

Position:	Administration Officer: Investigations
Department:	Investigations
Remuneration	R916 020
Closing Date:	30 January 2026
Email CV to	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 Professional Manager: Investigations, 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:

Providing comprehensive administrative support to the Investigations Department, including electronic maintenance of matter files and administrative processes post committee meetings.

Ensuring the completeness of documentation across electronic platforms, including the systematic closure and archiving of finalised investigation matters in line with departmental protocols.

Managing debtors billing and collection and providing status updates to respondents and complainants.

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

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

Administrative Processes for Committee Meetings

- Preparing and verifying matter files in advance of committee meetings, ensuring all required documentation is complete, accurate, and accessible.

- Compiling and organising agenda pack documentation for committee meetings, ensuring all relevant documents are included and properly formatted.
- Attendance of committee meetings to accurately record recommendations and decisions.
- Preparation and distribution of correspondence pertaining to recommendations and decisions after committee meetings.
- Follow-up on proposed admission of guilt responses and pleas from respondents.
- Collation of matter files to be submitted to the Legal Department.
- Preparation and distribution of imposition of sentence, debtors billing, 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

- Collation of information for internal and external auditors.
- Handover of information and ensuring that information is received back.
- Ad-hoc Assignments
- Supporting various tasks as required.

3. KNOWLEDGE, EXPERIENCE AND ATTRIBUTES

3.1. Qualifications and Previous work experience

- Bachelor of Business Administration (BBA) degree.
- Five years post-qualification working experience in senior business administration role.
- Proficiency in MS Office.
- Working experience in a legal and/or accounting environment would be advantageous.

3.2. Attributes

The following attributes are required of the incumbent:

- Unquestionable integrity and objectivity
- Excellent attention to detail.
- Excellent verbal and written communication in English.
- Excellent interpersonal skills.
- Emotionally mature.
- Professional attitude.
- Ability to work independently in a fast-paced environment.
- Deadline-driven with high levels of accuracy.