Professional and confident.

11.5 Commercially aware and able to understand the broader business context.

11.6 Comfortable taking ownership and driving matters to completion.

11.7 Comfortable following up with managers and employees regarding outstanding matters.

11.8 Calm and effective under pressure.

11.9 Flexible and adaptable.

11.10 A strong communicator who can deal appropriately with people at all levels of the organisation.

12. Key Performance Areas

Performance will be assessed against:

12.1 Effective support of the Managing Director and EXCO.
12.2 Accurate and timely preparation of EXCO documentation, reports and meeting information.
12.3 Effective monitoring and follow-up of EXCO decisions and action items.
12.4 Timely completion of operational tasks and deliverables.
12.5 Accuracy and reliability of operational reporting and information.
12.6 Effective identification and escalation of operational problems.
12.7 Improvement of administrative and operational processes.
12.8 Effective coordination of suppliers, service providers and internal stakeholders.
12.9 Maintenance of strict confidentiality.
12.10 Demonstrated initiative, accountability and ability to anticipate and resolve issues.

13. Overall Success Profile

The ideal candidate will be more than an administrator. They will act as an extension of the Managing Director and EXCO, ensuring that decisions are translated into action, operational matters are followed through and important issues do not fall through the cracks.

The individual must have the maturity, discretion and organisational ability to work with confidential executive information while simultaneously having the energy and initiative to drive day-to-day operational matters to completion.

Please send your CV, references, cover letter and salary expectations to hr@snymans.com.

Applications close on 30 October 2026.