

# SSVP South Africa - National Office Manager

## Duties and Responsibilities

Revision No 4 - July 2023

Issued for Online Members Usage

Item #	Management Function	Duty, Responsibility, Instruction or Action
<b>Appointments</b>		
1	Appointments	Look out for suitable administration/office managers that may be required across all levels of SSVP and recommend them to those in need of the skill set
1,1		Emphasise the need for succession plans for the current office bearers throughout SSVP
1,2		Seek suitably skilled SSVP members who can serve as current, future or supplementary administration/office managers from throughout SSVP structure
1,3		Seek suitably skilled service providers who can provide the required skills should insufficient SSVP members be available
<b>Servant Leadership</b>		
2	Leadership	Provide an example of Christian/Catholic Servant Leadership in action to all SSVP members
2,1	Obedience	Adheres to the requirements and actions set out within this document always within a Vincentian and Christian Spirit
2,2	Leadership	The lead role of the National Office Manager guides the activities of the Exco and the National Council in administrative matters all levels of the SSVP structure and encourages members to act in accordance with their roles and responsibilities to grow together in a Vincentian Spirit
2,3	Delegation	Delegates required actions to the appropriate National and Central Council members as and when required to ensure that SSVP administrative management is optimised
2,4	Prioritisation	Concentrates on the administration and associated actions to ensure that the Society's administrative processes are in compliance and aligned with SSVP requirements
2,5	Discernment and Communication	SSVP Servant Leadership requires inclusive listening and the discernment of the sometimes hidden complexities of the issues raised. In SSVP we walk with the poor and each other together wherever and whenever possible. Conflict is managed with Christian empathy and understanding and never to gain the advantage for our personal viewpoints. The democratic collective will of the group is to be adhered to with Christian humility with the applicable Servant Leader only deciding actions that are deadlocked as per the "Rule".
2,6	Spiritual	Jesus provided the perfect example of Servant Leadership in the washing of the feet of his Apostles. Jesus then sent his Apostles out to do his work as we are sent today to serve the poor in humility knowing we have God's blessing. Vincentians have a special invitation from God to give expression to the Beatitudes in our lives through works of charity serving in hope for a future that is not here yet. Vincentians align our hope and faith with the development of a personal and group prayer life that allows time to listen to God, hear his wishes and act on them.
<b>National Office Manager/Administrator</b>		

3	<b>National Office Management</b>	<b>Manage and implement administration and organisational systems at the National Office to ensure it operates efficiently in accordance with SSVP SA requirements including:</b>
3,1	Administration	Manages the storage and safekeeping of all National Council online and hardcopy records
3,2	Safety and Security	Ensure the office is tidy, safe and securely locked each day and that the alarm is switched on when leaving
3,3	Stock Control and Sales	Control and check stock of all SSVP promotional items and organise sales activities
3,4	Administration	Ensures that the administrative functions are run optimally and kept up to date
3,5	Messages	Takes incoming telephone call and messages to the National Office and redirects them to the appropriate SSVP person or office bearer