

**Position:** Administration Officer  
**Department:** Investigations  
**Closing Date:** 22 July 2025  
**Email CV to** [recruitment@tianaconsulting.co.za](mailto:recruitment@tianaconsulting.co.za)

## **1. JOB PURPOSE**

This role is central to the smooth functioning of the Investigations Department, providing administrative support that ensures operational efficiency, accuracy, and professionalism. Reporting to the Senior Investigator, the Administration Officer plays a key role in managing case documentation, coordinating committee follow-up processes, and ongoing communication with stakeholders. The main responsibilities include:

- a) Providing comprehensive administrative support to the Investigations Department, including electronic maintenance of matter files and administrative processes post committee meetings.
- b) Ensuring the completeness of documentation across electronic platforms, including the systematic closure and archiving of finalised investigation matters in line with departmental protocols.
- c) Handling debtors billing and collection and providing status updates to respondents and complainants.
- d) Providing administrative support on ad-hoc tasks as required while maintaining professionalism and high levels of accuracy in a fast-paced environment.

## **2. KEY PERFORMANCE AREAS**

### **Administrative Support to Investigations Department**

- a) Maintaining and updating electronic case files, ensuring all documentation is accurately recorded, organised, and easily accessible.
- b) Finalising and archiving completed investigation matters in accordance with departmental procedures, ensuring proper documentation and secure storage.
- c) Communicating timely and professional updates to respondents and complainants regarding the progress and outcomes of investigation matters.
- d) Organising and filing all incoming and outgoing correspondence related to investigation matters, maintaining a clear and traceable record system.

### **Administrative Processes for Committee Meetings**

- a) Preparing and verifying matter files in advance of committee meetings, ensuring all required documentation is complete, accurate, and accessible.
- b) Compiling and organising agenda pack documentation for committee meetings, ensuring all relevant documents are included and properly formatted.
- c) Attendance of committee meetings to accurately record recommendations and decisions.
- d) Preparation and distribution of correspondence pertaining to recommendations and decisions after committee meetings.
- e) Follow-up on proposed admission of guilt responses and pleas from respondents.

f) Collation of matter files to be submitted to the Legal Department.

g) Preparation and distribution of imposition of sentence, raising of debtors, follow-up of outstanding debtors, handover of non-paying debtors, and tracking/follow-up of committee decisions (e.g., non-monetary sanctions).

#### Collation of Information for Auditors

a) Collation of information for internal and external auditors.

b) Handover of information and ensuring that information is received back.

#### Data Analysis and Reporting

a) Input data, analyse data, and prepare statistical reports and reconciliations on investigation matters.

#### Ad-hoc Assignments

Supporting various tasks as required.

## **2. KNOWLEDGE, EXPERIENCE AND ATTRIBUTES**

### **2.1. Qualifications and Previous work experience**

a) Business Administration degree.

b) Five years post-qualification working experience in senior business administration role.

c) Proficiency in MS Office.

d) Working experience in a legal and/or accounting environment would be advantageous.

### **2.2. Attributes**

The following attributes are required of the incumbent:

a) Unquestionable integrity and objectivity.

b) Excellent attention to detail.

c) Excellent verbal and written communication in English.

d) Excellent interpersonal skills, including the correct balance of tact, patience, and assertiveness.

e) A positive disposition.

f) Deadline-driven with high levels of accuracy.

g) Ability to work under pressure.

h) Ability to work independently in a fast-paced environment.

i) Ability to perform statistical analysis.

j) Excellent level of emotional intelligence.

k) Ability to concentrate for long period

**The salary package offered for this position is R916 020**