

HR191	POSITION DESCRIPTION	 UNIVERSITY OF CAPE TOWN IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD
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NOTES

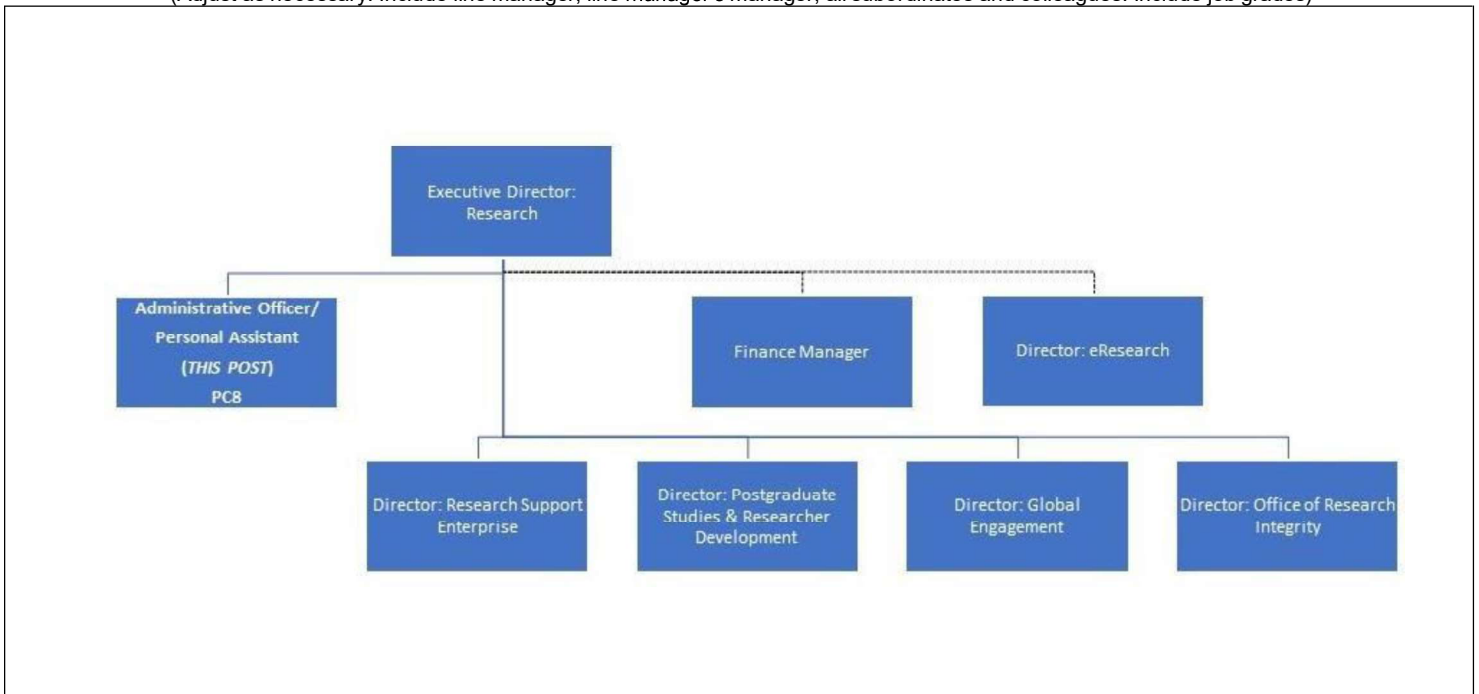
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Administrative Officer and Personal Assistant		
Job title (HR Practitioner to provide)	Administrative Officer		
Position grade (if known)	PC08	Date last graded (if known)	February 2023
Academic faculty / PASS department	PASS		
Academic department / PASS unit	Research and Innovation		
Division / section	Research Office		
Date of compilation	December 2022		

ORGANOGRAM

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



PURPOSE

The main purpose of this position is to provide high level secretarial and administrative support to the Executive Director: Research as well as coordination of projects and processes in a manner that supports and contributes to a responsive, effective and efficient service. The incumbent is responsible for the provision of the essential administrative functions required for the office to function optimally, including, for example, diary management, meeting administration, travel arrangements, and correspondence management.

CONTENT

Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1 Personal and Office administration	55%	<p>Office administration and support</p> <ul style="list-style-type: none"> • Serve as the point person for internal and external individuals who need to contact the Executive Director (ED). • Proactively contribute to enhancing a cordial, welcoming and an inclusive environment within the Research Office. • Field general enquiries and ensure an answer (by providing this or directing the enquiry to the appropriate unit or cluster). • Receive, check and present documents to the ED requiring her/his consideration and signature • Assist with general administrative support across the office, as required. <p>Diary management</p> <ul style="list-style-type: none"> • Manage all aspects relating to the ED diary. • Pro-actively communicate with reference to commitments. • Make necessary arrangements for an alternative manager to attend critical meetings in terms of diary clashes. • Maintain an events and meetings schedule • Alert the ED to urgent and important matters on a day-to-day basis. • Maintain an up-to-date database of contact details of internal and external stakeholders of the office of the ED. 	<ul style="list-style-type: none"> • Efficient and professional administration of the Office. • Assistance and input into operations of the Research Office is provided as and when required. • Diary is effectively managed, and commitments communicated. • Meetings are well organised – all logistical arrangements are in place. • Appropriate contribution in meetings with the provision of relevant information. • Documentation (including minutes) is prepared and distributed appropriately. • Follow up action is completed. • All forms and other supporting documents are submitted timeously. • The relationship with ICTS is managed optimally and up-to-date technological support is assured. • Efficient travel support given. An updated itinerary is prepared and travel arrangements confirmed. • All travel payments processed according to policy and procedure, also recorded and reconciled.

- Responsible for advising the ED of impending internal and external work deadlines
- Meeting administration**
- Plan, coordinate and schedule all meetings and functions run or chaired by the ED.
 - Schedule, and confirm meeting venues and / or video- or tele-conference facilities or links and arrange technical checks.
 - Ensure venues are set up and well prepared for meetings.
 - Receive guests, coordinate with local personnel.
 - Prepare and distribute relevant documentation for meetings.
 - Take minutes and distribute, when appropriate.
 - Facilitate follow-up action with regards to decisions made in all meetings.
- Performs a personal secretariat role**
- Ensure the ED's operational and functional needs are met in terms of IT, telephone, furniture, office cleanliness and other related requests.
 - Proactively engage with ICTS to assure ongoing IT support and access to best technologies as required by the ED.
 - Process relevant HR, Finance and UCT forms for the ED, and timeously submits to the relevant departments.
- Travel and visits overseas**
- Arrange all aspects of travel for the ED, including booking of accommodation, car hire and shuttle service.

		<ul style="list-style-type: none"> • Provide support during travel including solving emergency/last minute travel problems, also during travel. • Prepare detailed itineraries for overseas trips • Arrange for subsistence and travel. • Handle all payment/reimbursement issues relating to travel and events. • Record, reconcile and report on travel expenses. <p>Contribute to Financial Resource Management</p> <ul style="list-style-type: none"> • Prepare and ensure all documents related to travel bookings are processed. • Request Purchase Orders and supporting documents for processing by RO finance team. • Review and ensure that all finance related documentation for sign-off by the ED: Research, comply with UCT's finance management policies • Keep abreast with changes to relevant finance management policies 	
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2	<p>Communication and correspondence management</p>	15%	<ul style="list-style-type: none"> • Manage and screen incoming calls. • Manage incoming and outgoing written correspondence (email, faxes and mail). • Draft, type and coordinate letters and memos for the ED's signature. • Provide assistance with typing, editing and formatting of reports, as required. This includes document management and version control. • Proactively communicate with the ED at least twice daily, and, as required, with other members of the senior management team. • Facilitate communication between Research Office staff and the ED. • Photocopying and/ or scanning documents. Preparing electronic copies of documents for distribution to the relevant stakeholders. • Assist in preparation of presentations for the ED. 	<ul style="list-style-type: none"> • Telephone calls answered professionally. • Incoming calls are appropriately screened and referred. • Correspondence is well managed – responses are timeously sent out. • Good communication is forthcoming and all relevant issues are addressed and acted upon. • Appropriately prepared documents. • Accurate records maintained of all correspondence. • Positive contribution with regard to preparation of presentations. • Professionally written documentation is well maintained, archived and easily retrievable. • Documents are signed off as required – process and system is in place and communicated.
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3	<p>Projects coordination and Research assistance</p>	15%	<ul style="list-style-type: none"> • Assist in the planning and coordinating of all projects and events, helping to produce reports and recommendations as required. • Co-ordinate and arrange all logistics around internal and external events hosted by the ED, including venue management. • Make decisions on catering matters, obtaining quotes and liaising with service providers, where necessary. • Monitor and track documents, projects and tasks, ensuring attention to time-sensitive issues, following up on action items, obtaining feedback and providing clear & concise progress reports. • Extraction and sourcing of information and material for research conducted by the ED. • Assistance with referencing. • Collecting and analysing data from research databases and web sites to feed into various reports, requests, and processes. 	<ul style="list-style-type: none"> • Events are well organized, all logistics are in place, communication is good and all relevant information is appropriately communicated. • Efficient coordination of projects with up-to-date RACI charts • Relevant publications sourced to inform ED research
4	<p>Information Systems and Administration/Operational Processes</p>	5%	<ul style="list-style-type: none"> • Establish and maintain operational procedures and processes to ensure ease and efficient ways of working in a way that optimally supports the ED and the broader Research Office. • Work closely with the Office of the DVC: R&I and Research Office Directorates. • Develop and maintain online document storage, sharing and archiving systems. • Responsible for filing, retrieval, and management of documents, in respect of matters of a sensitive and complex nature. 	<ul style="list-style-type: none"> • Efficient and effective processes and systems are put in place and fully implemented across the Research Office. • An effective and efficient filing system is in place and documentation is easily retrievable. • Relevant databases are created and maintained; information is easily shared and retrievable.

5	Office Health, Safety & Security	5%	<ul style="list-style-type: none"> • Take on roles associated with the Health and Safety requirements as legislated in the relevant Health and Safety Act. 	<ul style="list-style-type: none"> • Health & Safety responsibilities are carried out in accordance with the relevant Health & Safety act and UCT policies & procedures.
6	Teamwork and contribution to effective KPA delivery and institutional citizenship incl. ad hoc functions	5%	<ul style="list-style-type: none"> • Provide necessary back-up for other PAs and broader Research Office team. • Contribute to office and university wide initiatives and responsibilities. • Continually review the service and seek ways to enhance and improve service delivery, keeping up to date with technology developments and best practice in administration. • Any other functions within the scope of the position 	

MINIMUM REQUIREMENTS

Minimum qualifications	NQF 6
Minimum experience (type and years)	5 years' experience as a Personal Assistant/Senior Secretary to an executive member.
Skills	Excellent writing skills, MS Office skills (MS Word at an Advanced Level; MS Excel and PowerPoint at an intermediate level), Email, minute taking.
Knowledge	Knowledge of academic processes, PA work
Professional registration or license requirements	N/A
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	<ul style="list-style-type: none"> • Honesty in handling finances • Experience in effectively managing competing work pressures and timelines • To work with minimal supervision, independently and as part of a team • May be required to cover for a team member (usually another PA) if he/she is absent from the office for short periods of • May be required to work outside of office hours and be contactable. • Maintain confidentiality.

Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Planning and organization / work management	2	Analytical Thinking / Problem solving	2
	Communication (including written)	2	University Awareness	2
	Building interpersonal relationships	2	Adaptability /Flexibility	2
	Initiative	2	Negotiation	2
	Stress Tolerance	2	Quality Commitment/Work Standards	2

SCOPE OF RESPONSIBILITY

Functions responsible for	<ul style="list-style-type: none"> • Personal Administration to the ED; Office Administration, logistics and all other functions within the Personal Assistant scope
Amount and kind of supervision received	<ul style="list-style-type: none"> • Minimal supervision, expected to work independently
Amount and kind of supervision exercised	<ul style="list-style-type: none"> • N/A
Decisions which can be made	<ul style="list-style-type: none"> • All decisions within the scope of their own job. Decision must predominantly be guided by University rules, policies and practices. In case of complicated decisions the line manager must be consulted
Decisions which must be referred	<ul style="list-style-type: none"> • All decisions that impact the broader Research Office, budget related matters, external liaison decisions