



NOTES

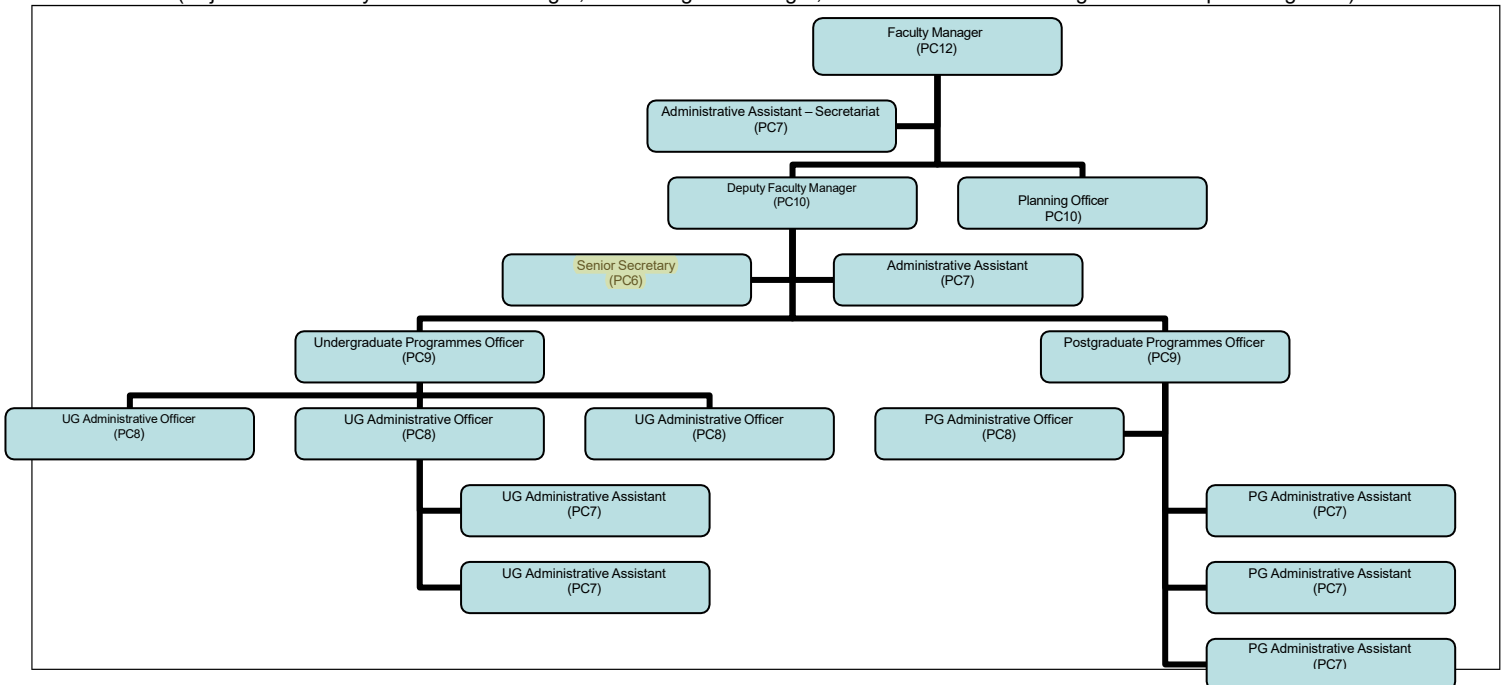
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Senior Secretary		
Job title (HR Business Partner to provide)	6		
Position grade (if known)		Date last graded (if known)	
Academic faculty / PASS department	Commerce		
Academic department / PASS unit	Faculty office		
Division / section	Academic Administration		
Date of compilation			

ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)



PURPOSE

The main purpose of this position is:

The main purpose of this position is to proactively provide efficient and effective administrative and front office (reception) and secretarial support to the Faculty Office.

CONTENT

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
E.g.	General and office administration	20%	<p>Takes, types up and distributes minutes and agendas for monthly departmental meeting.</p> <p>Greets visitors, enquires as to the nature of their visit and directs them to the appropriate staff member.</p>	<p>All staff members receive an electronic copy of accurate minutes and agendas, in the departmental template/format, a week before the meeting.</p> <p>Visitors are directed to appropriate staff member in a professional and efficient manner.</p>
1	General and Office Administration	20%	<p>Correspondence Handling</p> <ul style="list-style-type: none"> • Receive all incoming emails and letters: own and the faculty offices. • Keep records of all correspondence, as required <p>Typing</p> <ul style="list-style-type: none"> • Type and/or photocopy correspondence, memoranda, agendas, letters and/or other documentation generated by the faculty office, as required. <p>General Administration</p> <ul style="list-style-type: none"> • Maintain a logical, methodical filing system that is accessible. • Update the notice board. • Produce the typical fees entries for the handbook. <p>Telephone Coverage</p> <ul style="list-style-type: none"> • Answer the faculty office's telephone and route calls accordingly. • Take messages. • Respond to voicemail messages. <p>Team contribution</p> <ul style="list-style-type: none"> • Assume the responsibilities of other administrative staff when they are away, ill or on leave. • Handle duties allocated on an ad hoc basis by the Administrative Officer, Deputy Faculty Manager and Faculty Manager as required. 	<ul style="list-style-type: none"> • Correspondence handled within the required timeframe. • Positive feedback. • Accurate records of correspondence kept • All documents typed up accurately and within the required timeframe. • All required documentation and files available • Meeting minutes taken, typed up and distributed according to the required format and within the required deadline. • Photocopying completed as required. • Telephone calls answered within the specified time.
2	Admissions	5%	<ul style="list-style-type: none"> • Assist with the implementation of the admissions process. • Provide adequate support, as required for the as required for the admissions process. • 	

			<ul style="list-style-type: none"> • Input accurate, complete and up-to-date admissions data that is readily available, under the guidance of the Administrative Assistants. • Assist with maintaining an accurate record of historical information regarding students' admissions. • Receive, copy and if required input accurate and up to date data into the matriculation exemption data-base. • Print Cover sheets and Webnow/image now documents. <p>Receive and Process Entrance Without examinations (EWA) forms.</p>	<ul style="list-style-type: none"> • Admissions process supported and facilitated. • All students accurately admitted into the system. • Data-base updated with all student information current and relevant. • Statistical information regarding registered students readily available. • Coversheets and other documentation printed and available
3	Registration	5%	<ul style="list-style-type: none"> • Assist with the implementation of the registration process (including new, returning and SSA students). • Provide support as required for the registration process. • Assist with updating spreadsheets and maintaining an accurate record of information regarding student registration. • Present and update information regarding registration. • Respond and resolve queries regarding the web-based registration process timeously. 	Registration process administered and supported. All students accurately and timeously registered. Data-base updated with all registrations. Statistical information regarding registered students readily available.
4	Graduation	5%	<ul style="list-style-type: none"> • Upload POTD/POTJ in preparation of graduations. • Assist with practical matters related to graduation as required. • Provide support and assistance required 	Smooth running graduation process.
5	Client / Student Liaison	20%	<ul style="list-style-type: none"> • Liaise between faculties/departments/sections to resolve queries and initiate follow up. • Respond to student/staff/visitor queries. • Interact in a polite and professional manner with all clients (internal and external). • Request feedback from students and other clients. 	<ul style="list-style-type: none"> • Positive feedback from internal and external clients. • Queries responded to politely, professionally and within the required timeframe. • Positive feedback from clients

6	Front Office Assistance	20%	<ul style="list-style-type: none"> • Distribute to and receive forms and other correspondence from students. • Assist with the provision of information related to students e.g. student names, addresses and telephone numbers on PeopleSoft as required. • Assist undergraduate and postgraduate sections with scanning & shredding of confidential documents and sorting of correspondence or other documentation when required. • Assist the undergraduate and postgraduate sections where necessary. • Provide first level basic information and refer clients to relevant others, if necessary. • Review, type, proof read and format all forms of pro-forma correspondence and get approval for their use. • Provide students with support and administrative advice. • Send and receive e-mail and other correspondence to stakeholders, including students, as required. • Implement that annual archiving project as per policy. • Assist in updating the Commerce website. • Updating of UNISA documentation for Credit/Exemption. <p>Manage the commerce Faculty inbox</p>	<ul style="list-style-type: none"> • Support and assistance provided to other sections as agreed. • Availability at reception guaranteed. • Calls responded to and redirected. • Positive feedback from internal and external clients. • Queries responded to politely, professionally and within the required timeframe. • Telephone calls answered within the specified time. • Queries responded to politely, professionally and within the required timeframe. • Informed decisions made by students and other clients. • All relevant, standard correspondence reviewed for relevance and accurate information. forwarded to students and other stakeholders • All relevant documentation archived.
7	Team Interaction	5%	<ul style="list-style-type: none"> • STAR. • Collegiality. 	

MINIMUM REQUIREMENTS

Minimum qualifications	NQF4			
Minimum experience (type and years)	2 years relevant experience			
Skills	Computer Literate: MS Word, Excel, Power Point, Access / Database, Internet, email			
Knowledge				
Professional registration or license requirements				
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Ability to handle cash or finances'.)				
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level

