



Association for
Office Professionals
of South Africa

NATIONAL ADMINISTRATIVE EXCELLENCE AWARDS 2020

NOMINATIONS OPEN: 25 November 2019

CLOSING DATE: 23 March 2020

WINNERS ANNOUNCED: 22 April 2020

Contents

BACKGROUND TO NATIONAL ADMINISTRATIVE EXCELLENCE AWARDS 2020	3
NATIONAL ADMINISTRATIVE EXCELLENCE AWARDS 2020	3
GENERAL CRITERIA.....	3
ADDITIONAL AWARDS.....	4
‘NEWBIE’ AWARD.....	4
MENTORSHIP AWARD.....	4
PROJECT ADMINISTRATOR AWARD	4
WHO CAN BE NOMINATED?	5
WHO CAN NOMINATE?.....	5
HOW TO NOMINATE?	6
NOMINATION FORM.....	7
Section 1: NOMINATOR AND NOMINEE DETAILS	7
Section 2: SELF-NOMINATION.....	8
Section 3: MOTIVATION FOR NOMINATION	9

Building Careers | Attaining Excellence

BACKGROUND TO NATIONAL ADMINISTRATIVE EXCELLENCE AWARDS 2020

OPSA is the SAQA approved professional body (SAQA professional body ID 1027) for the administrative industry.

To promote and support administrative excellence and world-class service delivery in the workplace, OPSA will be holding its annual National Administrative Excellence Awards Event for 2020 on Wednesday, 22 April 2020.

The awards will reward and recognise outstanding service delivery by individuals who perform administrative duties or provide administrative support to an individual or team in an organisation or department.

The selection process does not take job titles/designations into account, but is focused on the demonstration of contribution, outputs and service delivery of individuals in the administrative field.

Details regarding the awards and the nomination process are outlined in this document.

NATIONAL ADMINISTRATIVE EXCELLENCE AWARDS 2020

There are three (3) OPSA National Administrative Excellence awards in 2020. Each of the Award Winners will represent an organisation or department in the following business sectors: Private, Public and NPO/NGOs.

The main criterion for each of these awards are indicated the table below:

National Administrative Excellence Award 2020: Private	National Administrative Excellence Award 2020: Public	National Administrative Excellence Award 2020: NPO/NGO
Demonstrates his or her commitment to the company's strategy and financial success by implementing processes and procedures that promote effectiveness and efficiency.	Demonstrates his or her commitment to the Batho Pele principle through consistently implementing and modelling the principles in his or her department.	Demonstrates his or her understanding and need for resourcefulness and innovation by being resourceful and achieving outputs and impact with limited resources.

GENERAL CRITERIA

- Innovative and creative, leading to new and/or improved program processes
- Collaborative and resourceful in the workplace
- Active contributors to the success of their team
- Delivers administrative excellence within their organisation
- Willing to go the extra mile in delivering an exceptional customer experience
- Makes significant contributions to the success of their organisation/department
- Collaborates successfully with colleagues, community members and business networks

Building Careers | Attaining Excellence

- Consistently suggests new processes that are more efficient and effective, significantly impacting the productivity in the workplace
- Makes a positive first impression
- Serves internal and external customers with professionalism, enthusiasm, and care
- Committed to personal and professional development – formal courses and/or self-taught

Values, Abilities, and Skills include, but not limited to:

- Accountability
- Commitment
- Humility
- Integrity
- Ownership
- Proactive (self-starter)
- Self-confidence
- Self-control
- Time management
- Respect
- Passion for service delivery
- Professionalism
- Workplace ethics
- Positive
- Goal oriented
- Willingness to learn
- Service-oriented
- Focused

ADDITIONAL AWARDS

'NEWBIE' AWARD

This award will recognise someone who is new to the administrative industry yet have demonstrated outstanding support services and continued enthusiasm towards their role and have a commitment to personal and professional development. Nominees must have **less than three years' experience in an administrative role.**

MENTORSHIP AWARD

The mentorship award recognises the administrative professional that serves as a mentor to other administrative professionals and is passionate about helping their colleagues succeed and reach their goals.

PROJECT ADMINISTRATOR AWARD

An administrative professional that has been involved in an administrative role in a project that has had a positive impact **within the past 2 years** and who displays excellent communication skills with the project team and stakeholders, time management and organisational skills.

Building Careers | Attaining Excellence

WHO CAN BE NOMINATED?

To be eligible and considered for the OPSA National Administrative Excellence Awards for 2020, nominees must currently be in a role that performs administrative duties or provides administrative support to an individual or team within an organisation or department.

OPSA recognises the fact that individuals that provide excellent administrative services and support are invaluable to an organisation and team's success. The award criteria have been developed to recognise individual **contribution and outputs** of administrative professionals and *not role titles*.

Amongst others, administrative roles include titles such as:

- Administration Managers
- Administrators
- Data Capturers
- Executive Assistants
- Financial Administrators
- Human Resource Administrators
- Human Resource Coordinators
- Legal Secretaries
- Management Assistants
- Office Managers
- Office Professional
- Personal Assistants
- Program Assistants
- Project Administrators
- Project Coordinators
- Public Administrators
- Receptionists
- Secretaries
- Team Assistants
- Training Coordinators

**Please note that the focus is on demonstrating administrative excellence and the above list is only provided as a guideline.*

WHO CAN NOMINATE?

Managers, supervisors, suppliers, colleagues and clients are all encouraged to nominate individuals. If they have experienced the exceptional work and invaluable contributions of an

Building Careers | Attaining Excellence

administrative professional, they can show their appreciation and acknowledge the outstanding performance by nominating them for an OPSA National Administrative Excellence Award.

Self-nominations endorsed by the individual's manager or supervisor will also be accepted.

HOW TO NOMINATE?

Complete the attached nomination form and scan and e-mail it to: awards@opsa.org.za

OR

Complete the online form available at www.opsa.org.za/nationalawards2020.

Closing date for nominations: 23 March 2020

Winners will be announced at the National Administrative Awards event during International Professional Administrators' Week on Wednesday, 22 April 2020

TERMS AND CONDITIONS

To participate in the OPSA National Administrative Excellence Awards, it must be noted that:

- Nominees must be legally employed in South Africa in an administrative role.
- Nominees must be informed of, and consent to the nomination.
- Shortlisted candidates must be available to participate in an interview with a panel of judges – either in person in Johannesburg or via Skype or Video Conferencing.
- The judges' decision is final, and no correspondence will be entered into.
- Applications and documentation for short listed nominees is accessible only by the organisers and independent judging panel and will be destroyed after the conclusion of the Awards.
- Names and addresses will be retained to form a database for promotional purposes of the organisation and sponsors.
- Finalists must be present at the awards ceremony in Johannesburg on 22 April 2020.
- Finalists are responsible for travel and accommodation costs to attend panel interviews (if not done online) and awards ceremony.

Building Careers | Attaining Excellence

NATIONAL ADMINISTRATIVE EXCELLENCE AWARDS 2020

NOMINATION FORM

Section 1: NOMINATOR AND NOMINEE DETAILS

Nominator Details	
<i>Note: A telephonic verification call will be made to the nominator</i>	
Name and Surname	
Organisation	
Role/Designation	
E-mail Address	
Work Telephone Number	
Relationship to Nominee Indicate: Manager/Supervisor/Colleague/Client	

Nominee Details	
Name and Surname	
Organisation	
Role/Designation	
E-mail Address	
Work Telephone Number	
Nomination Sector Indicate: Private, Public, NPO or NGO	
Nomination for the following Award Indicate: <ul style="list-style-type: none">• National Administrative Excellence Award• Newbie Award• Mentorship Award• Project Administration Award	

Building Careers | Attaining Excellence

Section 2: SELF-NOMINATION

Self-nomination Details	
Name and Surname	
Organisation	
Role/Designation	
E-mail Address	
Work Telephone Number	
Nomination for the following Award Indicate: <ul style="list-style-type: none"> • National Administrative Excellence Award • Newbie Award • Mentorship Award • Project Administration Award 	
Endorsed by Indicate: Manager/Supervisor/Colleague/Client	

Endorsement of Self-Nomination	
<i>Note: A telephonic verification call will be made to the endorser</i>	
Name and Surname	
Organisation	
Role/Designation	
E-mail Address	
Work Telephone Number	
Relationship to Nominee: Indicate Manager/Supervisor/Colleague/Client	

Building Careers | Attaining Excellence

Section 3: MOTIVATION FOR NOMINATION

Motivation (200 to 300 words)

- I hereby confirm that I have read and accept the Terms and Conditions of these awards and that my motivation is true and honest reflection.