

 Eskom	SOW	Camden Power Station
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## Content

Page		
1	Introduction .....	4
2.	Supporting Clauses .....	4
2 1	Purpose .....	4
2 2	Applicability .....	4
2 3	Effective date .....	4
2 4	Normative .....	4
2 5	Informative .....	4
3	Definitions .....	4
3 1	Document .....	5
3 2	Abbreviations .....	5
3 3	Roles and Responsibilities .....	5
4	SCOPE OF WORK DATA CAPTURES/CONTROLLERS (T7) X 5 MINIMUM	5
5	SCOPE OF WORK SECRETARY SECRETARIAL (T7) X 4 MINIMUM	
6	SCOPE OF WORK SENIOR CLERK GENERAL ADMINISTRATION (T6) X 14	
7	SCOPE OF WORK ASSISTANT OFFICER PROCUREMENT (BUYERS) X 5	
8	SCOPE OF WORK PRINCIPAL CLERK GENERAL ADMINISTRATION X 1	
9	Condition Of Employment .....	11
10	Acceptance .....	14
11	Revisions.....	15
12	Development Team .....	15
13	Acknowledgements .....	15

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## 1. Introduction

*This scope of work is to outline the skills that are required to fulfilled, and the required qualification as well as the duties that will be executed*

## 2. Supporting Clauses

### 2.1 Purpose

Purpose is for staff compliment at Camden interdepartmental administration

### 2.2 Applicability

This document applies to Camden Power Station interdepartmental administration

### 2.3 Effective date

Document is effective as of the Date of Authorisation

### 2.4 Normative

- [1] ISO 9001 Quality Management Systems
- [2] Code of Ethics
- [3] Basic Conditions of Employment Act
- [4] Time Sheet doc number 240-76956536
- [5] Eskom Disciplinary Procedure
- [6] Camden call out procedure

### 2.5 Informative

Occupational Health and Safety Act

Doc number 004/4830 Camden Power Station Safety, Health, and Environmental Specifications

## 3. Definitions

None

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**3.1 Document:****3.2 Abbreviations**

Abbreviation	Explanation
QC	Quality Control

**3.4 Roles and Responsibilities**

Senior Clerks Administration, Senior Data Captures/Controls & Assistant Procurement officers will be based in different departments at Camden Power Station to perform their duties in their capacity and they will also be required to comply with all Eskom regulations, procedures, and rules

Service Manager to ensure the contract is managed with the contract parameters and ensure that work is done as per the requirements

**4. SCOPE OF WORK SENIOR CLERK DATA CONTROLS/CAPTURES (T7) X 5 MINIMUM****4.1 Key Performance Areas (summary of functional outputs):**

- 4 1 1 To co-ordinate and control SAP PM master data and provide administration support
- 4 1 2 Render SAP PM support and training
- 4 1 3 Co-ordinate master data integrity and change control
- 4 1 4 Updating the maintenance performance indicators (KPI's) presentations
- 4 1 5 Perform various administration duties

**4.2 Functional Outputs/Activities****4.2.1 Coordinate master data integrity and change controls by**

- 4 2 1 1 Keeping a record of all master data change control documents, maintenance work procedures and managing the manual filing system
- 4.2.1.2. Checking changes on the master data by drawing SAP reports to compare last changed date with the change in the control documents Investigating all discrepancies and taking corrective action thereof
- 4 2 1 3 Updating the manual filing system and generating electronic copies of the master data in work format

**4.2.2 Render SAP PM support and training by:**

- 4 2 2 1 Assisting users and providing additional training and first line support, telephonically, through one-on-one coaching
- 4 2 2.2 Assisting maintenance and engineering departments with data retrieval and queries through coaching users on the use of SAP reports

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4.2.2.3. Coordinating the SAP system fault resolution by reporting faults to BASC via ARS (Action Required System), discussing faults and reaching consensus on changes needed at the SAP PM User Group Forum Following up and testing system after fault ratification

4.2.2.4 Providing coaching and liaising with BASC for competency assessments

4.2.2.5 Supporting and assisting with rotatable work orders

#### **4.2.3 Updating the maintenance key performance indicator presentation by:**

4.2.3.1. Collecting the required performance information and reports

4.2.3.2 Maintenance spreadsheets and filling reports

4.2.3.3 Assisting to draw KPI reports on the database (i.e., in the event that a Senior Engineering Assisting is not available)

4.2.3.4 Updating and maintaining the monthly maintenance key performance indicator presentation(s)

#### **4.2.4 Perform various administration duties by:**

4.2.4.1. Controlling stationery and re-ordering when required

4.2.4.2. Loading purchase requests

4.2.4.3. Attending to telephones, taking, and delivering messages as and when required

#### **4.2.5 Qualifications and Experience required**

4.2.5.1. Minimum Qualification required Grade 12 or N3 National Certificate

4.2.5.2 Related minimum experience. 2-years related experience in field (Maintenance)

#### **4.2.6 Competencies required (includes internal training)**

4.2.6.1. Behavioural (Integrity, honesty, trustworthiness, professionalism)

4.2.6.2. Leadership (Team player, motivating teams, coaching, mentoring, developing, etc)

#### **4.2.7 Knowledge**

4.2.7.1 Knowledge of maintenance processes

4.2.7.2 Knowledge to use maintenance computerised system

4.2.7.3 Knowledge of SAP PM

4.2.7.4 Knowledge of database basics and appropriate applications

4.2.7.5. Knowledge of office techniques

#### **4.2.8 Skills (communication skills, computer literacy, coaching skills)**

#### **4.2.9 Attributes**

Punctuality, dedication, willing to adopt to pressure and different roles

#### **4.2.10 Assessment**

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## **5 SCOPE OF WORK SECRETARY SECRETARIAL (T7) X 4 MINIMUM**

### **5.1 Key performance areas (summary of functional outputs)**

- 5.1.1 . Provide secretarial and administration support to the manager and section
- 5.1.2 . Provide a one stop customer/client service
- 5.1.3 . Provide a general office administrative function
- 5.1.4 . Process data from information system

### **5.2 Key customers**

- 5.2.1 . Managers
- 5.2.2 . Departmental staff
- 5.2.3 . Customers

### **5.3 Functional Outputs/Activities**

#### **5.3.1 Provide secretarial and administrative support service to the manager and section by,**

- 5.3.1.1 . Optimising different applications to procedure documents of varying degrees of complexity to conform to recognised standards and formats as laid down in Eskom's instruction manual
- 5.3.1.2 . Screening and keeping a record of the managers appointments
- 5.3.1.3 . Organising and arranging functions, meetings and conferences as required
- 5.3.1.4 . Taking minutes at meetings
- 5.3.1.5 . Controlling the flow of work in the absence of the managers by directing requests to the appropriate departments and providing the manger with feedback
- 5.3.1.6 . Acting as hostess when receiving visitors and customers
- 5.3.1.5 . Arranging for refreshment
- 5.3.1.6 . Preparing presentation material and providing background material on request
- 5.3.1.7 . Acting in other related positions where required

#### **5.4 Provide a one stop customer/client service by:**

- 5.4.1 . Screening telephone calls for manager
- 5.4.2 . Responding to telephone calls which require general routine answers
- 5.4.3 . Handling customers /clients' complaints and ensure that the complains are handled through proper channels for speedy resolution

#### **5.5 Provide a general office administrative function by:**

- 5.5.1 . Administering a complete filing and retrieval system
- 5.5.2 . Completing T&S claims forms and arranging for payment thereof

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5.5.3 Completing local purchase orders and arranging for payments

5.5.4 Keeping stock, administering, and replenishing the stationery requirements for the office

**5.6 Process data from information system by:**

5.6.1 Creating appropriate reports

5.6.2 Highlighting relevant activities and deviations

5.6.3 Capturing and verifying data into information systems

5.6.4 Uploading and downloading of information

**5.7 Competencies required (Includes internal training)**

5.7.1 Behavioural (Integrity, Honesty, Trustworthiness)

5.7.2 Knowledge (Knowledge of Eskom's policies and procedures)

5.7.3 Skills (Computer skills, Sound interpersonal skills, administrative skills)

5.7.4 Leadership (Team player, motivating teams, Coaching, Mentoring, Developing)

**5.8 Minimum qualification requirements**

5.8.1 NCV4/NSC3/Grade12/Certificate in Secretarial/Administration or Human science at NQF4 with 120 points

**5.9 Related minimum experience**

5.9.1. Two years Secretarial or administration related experience

**Note:** Professional Registration body Not Applicable

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## **6 SCOPE OF WORK SENIOR CLERK GENERAL ADMINISTRATION (T6) X 14 MINIMUM**

### **6.1 Perform section administration by:**

- 6.1.1 Consolidate & capturing relevant information into electronic & manual systems
- 6.1.2 Retrieving data from various systems to enable decision making in the section periodically
- 6.1.3. Facilitating data approval in various systems & applications
- 6.1.4 Processing & following up on invoices
- 6.1.5 Providing administrative support to the section

### **6.2 Office control by:**

- 6.2.1. Administering a complete filing and retrieval system
- 6.2.2. Checking office service provision for the section
- 6.2.3 Administering control over the use of the sections assets & ensuring they are maintained to function optimally
- 6.2.4 Keeping stock of, administering, storing & replenishing the stationery requirements  
For the office

### **6.3 Provide a basic advisory service and reporting by:**

- 6.3.1 Providing a basic first line public relations service
- 6.3.2. Monitoring & taking care of customer/client's complaints, requests & ensuring the handling thereof through proper channels for speedy resolution
- 6.3.3 Responding to telephone calls which require general routine answers
- 6.3.4 Compiling, validating, submitting & distributing operational & Adhoc repots

### **6.4 Minimum Qualification Requirements**

- 6.4.1 NCV4/NSC3/Grade 12 at NQF4 with 120 points credits
- 6.4.2. Two years related minimum experience in administration

**Note:** Professional registration body not required

### **6.5 Competencies required:**

- 6.5.1 Behaviour (Politeness, Promptness, Energetic, Self-starter, Assertive, Telephone Etiquette)
- 6.5.2 Leadership (Team player)
- 6.5.3 Knowledge (Knowledge of ESKOM's policies & procedures)
- 6.5.4 Skills (Administration skills, Communication skills, Sound interpersonal skills, Negotiation skills, Liaising skills)

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## **7 SCOPE OF WORK FOR THE ASSISTANT OFFICER PROCUREMENT (BUYERS) X 5**

### **7.1 Key responsibilities**

- 7 1 1 Execute integrated sourcing and procurement processes and follows prescribed procedures towards fulfilling procurement needs
- 7 1 2 Execute purchasing of goods and services and manage procurement administration
- 7.1.3 Consult with supervisor to manage problems/risks and make recommendations timeously
- 7 1 4 Negotiate and coordinate conclusion of the agreement with suppliers to meet customer expectations
- 7 1 5 Build and maintain healthy interpersonal and inter-team relationships
- 7 1 6 Access, analyses procurement information independently

### **7.2 Skill & Competencies**

7.2 1 **Behavioural** (Integrity, Honesty, Trustworthiness, Professionalism, Knowledge)

7 2 2 **Leadership** (Team player, Motivating teams, Coaching)

7 2 3 **Knowledge** (SAP material management module, Total cost ownership analysis, Strategic commodity/Projects sourcing knowledge, Procure-To-Pay process, financial analysis, Industry & market analysis, Commodity & supplier profiling (Commodity management), Sourcing/Procurement, strategy formulation or implementation, Supplier relationship management, Contract management, Project management, Knowledge of NEC family contracts, Knowledge of Forex, Knowledge of service level & framework agreement)

7 2 4 **Skills** (Computer literacy, Strategic thinking & decision making, Strong negotiation, Relationship management, Strong analytical skills, Strong communication, Ability to work & interact effectively at senior level, Facilitation, Administration, Attention to details & methodical)

7 2 5 **Attributes** (Business acumen, Strong ethical conduct, Problem solving, Leadership skills, Interpersonal skills, Presentation skills)

7.3 6 **Assessment** (Basic knowledge of sourcing & procurement processes, Basic knowledge of SAP system, Basic knowledge of NEC family contracts and/or FIDIC)

### **7.3 Minimum Requirements**

#### **7 3 1 Qualification**

- National Diploma/National N Diploma in Transport/Commerce/Logistics/Supply/ Chain Management at NQF Level 6 with 240 credits

#### **7.3.2 Experience**

- Sourcing and procurement or related technical experience (2 years)

## **8. SCOPE OF WORK PRINCIPAL CLERK GENERAL ADMINISTRATION (T8) X 01 MINIMUM**

### **8.1 Key performance areas**

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- 8.1.1 Carry out administration functions
- 8.1.2 Provide a financial support function
- 8.1.3 Assist with fleet management logistics

## 8.2 Functional Outputs/Activities

### 8.2.1 Carry out administration functions by,

- 8.2.1a Coordinating administrative activities as per site requirements timeously
- 8.2.1b Responding for the telephone system including public address system
- 8.2.1c Managing the postal service for the site
- 8.2.1d Checking and verifying daily attendance register for the site
- 8.2.1e Administration for the residential properties monthly levy payment, lease agreements
- 8.2.1f Creating travel expenses and travel request as required

### 8.2.2 Provide a financial support function by,

- 8.2.2a Controlling petty cash on site according to the prescribed procedures
- 8.2.2b Ensuring that the department adhere to the monthly financial closures – (Petty cash, sundry payments, and deposits)
- 8.2.2c Scrutinising sundry payment invoices for correctness and approval prior to processing
- 8.2.2d Servicing the SAP system-inputs, reports and approvals-capture overtime, payment requisitions, service entries

### 8.2.3 Assist with fleet allocation on site by

- 8.2.3a Assisting with fleet allocation on site
- 8.2.3b Coordinating site fleet administration
- 8.2.3c Monitor licence expiry dates and raising alerts to relevant departments

## 9. Condition of Employment

Note: This section is referenced from the basic conditions of employment act.

### 9.1 Hours of work

9.1.1 Hours of work Normal working hours are from 07H15 to 16H30, Mondays to Thursdays Lunch is from 12H00 to 12H30 On Fridays the working hours are from 7H15 to 12H15. On weekends and all public holidays, candidates are expected to be off unless working overtime

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**9.1.2** Late coming will not be tolerated at all costs, there will be a sign in register every morning which is expected to be signed by every employee of the contractor and scanned to the service manager at 07:30 on weekdays. For every person who hasn't signed the sign in register by the time it gets to service manager, the individual will be deemed not at work and his/her 8hrs for that day will not be paid, unless it is communicated to the service manager prior or on the time of sending the scanned sign in register via email that the individual will be late with number of hours mentioned and the reporting time to work noted on the sign in register. It is the responsibility of the employee to inform the service manager telephonically on arrival to work when coming in late. If the employee reported the late coming and forgot to inform the service manager upon arrival, a penalty of 3 hours will be deducted from the employee's daily 8 hours. Employees on training should be indicated on the sign in register with Training, on Annual leave with A/L, Family responsibility leave with F/L and Sick leave with S/L.

## **9.2 Leave Management**

**9.2.1 Annual Leave:** Employees will be entitled to 21 days annual leave accumulative every month end by 1/75 from the month of employment on this contract at Camden. Employees are allowed to take their accumulated annual leave on the sixth month from the date of employment. The above will only apply on the 1<sup>st</sup> year of signing the employment contract. All annual leaves should be planned, unless in an exceptional unforeseen circumstance which will be expected to be occasions less than the planned leaves.

**9.2.2 Family Responsibility Leave:** Employees will be entitled to 3 days of family responsibility leave after five months being employed on this contract by Camden Power Station. Family responsibility leave can be booked after the end of the Fifth month. Family responsibility leave can be taken for the following events: Child sickness, Sickness of spouse/life partner and Death of a (spouse/life partner, child, parents, grandparents limited to 2, siblings with same surname and grandchildren). Family responsibility leave taken without proof of the event for which leave was taken, will be considered unpaid leave. E.g., Leave taken for a funeral and a death certificate is not provided. An employee's unused family leave will elapse at the end of every 12<sup>th</sup> month from which the employee was employed, in the year which the leave accrues.

**9.2.3 Sick Leave:** An employee is entitled to 180 days of sick leave in 1 period cycle of sick leave (3 years). In the first six months of employment, an employee is entitled to 1 day of sick leave for every 26 days worked. For every sick leave taken, a medical certificate or sick note from a doctor/medical practitioner should be provided or such leave will be deemed unpaid leave. Sick leave will be closely monitored, for events where trends reveal sick leave abuse, a disciplinary hearing will be initiated guided by the Eskom disciplinary procedure.

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### 9.3 Overtime

**9.3.1** Overtime worked on Mondays to Saturdays, 1.5 will be paid to the employee's wage/ hourly rate for every hour worked. Overtime on Sundays and Public holidays, 1.5 will be paid to the employee's wage/ hourly rate will be paid for every hour worked.

**9.3.2** Employees will only be allowed to work overtime not more than 4hrs a day, 15 hrs a week and 60 hrs a month

### 9.4 Recruitment (Human Resource)

**9.4.1:** Short listing and interviews will be done by the supplier, information of the interviews including, interview questions, scoring sheets and short-listing criteria should always be available to the service manager on request to ensure transparency and fairness

**9.4.2:** Successful candidates should not be brought to site without the final acceptance via email by the service manager to ensure all requirements stated on the scope of work are fulfilled

**9.4.3:** In an event where a candidate is given an offer of employment and brought to site without the approval of the service manager, such employee will be taken off Eskom's premises and will not be considered part of this contract therefore his/her payment will not be Eskom's responsibility but the suppliers

**9.4.4:** All employees employed, a letter (on a company letter head) of employment acceptance signed by both the supplier and the employee with commencement and end date of employment, date on which the letter was signed, agreement to do any legitimate work not stated on the scope of work, the employee has read and understood the scope of work (work instruction) and agreement to follow all Eskom processes and procedures; should be provided to the service manager prior bringing the employee to site.

**9.4.5:** Should the employee contravene any of the contents included in the employment acceptance letter, a disciplinary process will be followed with a possibility of immediate dismissal. This clause should also be included in the employment acceptance letter

### 9.5 Resources and PPE

**9.5.1:** Any tools required maintenance work/activities to be done by the contractor, Eskom will not provide such tools

**9.5.2:** All transportation requirements by the contractor's employees will be on the contractor's account

**9.5.3:** All PPE required for the work to be done effectively and efficiently will be provided by the contractor

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9.5.4: Coffee and stationery will be provided for by Eskom

9.5.5: Lunch and overtime meals for the employees shall be on the contractor's expense

## 9.6 Compliance, Payments, and Performance

**9.6.1 Compliance.** There will be monthly meetings with the supplier to review service level agreement and to check if the supplier is still complying with terms of the contract. If a contravention to the contract agreement is noticed, a penalty of 10% of the assessment value will apply to the supplier.

**9.6.2 Performance:** The supplier together with Eskom representative, are expected to develop key performance indicators and performance management plan for individual performance management and monitoring of the contractor's employees. If non-performance is noticed using the performance management plan, the supplier will be expected to take actions against the poor performing employee and provide evidence to Eskom of actions taken to correct the poor performance behaviour. If the non-performance behaviour continues for more than 3 occasions with evidence of remedial actions by the supplier, during the contract period, the supplier will be expected to remove the poor performing employee permanently from Camden Power Station and replace him/her with a new employee who will also be subjected to the performance management plan as well. Such poor performing employee will no longer be part of the contract, therefore, Eskom will not incur costs for such employee. Meetings will be held monthly with the maintenance departments to discuss monthly performance of the contract and individual performance of the contract employees.

**9.6.3 Payment:** Eskom will send task orders in the beginning of every month and do assessments on the 22<sup>nd</sup> of every month and initiate service entries on the same day. Assessments should be signed by both the supplier and Eskom representative prior initiation of the service entry for payments. Eskom will also send a payment certificate which will be accompanied by the assessment, the payment certificate also needs to be signed by both the supplier and the Eskom representative prior payments.

## 10 Acceptance

This document has been seen and accepted by:

Name	Designation
Bonga Mbatsane	Manager Maintenance
Mokgoba Mathabatha	Manager Engineering
Thabiso Mpongo	Manager Environmental Management
Leon Coetzer	Manager Support Services
Mageba Zulu	Finance Manager
Peter Lukhele	HR Manager

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**11 Revisions.**

Date	Rev.	Compiler	Reason for change
02 March 2023	1	M Lukhele	New Document

**12 Development Team**

N/A

**13 Acknowledgements**

- None

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