



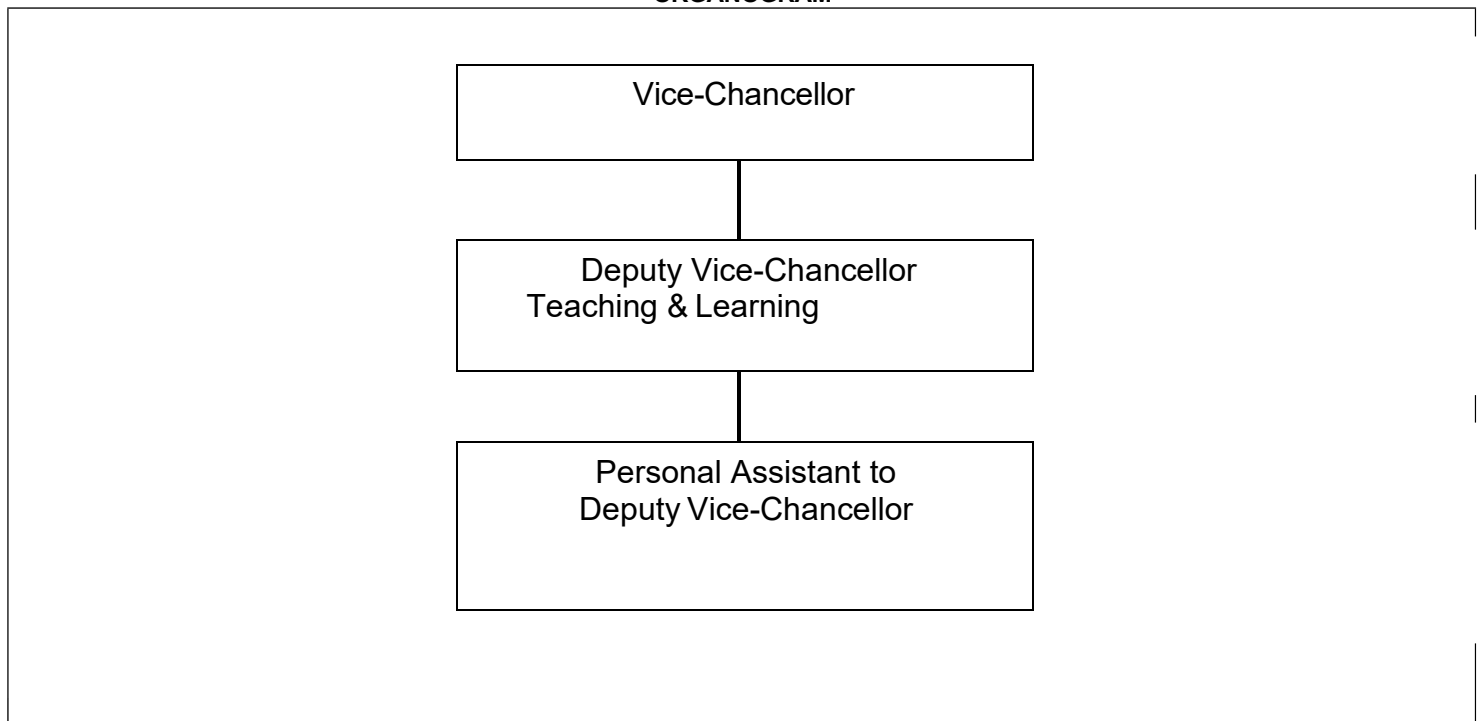
NOTES

- 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	Personal Assistant to Deputy Vice Chancellor		
Job title (HR Practitioner to provide)	Administrative Officer		
Position grade (if known)	8	Date last graded (if known)	
Academic faculty / PASS department	Office of the Vice Chancellor		
Academic department / PASS unit	Deputy Vice-Chancellor Teaching and Learning		
Division / section			
Date of compilation	January 2023		

ORGANOGRAM



PURPOSE

The main purpose of this position is to provide key support to the Deputy Vice-Chancellor (DVC) in a role that combines traditional PA duties and project co-ordination. You will ensure that confidential, efficient and effective high-level administrative support is provided at all times. You will take a proactive approach to ensure that all tasks are completed to the highest standard, alongside assisting with the coordination and managing of projects required by the Deputy Vice-Chancellor.

You will ensure that the Office of the Deputy Vice-Chancellor provides an efficient and effective interface with the members of staff within the University, students, alumni and external stakeholders including government departments.

You will work flexibly and collaboratively with other members of the Executive Support Team.


JOB CONTENT

Key performance areas (4 – 6) (What)	% Of time spent	Activities / Objectives / Tasks (How)	Results / Outcomes (Why)
<p>1. Executive Support</p>	<p>~40-50%</p>	<p>Provide proactive confidential, high-level, efficient and effective PA, executive and administrative support to the Deputy Vice-Chancellor, working collaboratively as a member of the Executive Support Team.</p> <p>Act as first point of contact for the DVC's Office, demonstrating a high level of autonomy and independent working and ability to manage conflicting demands to deal with all communications to the office, including highly confidential and sensitive material.</p> <p>Manage and prioritise emails and correspondence for the DVC to include the drafting of replies, making effective decisions to identify issues that require the Deputy Vice-Chancellor's personal attention, and filtering out those that can be answered directly by the post holder or referred to appropriate members of the University.</p> <p>Manage electronic diary management for the DVC prioritising appointments and managing the DVC's time to best effect, arranging meetings involving internal colleagues and those from external organisations.</p> <p>Liaise with senior staff and stakeholders both within and outside of the University of Cape Town.</p> <p>Develop effective document management processes and maintain appropriate digital filing systems, monitoring and reporting systems, and fulfilling other administrative duties.</p> <p>Service Committee and Task Team meetings as required.</p> <p>Be active in seeking and sharing knowledge, experience and best practice with the Executive Support team.</p> <p>Track and progress tasks to be completed by self, the DVC or others, ensuring the highest quality standards and that deadlines are met.</p> <p>Build channels of communication with key contacts around the University, and externally, in order to develop excellent working relationships and promote a positive and professional image.</p>	<p>All information is treated with the utmost confidentiality</p> <p>The needs of the DVC are anticipated and addressed timeously</p> <p>The DVC is kept abreast of any relevant changes impacting his/her office</p> <p>All communications and queries are managed in an efficient and professional manner</p>

	2. Projects and Research	10-15%	Draft communication and distribute information directly from the DVC in a clear and concise manner, and where possible assist with preparation of briefings and presentations, as required.	
	3. Information Systems and Processes	5%	<p>Develop and maintain procedures for operations and activities to enable the work of the DVC and the broader Executive Support team.</p> <p>Input, maintain, locate and retrieve data using computerised and manual systems.</p>	Efficient and effective systems are put in place
	4. Meetings and Events	15-20%	<p>Ensure that the DVC is fully briefed of appointments; that briefing papers and documentation for meetings are made available in an appropriate format and that follow up and actions from meetings are dealt with by the appropriate person.</p> <p>Attend and service meetings as requested by the DVC, plan agendas, collate meeting papers, take minutes and follow up on actions.</p> <p>Assist in organising events as required.</p>	
	5. Purchase and Approval of Goods and Services	5%	<p>Liaise with other staff and external contacts to order goods, services and to arrange facilities for meetings and travel, ensuring that value for money is achieved.</p> <p>Monitor the ordering and distribution of goods and services, following agreed procedures and ensuring value for money is achieved.</p> <p>Use the procurement P-Card process, to ensure that all expenditure is documented and explained prior to submitting for approval. Manage and upload invoices/slips/documents associated with the DVCs P-card expenditures.</p>	Purchases are completed in line with the relevant UCT Finance policies & procedures

	6. Health & Safety & Security	5%	Take on roles associated with the Health and Safety requirements as legislated in the relevant Health and Safety Act.	Health & Safety responsibilities are carried out in accordance with the relevant Health & Safety act and UCT policies & procedures
	7. Telephone Enquiries, Messages, Mail and Personal Callers	5%	<p>Give callers, visitors, and colleagues a positive impression by providing an effective and efficient service to telephone enquirers and personal callers.</p> <p>Manage manual and electronic messages and mail</p> <p>Liaise with staff at all levels within the University and outside bodies to obtain information and resolve issues as required.</p>	A positive image is presented and maintained
	8. Teamwork, Transformation and contribution to the effectiveness of the Service Area and Institutional citizenship	5-10%	<p>Provide necessary back-up for other PAs and broader OVC team. Contribute to buddy-system with fellow PA colleagues.</p> <p>Work in a flexible manner, create, maintain, and enhance constructive working relationships with team members, other members of staff, outside organisations, students and members of the public.</p> <p>Continually review the service and seek ways to enhance and improve service delivery, keeping up to date with developments in IT and best practice in administration.</p> <p>Proactively contribute to the creation of a welcoming and inclusive environment for the executive support team, the Office of the Vice-Chancellor, and the University as a whole.</p> <p>Contribute to departmental and university wide initiatives and responsibilities.</p> <p>Contribute to the University's commitment to environmental sustainability in order to reduce its waste, energy consumption and carbon footprint and deliver value for money services that optimise the use of resources.</p>	

MINIMUM REQUIREMENTS

Minimum qualifications	NQF 6			
Minimum experience (type and years)	5 years' experience as a Personal Assistant/Senior Secretary to an executive member in a large organisation 			
Skills	Excellent writing skills, MS Office skills (MS Word at an advanced level; MS Excel and PowerPoint at an intermediate level), Email, ability to learn other office systems such as Adobe Sign, minute taking,			
Knowledge	Knowledge of academic processes, PA work			
Professional registration or license requirements	None			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances.)	Flexibility in working hours if necessary (although this is unusual) to work outside of office hours. This will be in discussion with your line manager.			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Communication	2	Stress tolerance	2
	Planning and Organisation	2	University Awareness	2
	Building interpersonal relationships	2	Analytical Thinking/Problem Solving	2
	Client/Student services support	2		

SCOPE OF RESPONSIBILITY

Functions responsible for	Administration; logistics and all other functions within the Personal Assistant scope
Amount and kind of supervision received	Minimal supervision – expected to work independently
Amount and kind of supervision exercised	n/a
Decisions which can be made	All decisions within the scope of their own job
Decisions which must be referred	All decisions that impact the broader OVC, budget related matters, external liaison decisions

CONTACTS AND RELATIONSHIPS

Internal to UCT	All Faculties and Departments
External to UCT	