

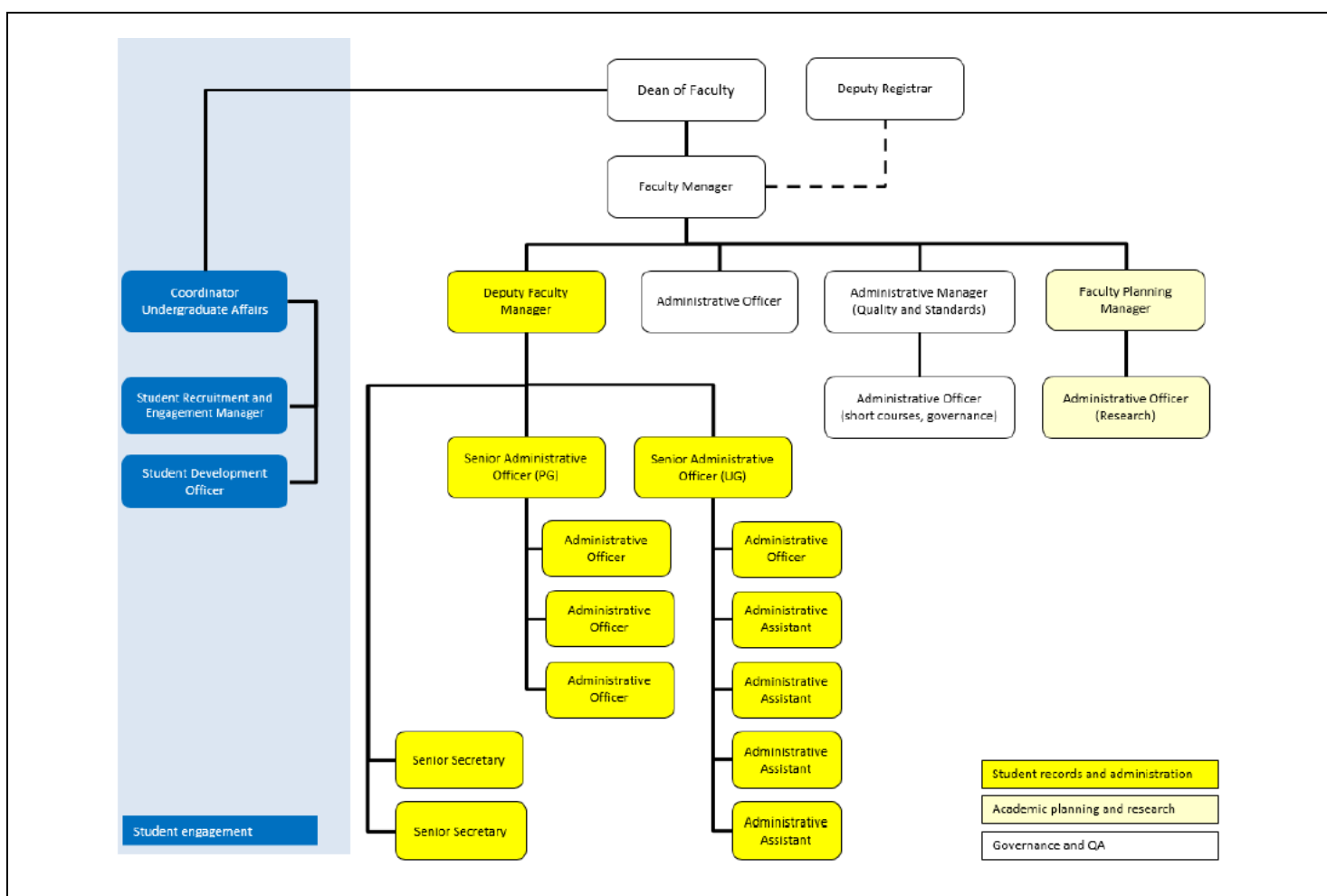
NOTES

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

POSITION DETAILS

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Position title	Senior Secretary
Job title (HR Practitioner to provide)	PASS administrative support
Job grade (if known)	Payclass 06
Academic faculty / PASS department	Faculty of Humanities
Academic department / PASS unit	Dean's Office
Division / section	Academic Administration
Date of compilation	20 January 2017

ORGANOGRAM



PURPOSE

The main purpose of this position is to provide a professional service to the front office of the Faculty, and administrative support to academics, students, applicants and the general public, under the guidance of the Administrative Manager (Quality and Standards) and the Deputy Faculty Manager.

While the job description outlines all activities and tasks covered by academic administration, actual assignment will be in accordance with operational need and may change from time to time.

JOB CONTENT

Key performance areas (4 – 6) (What)		% of time spent	Activities / Objectives / Tasks (How)	Results / Outcomes (Why)
1	Records keeping	40%	<ul style="list-style-type: none"> Implement and manage a paper-based filing system Manage and maintain students' files in paper and electronic form and ensure they are complete and current Manage the general email accounts, implementing a system for the distribution of emails within the unit and the recording of all emails received and responses sent Implement and manage a system for the referencing, location and signing-in and -out of student files Manage stationery supplies for the office Assist with processing of expense/ payment claims from external examiner 	<ul style="list-style-type: none"> Each student (and applicant where appropriate) has an accurate, current and appropriately maintained file Emails to and from the general email accounts are effectively managed and archived, and are available on request Filing systems are appropriately managed and archived The location of current files is monitored and managed Stationery and supplies are sufficient to meet needs Accurate, well-presented correspondence is dispatched on request Paper and electronic files are accessible, accurate, current and complete Documents are available within a reasonable timeframe in support of academic administration
2	Reception	30%	<ul style="list-style-type: none"> Provide first contact support to staff, applicants, students and the general public Interact politely and effectively with a wide range of people from diverse backgrounds Address queries in person, by email and telephone Refer queries and issues on to the appropriate Faculty office unit, academic department or central administrative unit when necessary Manage maintenance of stock levels of forms, documents and marketing materials Manage the content and placement of information and notices to prospective and registered students Assist with venue booking for meetings, workshops and seminars and manage the availability of Faculty Office meeting rooms Maintain the appearance and accessibility of the reception area 	<ul style="list-style-type: none"> A professional, appropriate and effective service is offered to all users A positive impression is created of the Faculty Responses to queries are polite, accurate, complete and prompt Problems and issues are resolved speedily Information and forms/ documents are clear, informative, accessible and available in sufficient quantities Emails to the general email account are responded to within the agreed timeframes Incoming and outgoing emails to the general email account are appropriately managed Communication is in the appropriate register and tone Meeting room booking calendars are up to date and well managed
3	Student administration	20%	<ul style="list-style-type: none"> Assist with data capture and updating of records in the student records system (PeopleSoft) Assist with printing, preparation and collation of information Dispatch and monitor the progress of applications for admission Capture committee decisions and outcomes in the student records system (PeopleSoft) Draft and issue pro forma/ standard letters to students on request Liaise with central administrative units and academic departments about the availability of information and progress of processes Implement and maintain lists of identified student cohorts or groups (e.g. enriched curriculum fee waiver applications) <p>Faculty Office support</p> <ul style="list-style-type: none"> provide feedback on the activities of the section as required seek feedback from colleagues handle tasks and duties assigned on an ad hoc basis assist with information gathering cover for colleagues during periods of absence provide assistance to the other staff in office as needed 	<ul style="list-style-type: none"> Queries and requests for information are handled professionally and politely and within a reasonable timeframe Applicants and students are able to take informed decisions Correspondence is handled within reasonable timeframes and records of all correspondence are kept Applications for admission are dispatched to academic departments in a timely fashion and a record is kept of progress towards receiving a final recommendation from the department Workplans are implemented Contingency plans and sufficient cover are in place for securing operational needs All staff participate in meaningful evaluation of the work of the section, providing feedback as appropriate

4	Events	5%	<ul style="list-style-type: none"> • Assist with the preparation and availability of registration packs and related document • Assist with set-up/ dismantling of stalls, queries and promotion of academic offerings at Open Day • Assist at graduation with <ul style="list-style-type: none"> – checking of graduation certificates for accuracy and completeness – issuing of tickets and forms – marshalling and ushering – advising and guiding guests 	<ul style="list-style-type: none"> • Queues at venues are managed • Events are supported and run smoothly • Students and/ or the public receive a friendly and informative service • Venue arrangements are in place and are suitable
5	Governance and committee servicing	5%	<ul style="list-style-type: none"> • Provide a professional and comprehensive service to Faculty committees by <ul style="list-style-type: none"> – managing the timing and frequency of meetings, and managing attendance – arranging venues and hospitality – maintaining accurate and up-to-date membership lists – ensuring implementation of decisions and approved actions – notifying students of committee decisions • Collate documents for committee consideration • Assist servicing officers with the printing, preparation and collation of documents and submissions for chairs' and Dean's circulars • Attend and service the preliminary FEC 	<ul style="list-style-type: none"> • Meetings are appropriately planned, supported and serviced and members receive timely notification and electronic invitations, and complete supporting documentation • Decisions and outcomes from committees are processed and those affected are informed of decisions taken • Agreed actions are implemented • Committee documentation is maintained for the constitution of archival records and minute-books • Confidentiality of committee decisions is safeguarded

MINIMUM REQUIREMENTS

Minimum qualifications	Secondary level school-leaving qualification with relevant experience
	A post-secondary school qualification would be an advantage
Minimum experience (type and years)	<p>At least one years' administrative/ secretarial in a similar environment or customer service experience. Experience in academic administration at a higher education institution. Essential computer skills:</p> <ul style="list-style-type: none"> • Microsoft Office suite (Word and Excel) • Email • Ability to work with databases • Internet browser programme

COMPETENCIES

Competence	Level (1-4)	Competence	Level (1-4)
Adaptability/ flexibility	1	Analytical thinking and problem solving	1
Building interpersonal relationships	1	Client/ student service and support	1
Communication	1	Information management	1
Initiating action/ initiative	1	Managing conflict	1
Planning and organising/ work management	1	Quality commitment/ work standards	1
Results focus	1	Stress tolerance	1
Teamwork/ collaboration	1	University awareness	1

AGREED BY

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
Job Holder				
Line Manager	Debby Chuter (Deputy Faculty Manager)			
HOD	Sashni Chetty (Faculty Manager) (Academic Administration)			