

Nontuthuzelo (Nontu) Pakade, 38 years, African female

16 Kloof View Road, Forest Hills, Kloof, 3610 South Africa | 084 984 3254 | pakadenono@gmail.com

Profile

Dynamic, energetic, results – driven, executive assistant with extensive experience in providing high level support to CEO and Board committees and improving executive office effectiveness. Proven pro-active approach in taking projects from concept to execution.

Areas of expertise:-

- Internal communications
- Stakeholder Engagement
- Executive office management
- Corporate Governance
- Events Management
- Electronic Diary and complex travel Management
- Budget and Expenditure management
- Company Secretarial work
- Project Management

Education

PROFESSIONAL QUALIFICATION : (NQF 8) GOVERNANCE AND COMPANY SECRETARIAL | EXPECTED TO BE COMPLETED IN 2018 | BOARD EXAMINATION

Board examination consists of 4 Subjects

- Corporate Governance, Corporate Administration, Corporate Financial Management (*still to sit for exams in 2018*)
- Corporate Secretaryship *passed, Oct 2016*

BACHELOR OF COMMERCE DEGREE | OCTOBER 2013 | UNIVERSITY OF SOUTH AFRICA

Major: Marketing and Business Management

Other courses: Public Economics, Accounting, Corporate Citizenship, Logistics, Brand Management, Product Management, Public Relations.

DIGITAL MARKETING CERTIFICATE | NOVEMBER 2015 | UNIVERSITY OF CAPE TOWN

- Social media , Digital Marketing Strategy, Search Engine Optimisation

MANAGEMENT ASSISTANT DIPLOMA | 2006 | INSTITUTE OF INTERNATIONAL RELATIONS

- Leadership, Time Management, Stress Management, Effective Communication, Conflict Management, Finance, Marketing and Public Relations, Quality Service, Fundamentals of Labour Law.

COMPUTER LITERACY CERTIFICATE | 1998 | UNIVERSITY OF TRANSKEI

- Intro to Windows, MsWord, MsExcel, MS PowerPoint, MsAccess, MsDos, Internet and Intranet and can type over 60wpm.

CORPORATE COMMUNICATION CERTIFICATE | 2006 | UNIVERSITY OF KWAZULU-NATAL

- Major: Circular writing, Memorandum and Letter writing

GRADE 12 | 1996 | MQIKELA HIGH SCHOOL – EASTERN CAPE

Subjects: English; Xhosa; Mathematics; Economics; Accounting and Typing

Skills & Abilities

MANAGEMENT

·As the Assistant Office Manager I had 4 direct reports (Personal Assistant, Office Administrator, Office Assistant and an Intern). I was responsible for their performance management assessments; providing direction and instructions into flawless execution of their duties. I mentored and coached my subordinates so as to improve the efficiency and promote the smooth running of the office.

INTERPERSONAL AND OTHER SKILLS

· I am a creative and driven individual with very strong organizational and administrative skills and have a very high IT competence level including SAP, Adobe Acrobat, Ms Outlook calendar management, Skype connections and other multi connection tele-conferences. I have excellent report writing and presentation skills. I am a self-starter that is committed to continuous improvement.

COMMUNICATION

· I can interact comfortably with Senior Management and Board members and stakeholders at all levels. I speak read and write Xhosa, English and Zulu. I have successfully drawn up an internal communication strategy document for a company, which was being implemented. I also compiled and edited a companywide newsletter.

LEADERSHIP

· I plan and execute flawless successful meetings, provide support to committees and high profile events. My strong relationship management skills have allowed engagements with abroad stakeholders to be executed with ease.

DETAILED PERSONAL PROFILE

South African born (7909300290082) · Married with no children · Valid South African Code B drivers license · willing to travel and available to work on weekends (occasionally) · R600ctc pa · 1 month notice period (*negotiable*).

Detailed Work Experience

1. OFFICE MANAGER : LEGAL SERVICES UNIT : DEPARTMENT OF HEALTH : KWAZULU-NATAL : NOVEMBER 2017 TO DATE

In my current role, I am responsible for:-

- Executive research and analyse information and compile complex documents (*memorandum, submissions, presentations*) for the Chief Director.
- Scrutinize submissions, make notes and recommendations and prepare briefing notes in consultation with Legal Admin Officers and in line with relevant law and prescripts.
- Managing the Legal Services Unit for the Department of Health, in so far as ensuring all legal matters are properly allocated and attended to within the prescribed timeframes, and that a database of all matters is up to date.
- Ensure effective and efficient utilization and economical use of resources allocated to the Unit.
- Act as point of contact for questions and concerns regarding legal processes.

- Manage support staff to ensure that adequate resources are available to meet needs, maintaining staffing levels and liaison with relevant managers, as required.
- Compile report in line with POPI Act and process requests for information according to PAIA.
- Scrutinize requests for advice in accordance to relevant regulations and draft responses for the consideration of Chief Director.

2. **DEPUTY DIRECTOR : EXECUTIVE SUPPORT TO HEAD OF PROVINCIAL TREASURY : EASTERN CAPE : MARCH 2017 – NOVEMBER 2017**

In my role, I was responsible for the provision of strategic support to the Head of Department, Provincial Treasury. My duties included:-

- Executive administrative support and project based services that contribute to achieving the business goals and the effective management of the office of the HOD, including coordination and control of meetings with internal and external stakeholders.
- Establish and maintain appropriate internal control and reporting systems in order to meet the performance standards of the Office.
- Receive and scrutinize and process all correspondence in line with PFMA and refer to appropriate sections for action and draft response letters for the HOD signatures.
- Plan and monitor office budget, report on budget sending and analyse spending trends in line with cost containment measures and according to Treasury Regulations and other relevant prescripts.
- Manage and encourage people - optimizing their outputs and effectively managing relationships (internal and external) to achieve organizational goals.
- Provide sound advice to stakeholders on appropriate procedures as guided by corporate governance principles and MFMA, PFMA, Companies Act and other related prescripts in terms of request for project funding and provincial departments' spending patterns.

REASON FOR LEAVING: Transfer from Eastern Cape to KZN health = due to personal reasons

3. **EXECUTIVE ASSISTANT TO INSTITUTE DIRECTOR: AFRICA HEALTH RESEARCH INSTITUTE: SEPTEMBER 2016 – TO MARCH 2017 (6 MONTHS) : INTERNATIONAL MEDICAL RESEARCH NGO**

Executive Assistant – Office Management

- Provide high level executive assistant support to the Director. Including full complex electronic diary management.
- Provide strong support and guidance to the CEO on various management issues.
- Make judgements on priorities, planning, and time commitments to ensure the Director is appropriately represented internally and externally.
- Manage Director's relationships with stakeholders and direct reports.
- Plan and organize complex international travel itineraries, mindful of journey times; time zone differences, accommodation; meetings and other commitments during such travel.
- Provide support to the Institute Director in the management of e-mails and other communications, including inputs to the organizations' newsletter.

- Organise and provide support to Executive Committee and other committees and meetings where appropriate, including confidential enquiries if needed.
- Manage the Director's office budget and expenditure.
- Establish processes and routines that ensure that decisions are followed up.

Company secretarial duties

- Preparing a schedule of board and other committee meetings (Board calendar) ensuring that no meeting clashes for all Directors and Executives.
- Assist with the appointment of new board members in line with corporate governance prescripts.
- Prepares board agenda in consultation with Chairman and Director
- Collate Board packs and distribute to Directors within the prescribed time according to Companies Act.
- Draw up programme, arrange travel and accommodation and all other logistical arrangements for board meetings.
- Organise and host board dinners and other events.
- Attend board meetings and take minutes and follow-up on actions.
- Liaise with agents to facilitate lodging of appropriate papers with the commission and ensure that all company's statutory registers and record documents are up to date.
- Interact with the Chairman and other board members in so far as ensuring unhindered access to information by all Board and Committee members.
- Keep close review of updates on legislation and other corporate governance developments and inform the board accordingly.

Reason for leaving: AHRI offers contract positions and I was presented a permanent position in Provincial Treasury.

4. EXECUTIVE ASSISTANT TO CEO | NATIONAL BIOPRODUCTS INSTITUTE | DECEMBER 2011 – AUGUST 2016 (4 YEARS. 8 MONTHS): FMCG – PHARMACEUTICAL MANUFACTURING

Internal communications management

- Serve as a communications advisor and strategist to CEO and other senior executives in support of the organization's wide business goals and strategy.
- Responsible for the creation of strategic communication plans, complete with step by step initiatives.
- Drive communication programmes and initiatives involving multiple business areas and targeting broad-based internal audiences to build the company's corporate brand and pride among employees.
- Develops and oversees monthly CEO dashboard on effectiveness of communication following implementation of programmes, based on feedback modify programmes and projects as required to improve results.
- Evaluate, develop and improve communication tools, methods and best practices.

Stakeholder Engagement

- Proactively engaging stakeholders to fulfil a business need identified in collaboration with the CEO to completion.
- Manage builds and maintain strong relationships with key stakeholders in order to achieve business goals and ensure that the CEO is appropriately represented internally and externally.
- Manage internal stakeholder engagement related functions and liaise with other functional leads.

- Provide support to the needs of stakeholder engagement team members and the broader project.

Events Management

- Responsible for managing corporate events calendar in collaboration with HR to ensure integration into the communication strategy.
- Plans logistics and manages overall coordination of various activities related to the CEO in order to deliver on communications and events.
- Arranges and hosts business lunches, corporate events and board dinners.

Financial Management

- Develop, monitor and report on financial effectiveness of the Office of the CEO and inform the CEO of any possible deviations, causes and remedial that have been created.
- Develop and ensure optimal use of relevant functional budget and cost centres through effective budget management and cost containment.
- Reconcile company credit card and ensure expense claims and processed timeously.

Executive Office Management

- Act as initial point of entry for CEO office, I make judgements on priorities and escalate or queries to relevant department for attention.
- Evaluate correspondence and communication prior to it being reviewed by the CEO, and draft responses where appropriate.
- Interface with the executive's direct reports and resolve issues professionally with exceptional intuition and judgement.
- Arrange complex multi city international travel arrangements for Senior Management and Board members, including complete itineraries, accommodation and VISA application processing, train bookings, order of eforex, journey times and transfers between countries.
- I produce a quarterly CEO report that is tabled at Board meetings.

Schedule Management

- Complete management of the electronic diary for the CEO, to ensure no clashes and that priorities are in line with business direction.
- Attend a multitude of strategy forums and key management committees and provide early warnings to the CEO of any probable issues and proposed solutions.
- Draw up and distribute meeting resolutions and respond directly to stakeholders.
- Oversee meetings and working sessions by coordinating with facilitators or leaders to plan meeting/event and track completion of deliverables.
- Ensure that all internal meetings involving the CEO are properly planned, with background material collated beforehand and ensuring that appropriate time is allotted for each item.
- Provide continuity for the Role of Company Secretary in her absence. E.g. reviewing contracts prior to signature by CEO and taking minutes at board meetings including collating and distributing board packs.

Reason for leaving: New opportunities and increased exposure to company secretarial work.

5. ASSISTANT OFFICE MANAGER (LEVEL 10) | DEPARTMENT OF HEALTH: KZN | MAY 2003 TO NOVEMBER 2011

- Provide an overall secretariat service to the General Manager and Head of Department

- Set up systems to co-ordinate the flow of correspondence between the AGM/HOD and external stakeholders and control incoming and outgoing correspondence and files
- Manage and maintain the diary of the General Manager and HOD
- Compilation of reports and follow-up on outstanding matters
- Ensure confidentiality is maintained at all times and that classified documentation and records are kept in an access control – electronically and manually.
- Assist with the expenditure and budget control and process payments pertinent to the General Manager and HOD
- Assist in the preparation of cabinet memorandums, and typing of parliamentary questions
- Perform front line functions in the office of the Head of Department
- Deal with conflict situations in the office before the attention of the HOD/AGM is drawn to.
- Keep a good working environment by adhering to the Batho Pele principles
- Assess staff performance of the Office assistant and organize in-service training in order to improve service delivery and maintain high standards.
- Promote awareness and assist institutions to comply with SCM systems.
- Management of leave and employee performance through quarterly assessments for subordinates
- Delegate functions to interns and support staff and provide adequate training and development through development of PDP and work plans
- Manage assets in the office of the HOD and GM
- Edit drafted memorandums to ensure they reflect the high standard of the office of the HOD

Note: I worked for the Department of Health both in Office of the Head of Department (from 2003 : 8 years) and Area General Manager (+- 3 years) until 2011, December.

REASON FOR LEAVING : RELOCATED TO DURBAN

References, certificates and copy of payslip available on request