



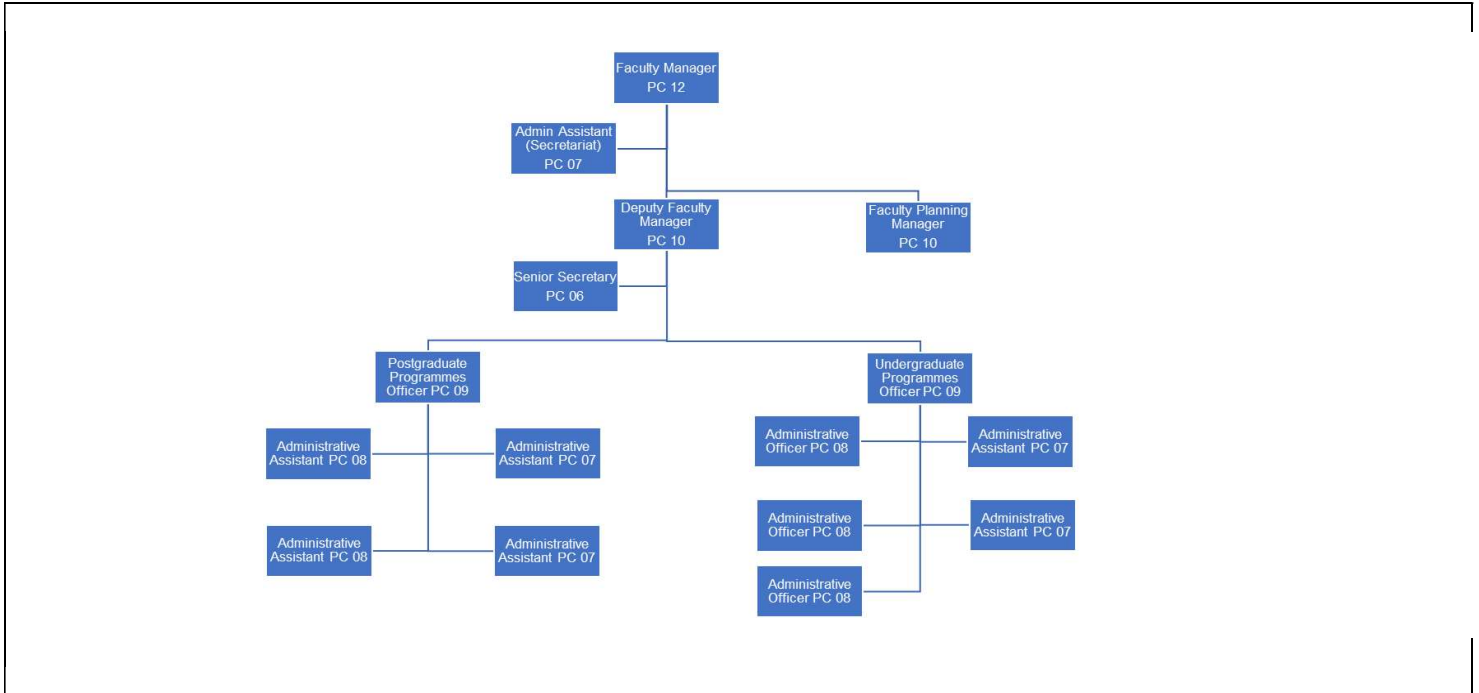
NOTES

- 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			
Job title (HR Practitioner to provide)	Postgraduate Programme Officer		
Position grade (if known)	09	Date last graded (if known)	2011
Academic faculty / PASS department	Commerce		
Academic department / PASS unit	Faculty Office		
Division / section	Academic Administration		
Date of compilation	June 2019		

ORGANOGRAM



PURPOSE

The main purpose of this position is to proactively provide efficient and effective academic administration and operations management support to the postgraduate section and 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	25%	<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	10%	<p><u>OPERATIONS MANAGEMENT</u></p> <p>CORRESPONDENCE HANDLING</p> <ul style="list-style-type: none"> • Manage the correspondence handling for the section • Design and maintain a record keeping system <p>DATABASE ADMINISTRATION AND RECORD KEEPING</p> <ul style="list-style-type: none"> • Design and maintain a database administration and record keeping system • Provide statistical data on postgraduate section <p>TEAM INTERACTION</p> <ul style="list-style-type: none"> • Perform the super-user role for the Postgraduate section • Manage the correspondence handling for the section • Monitor and evaluate the effectiveness of workload allocation and distribution and implement changes where necessary • Design and implement an efficient and effective work allocation and workflow • Assume the responsibilities of other administrative staff when they are away, ill or on leave or reassign duties to available team members <p>ALLOCATION AND ORGANIZATION OF WORK</p> <ul style="list-style-type: none"> • Design and implement an efficient and effective work allocation and workflow 	<p>DATABASE ADMINISTRATION AND RECORD KEEPING</p> <ul style="list-style-type: none"> • All required documentation and files available • Timeous and accurate responses to requests for records <p>TEAM INTERACTION</p> <ul style="list-style-type: none"> • Correspondence handled within the required timeframe • Accurate records of all correspondence kept • Effective functioning of the team • Work plans implemented in consultation with postgraduate faculty office staff and managed to ensure effective administration • Workflow and the allocation of work evaluated and adapted to ensure efficiency and effectiveness <p>ALLOCATION AND ORGANIZATION OF WORK</p> <ul style="list-style-type: none"> • Workflow and the allocation of work evaluated and adapted to ensure efficiency and effectiveness • All required documentation and files available • Timeous and accurate responses to requests for records • Review the Commerce Faculty Website and update where necessary

			<ul style="list-style-type: none"> Monitor and evaluate the effectiveness of workload allocation and distribution and implement changes where necessary <p>FACULTY INFORMATION MANAGEMENT (POSTGRADUATE)</p> <ul style="list-style-type: none"> Propose and manage changes to faculty information (e.g. prospectus) Update information on the faculty website Provide appropriate postgraduate information where necessary Proofread and amend the postgraduate section of the faculty handbook <p>BACKUP AND ASSISTANCE</p> <ul style="list-style-type: none"> Handle duties allocated on ad-hoc basis by the Deputy Faculty Manager Act as Commissioner of Oaths Implement HEQF policies 		
2	<u>ADMISSIONS</u>	15%	<ul style="list-style-type: none"> Design and manage the implementation of a postgraduate admissions process Present information regarding admissions in textual and graphic formats Manage the Automated Admissions process Set-up and oversee the ComGen correspondence system 	<ul style="list-style-type: none"> Admissions process supported and facilitated All applications processed with final decisions i.e. no application awaiting an outcome for more than 10 working days Statistical information regarding applications readily available Letters (e.g. ComGens) and correspondence are up to date 	
3	<u>REGISTRATION</u>	10%	<ul style="list-style-type: none"> Design and manage the implementation of the postgraduate registration process Present information regarding registrations in textual and graphic formats Manage updating of curriculum forms 	<ul style="list-style-type: none"> Registration process supported and facilitated Statistical information regarding registered postgraduate students readily available 	

			<ul style="list-style-type: none"> Plan, with the team involved, support provision for the registration process Design and maintain an accurate record information regarding student registration Manage web-based registration process Ensure re-registration of Masters and PhD students if these not submitted Ensure Committee of Assessors recommendations are adhered to 	<ul style="list-style-type: none"> Process to facilitate graduation of all eligible students is accurately concluded All postgraduate results and performance/progress data verified according to specification and by the required deadline Deficiencies in "eligibility for graduation" system noted and rectified Team members' skills to support graduation process developed and honed Relevant documents pertaining to graduation (e.g. SLQ and Graduation Programme) checked for errors and rectified.
4	<u>GRADUATION / YEAR END PROCESSING</u>	5%	<ul style="list-style-type: none"> Ensure that the process to facilitate graduation of all eligible students is accurately concluded Manage the support provision and assistance required for the graduation process Pursue resolution of discrepancies when they arise Oversee the checking of the graduation certificates Plan and implement a process to ensure all year-end requirements are met 	<ul style="list-style-type: none"> Accurate records of meetings kept Meeting minutes taken, typed up and distributed according to the required format and within the required deadline Decisions arrived at by committee(s) not in conflict with governance, management and administrative requirements Year-end processes concluded Advancing students' progression requirements met and discrepancies resolved
5	<u>SERVICING COMMITTEES</u>	10%	<ul style="list-style-type: none"> Ensure efficient servicing of the following committees: Higher Degrees Committee (excludes Operational HDCs) and Committee of Assessors and any other assigned committee Consult with the chairpersons of the committees regarding minutes and other logistics Do the necessary follow-up post the meeting to ensure that there is continuity and progress Manage the distribution of information Check on relevant prescripts and other governance related information that may impact decisions of the committee Implement a process of receipt and dissemination of information 	

<p>6</p> <p><u>CLIENT / STUDENT / STAKEHOLDER LIAISON</u></p>	<p>5%</p>	<ul style="list-style-type: none"> • Design a feedback mechanism for students and other clients to evaluate team members' quality of service • Respond to student/staff/visitor queries • Consult with academic staff on the best manner in which to provide administrative support for the academic endeavor • Update information on the faculty websites • Update information on the faculty websites • Inform relevant offices internal and external to the faculty regarding changes • Ensure that work and requirements for the various processes are planned in consultation with relevant • Respond to student/staff/visitor queries or refer to relevant parties 	<ul style="list-style-type: none"> • Feedback from internal and external clients • Queries responded to professionally and within the required timeframe • All relevant, standard correspondence reviewed for relevance and accurate information forwarded to students and other stakeholders
<p>7</p> <p><u>INFORMATION AND RESOURCE MANAGEMENT (INCLUDING PEOPLE MANAGEMENT)</u></p>	<p>20%</p>	<ul style="list-style-type: none"> • Oversee appointments within the section, and related people management matters • Ensure that work and requirements for the various processes are planned in consultation with relevant administrative staff • Manage the performance and conduct of the team members • Conduct regular section meetings to facilitate communication and enhance the operations • Report, on a regular basis on all matters relating to the postgraduate section • Liaison with the Graduate School of Business regarding academic administration matters 	<ul style="list-style-type: none"> • Equitable workload distribution • Performance contracts for all staff and regular reviews • Trained staff, equipped to meet the performance standard expected • Compliance with relevant faculty and university policies, protocols and procedures • Regular reports received by Deputy Faculty Manager
<p>8</p> <p><u>PHD ADMINISTRATION</u></p>	<p>5%</p>	<ul style="list-style-type: none"> • Ensure Committee of Assessors recommendations are adhered to • Manage the examinations process for PhD students • Liaise with the Doctoral Degrees Board to ensure documentation is submitted and track progress • Provide PhD students with support and advice 	<ul style="list-style-type: none"> • Recommendations of COA implemented and examinations process managed • Updated information on progress with respect to Masters and PhD submissions

9	<u>STUDENT RECORDS ADMINISTRATION</u>	20%	<ul style="list-style-type: none"> • Manage the capturing of all awards information regarding students on the system as well as administer the Faculty International Student Bursary (FISB) • Manage and oversee the preliminary FECs • Implement an on-going curriculum control check of the CRS (course results schedule) • Manage capturing of the concessions • Manage and oversee the upload of POTD/POTA in preparation of graduations • Manage the processing of Leave of Absence approved by the Dean and FM • Manage mark changes processing • Manage the process of resolving HEMIS queries and responses • Continual review of processes and documentation 	<ul style="list-style-type: none"> • CRS clean-up exercise completed on time and spot checks noted • Up-to-date information captured on the PeopleSoft system • FISB applications processed and captured on system • HEMIS queries resolved and information updated
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MINIMUM REQUIREMENTS

Minimum qualifications	<ul style="list-style-type: none"> • A NQF 6 qualification • Bachelors/Postgraduate degree an advantage 			
Minimum experience (type and years)	<ul style="list-style-type: none"> • At least 4 years relevant academic administration work experience (preferably in postgraduate environment) <ul style="list-style-type: none"> - Administrative and leadership experience in a similar environment (preferably in higher education academic administration). Experience in dealing with various academic and support departments e.g. student records, exams, Registrar's office - Academic administration • Proven experience in managing staff. • Experience with an ERP system • Computer Skills essential: <ul style="list-style-type: none"> • MS Word • Ms Excel • Power point • Database management • Email • Internet Explorer • Proven experience in committee servicing) <p>The following would be advantageous:</p> <ul style="list-style-type: none"> • A postgraduate qualification • Familiarity with HEMIS (Higher Educations Management Information System) • Knowledge of UCT policies and procedures 			
Skills	Initiating action	Information monitoring and management		
	Planning and organizing	Detail orientation		
	Communication (verbal & written)	Teamwork		
	Work standards	Client services		
	Administrative knowledge & skills: Technical professional / job knowledge	Adaptability		
	Stress tolerance	People management		
	Goal setting & implementing	Delegating		
	Financial management	Operations management		
Knowledge	Administrative knowledge and skills: Technical professional / job knowledge ERP systems UCT Policies and Procedures Financial and Human Resources policies and procedures			
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.)	Honesty, Integrity and Confidentiality			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Planning and organizing	2	Administrative knowledge and skills	3
	Analytical thinking	3	University awareness	3
	People Management	2	Building Interpersonal relationships	2/3
	Resilience	3	Information monitoring & management	2
	Communication (verbal and non-verbal)	3	Professional knowledge & skill	3
	Teamwork/collaboration	3	Initiation Action	1/3
	Work standards/quality	2/3	Adaptability	3/4
	Client/student Services & Support	3	Managing conflict	3
	Stress Tolerance	3	Continues learning	4
	Coaching	2/3	Follow-up	3





SCOPE OF RESPONSIBILITY

Functions responsible for	Operations Management Admissions / Registrations / Graduations Servicing of senior committees Student Record Maintenance Information and Resource Management Client /Stakeholder Liaison
Amount and kind of supervision received	
Amount and kind of supervision exercised	
Decisions which can be made	Admissions on PG Departmental Recommendations Graduation: Faculty Handbook rules and FEC approval Approve short leave Procedures in the PG section
Decisions which must be referred	Policy Budgets & Payments Long Leave, LOA & RAC

CONTACTS AND RELATIONSHIPS

Internal to UCT	Students / Administrators / HoD / Deputy Deans and Dean Departments / Units at UCT UCT community
External to UCT	Clients

AGREED BY

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
Position Holder				
Line Manager	Lindiwe Radebe		X 2558	08 November 2023
HOD	Tabile Loqo		X 4340	21 September 2023
Dean / ED	Suki Goodman		X 2256	08/11/2023
HR Practitioner	Rushda Alawie		X 2169	8 November 2023

COMPLETING A POSITION DESCRIPTION HR191

When do I use this form?

A position description is the basis of the employment contract between UCT and a staff member. It describes:

- the purpose of the position
- the position content
- where the position fits into an organisational structure
- the principal accountabilities, roles and responsibility of the position holder
- the minimum requirements needed of the position holder

A position description must be completed for all positions at UCT, both academic and PASS.

This form is completed, or reviewed and amended, when:

- a position is new, before recruitment
- substantive functions are added or removed from a position
- the position holder is new

This form is used as the basis for:

- recruitment
- performance management
- performance development



Note

- This position description informs many other human resources and people management processes.
- This position description is a living document and must be reviewed and updated regularly, preferably every 3-4 years.
- This position description is a summary of the typical functions of the position, but is not an exhaustive or comprehensive list of all possible position tasks and duties. UCT is entitled to instruct the position holder to carry out additional duties or responsibilities, which may fall reasonably within the ambit of the position description, or in accordance with operational requirements.

How do I complete this form?

- The position description indicates the requirements of the position in relation to the organisation, not the person. Describe the position, not the position-holder.
- The position description describes the position, not the performance required.
- The position description denotes a clear description of the position that is observable.
- Describe the position as is, not as imagined or as it could or should be done.
- Assume proper and competent performance of the position -holder.
- Examine typical incidents that occur in the position. Disregard any unlikely events or once-off incidents.
- Give careful consideration to employment equity legislation and take great care not include anything that could be deemed as discriminatory.

Complete all fields as follows:

Position title	The label or name of this position. Consideration is given to other titles in the department and to standard UCT position naming conventions. The latter are obtainable from your HR Practitioner , from the UCT Jobs Catalogue.
Job title (HR Practitioner to provide)	The SAP position title of this post. Obtainable from your HR Practitioner , from the UCT Jobs Catalogue.
Position grade	The current position grade of this position, if it exists (if known).
Date last graded	The date on which the position was last graded, if it has been graded (if known).
Academic faculty / PASS department	The academic faculty / PASS department in which the position sits.