

NOTES

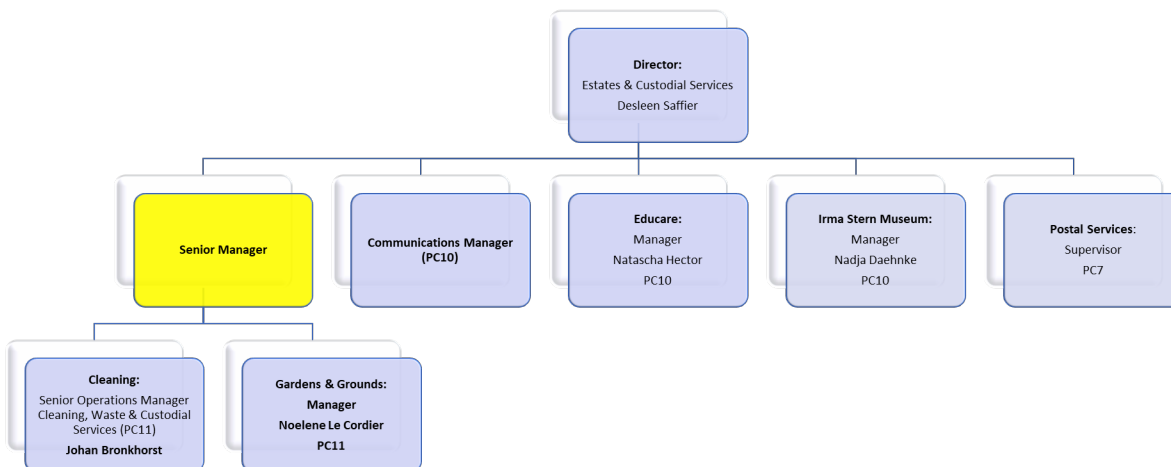
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Senior Manager		
Job title (HRBP to provide)	Senior Manager		
Position grade (if known)	PC10	Date last graded (if known)	
Academic faculty / PASS department	Properties and Services		
Academic department / PASS unit	Office of the Director Estates and Custodial Services		
Division / section	Estates & Custodial Services		
Date of compilation	July 2023		

ORGANOGRAM

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



PURPOSE

The main purpose of this senior manager position is to manage operations and support the Office of the Director Estates & Custodial Services (E&CS) to deliver the E&CS strategic objectives. It contributes to the development and the strategic direction of E&CS and plays a deputising role to the Director.

Supporting the Office of the Director, it is accountable for the optimal functioning of specialised operations work areas, taking control of a number of inter-related, specialised operations processes. The position is directly responsible for all administration, operations, finance, and management issues.

The position also plays an operations, project, and program management role, across the department, and is responsible for the governance, risk, and compliance across the department.

It provides authoritative advice in the context of widely varying circumstances, recommending or providing influential input to policy or systems development on the basis of expertise in the area.

It integrates and liaises directly with other sectors of the university (e.g., finance, human resources, university administration, marketing, and communications) and assumes some of the functions of the Director, having vested decision-making authority for certain issues (thus freeing up the Director).

CONTENT

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Strategy and execution	10%	<ul style="list-style-type: none"> • Contributes to the development of E&CS strategy and delivery of strategic objectives. • Recommends developments to the department's operations, services, and systems. • Recommends and continually assesses market trends re vendors, products, procurement systems and processes – includes research & development. • Provides support to the Director regarding alignment of operations, use relevant management information, professional knowledge, and experience. • Coordinate policy input from relevant stakeholders within the department. • Identify policy gaps within the department and makes recommendations to the Director. • Develop and maintain a register of all departmental policies and operating procedures. 	<ul style="list-style-type: none"> • An operational plan submitted to the Director annually. • Service requirements are analysed and improved or introduced in response to business requirements, risk, and cost. • Team's services and systems are constantly improved. • Market trends with regard to vendors, products, procurement systems and processes are continually assessed, and recommendations made.
2	Operations management	20%	<ul style="list-style-type: none"> • Provides support to the Director regarding operational matters and protocol. • Provides a deputising function to the Director. • Line manages the Campus Cleaning, Waste & Custodial Services and Grounds and Gardens Sections. • Ensure consistent operations and service delivery across the various E&CS teams. • Writing of high-level communication, reports, and presentations. • Creates and manages workflow processes to ensure appropriate, effective, efficient, and timely workflow in to, out of and within the Director's office and E&CS. • Continuously builds relationships with E&CS Managers to create unity and build a positive working culture. • Effectively manage stakeholder relations within P&S and the broader University • Identify and implement new services to meet customer requirements 	<p>Management Effectives in improvement of:</p> <p>Service Level Management: To have all Service Lines exceed Service Level expectations.</p> <p>Operations: Maximise operational efficiencies within the various divisions of E&CS</p> <p>Technology: Continually increase efficiencies through use of new technology and leveraging on existing platforms and expertise</p> <p>Customer Management: Continuously enhance Client Relationship and communication capabilities that produces improved results.</p> <p>Support Management: Improve supplier relationship, IT, Procurement, and support services management</p>

3	Resource management: Finance and Budget	20%	<p>Prepares and manages the finances and budgets.</p> <ul style="list-style-type: none"> • Manages the preparation and submission of the budgets for E&CS' operational budgets. • Manages and controls the finances of the Director's operational budgets, with delegated authority as per governance. • Recommends and implements initiatives to improve efficiencies, cost-savings, and income generation. • Oversees and manages the consolidation of all procurement within the E&CS Vendor Database. • Promotes and supports a departmental culture of good supply chain management 	<ul style="list-style-type: none"> • The Director receives assistance to prepare budget in accordance with UCT and P&S guidelines and operational plans. • Expenditure is controlled against budget and in accordance with need and UCT priorities. • Funds are saved and generated more efficiently due to initiatives being implemented. • Improve overall financial efficiency and reporting (well organised) • Improve overall efficiency, productivity, and reporting (do more with less) without damaging operations and morale.
---	---	-----	---	---

4	Resource management: People	10%	<ul style="list-style-type: none"> • Ensure that the position descriptions of all E&CS Managers are regularly updated. • Works closely with the E&CS HR Practitioner to manage HR Administration for all permanent and contract employees in E&CS (e.g., appointment forms, leave forms, etc.) through Managers. • Maintains oversight of all management E&CS staff selection processes • Ensure that P&S Transformation Plans are implemented throughout E&CS selection and recruitment processes. • Develops, implements, and manages E&CS onboarding process for new personnel • Manages E&CS staff and contractors' personnel records. • Provides a monthly consolidated analytics report for HR Practice • Drive and develop E&CS HR Capital Management strategy, supporting the P&S Strategy • Union engagement and management, together with the HRBP 	<ul style="list-style-type: none"> • Team leadership capacity is built in the team. • New staff members are recruited, selected, and orientated. • Clear goals have been set and staff performance is being assessed. • Development plans that have been agreed upon with staff, in line with departmental requirements and staff aspirations. • Staff members are being coached, mentored, and provided with continuous feedback. • Staff members are multi-skilled, thus reducing reliance on individuals. • Succession Planning • A team culture encouraging others to provide quality of service essential to high performance has been created and is being sustained. • Working relationships within and beyond the team are developed and sustained consistently. • Staff are involved in and informed of developments. • Effective and fair quality assessment systems have been implemented. • Effective, planned communication
5	Monitoring, evaluation, and reporting	10%	<ul style="list-style-type: none"> • Performs data analysis and rationalisation. • Prepares reports for Director and Management Committees • Prepares Consolidated E&CS Operations Reports for submission to the Executive Director P&S • Ensures and monitors service levels within E&CS 	<ul style="list-style-type: none"> • Predictive Analysis for trending, demand, and supply • Reporting Management Packs for the Executive Director P&S
6	Project management	10%	<ul style="list-style-type: none"> • Lead, coordinate, and track E&CS projects • Report on progress of E&CS projects 	<ul style="list-style-type: none"> • Projects are managed with time, budget, and quality aspects

7	Governance, risk, and compliance management	20%	<ul style="list-style-type: none"> • Analyses service requirements in response to business requirements, risks, and costs • Oversees and manages the consolidation of all Governance, Risk and Compliance services for E&CS • Manages the promotion and support of a culture of compliance, risk avoidance/mitigation and corporate accountability throughout the division. • Creates opportunities to build governance, risk, and compliance programs into daily operations of E&CS • Oversees and manages the analytical support to the management team regarding governance, risk, and compliance metrics, reporting and special projects for procurement. • Prepares Reports for E&CS submissions to Risk Management Committee (RMC) and OHSE Committee • Services key E&CS senior and strategic management committees and groups, and provides a co-ordination, communication, monitoring, reporting and compliance service to these groups • Ensure that relevant departmental staff are trained on H&S policy and procedures to ensure compliance within daily operations as well as all projects. • Develop and maintain a register of all H&S training within the department. • Develop and maintain an incident register for the department, for reporting purposes. • Ensure that respective departments within E&CS are regularly assessed and aligned to policy and 	<ul style="list-style-type: none"> • Governance, Risk and Compliance services promoted, and opportunities are created for these services within the University. • Risk Management Process Implementation and Monitoring • Governance Framework • Risk Management Framework • OHSE Process Implementation, Monitoring & Reporting
8	P&S Values and Culture	100%	<ul style="list-style-type: none"> • Integrate the P&S values in every decision, execution, and interaction. • Promote and positively participate in building the P&S culture. • Ensure that the P&S values are lived and enhance productive and collegial relationships within the team, departments, and external stakeholders. 	<ul style="list-style-type: none"> • Awareness of how values impact everything we do and actively/visibly incorporating in daily operations as well as meeting strategic objectives. • Be a change agent.

MINIMUM REQUIREMENTS


Minimum qualifications	NQF 7 in a commercial, operations, real estate, related field			
Minimum experience (type and years)	5 years relevant experience, PLUS at least 3 years in a leadership role in an operation and/or Customer Service Environment Experience in a Real Estate Management Environment would be an advantage			
Skills	<ul style="list-style-type: none"> • Strong stakeholder management skills • Sound systems and process mapping and management skills • Report writing and information management skills. • Effective leadership skills • Ability to plan and organise operations and workflows. • Resource management skills 			
Knowledge	Specialised			
Professional registration or license requirements				
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances.)	Honesty to handle cash or finances			
Competencies (Refer to <u>UCT Competency Framework</u>)	Competence	Level	Competence	Level
	Analytical thinking / problem solving	2	Resource management	2
	Client / student service and support	2	Individual leadership	2
	Communication	2	Decision-making/judgment	2
	Teamwork / collaboration	2	Creativity and Innovation	2
	University awareness	2		



SCOPE OF RESPONSIBILITY

Functions responsible for	Business Services across Estates and Custodial Services
Amount and kind of supervision received	Broad supervision
Amount and kind of supervision exercised	General / Direct supervision
Decisions which can be made	Deterministic, process, system decisions
Decisions which must be referred	Interpretive, probabilistic decisions and programming, long term strategy, strategy execution, unbudgeted finance decisions

CONTACTS AND RELATIONSHIPS

Internal to UCT	All UCT Stakeholders including PASS & Academic Staff, P&S Directors and other senior staff, Finance Manager, Human Resources
External to UCT	Suppliers as well as Public & Government entities

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
Position Holder	N/A	N/A	N/A	N/A
Line Manager	Desleen Saffier		Ext. 4554	3 July 2023

HOD	Desleen Saffier		Ext. 4554	3 July 2023
Dean / ED, Acting	Roland September		Ext. 4858	28 July 2023
HRBP	Alta Fourie	<i>Alta Fourie</i>	Ext. 1526	28 July 2023