



NOTES

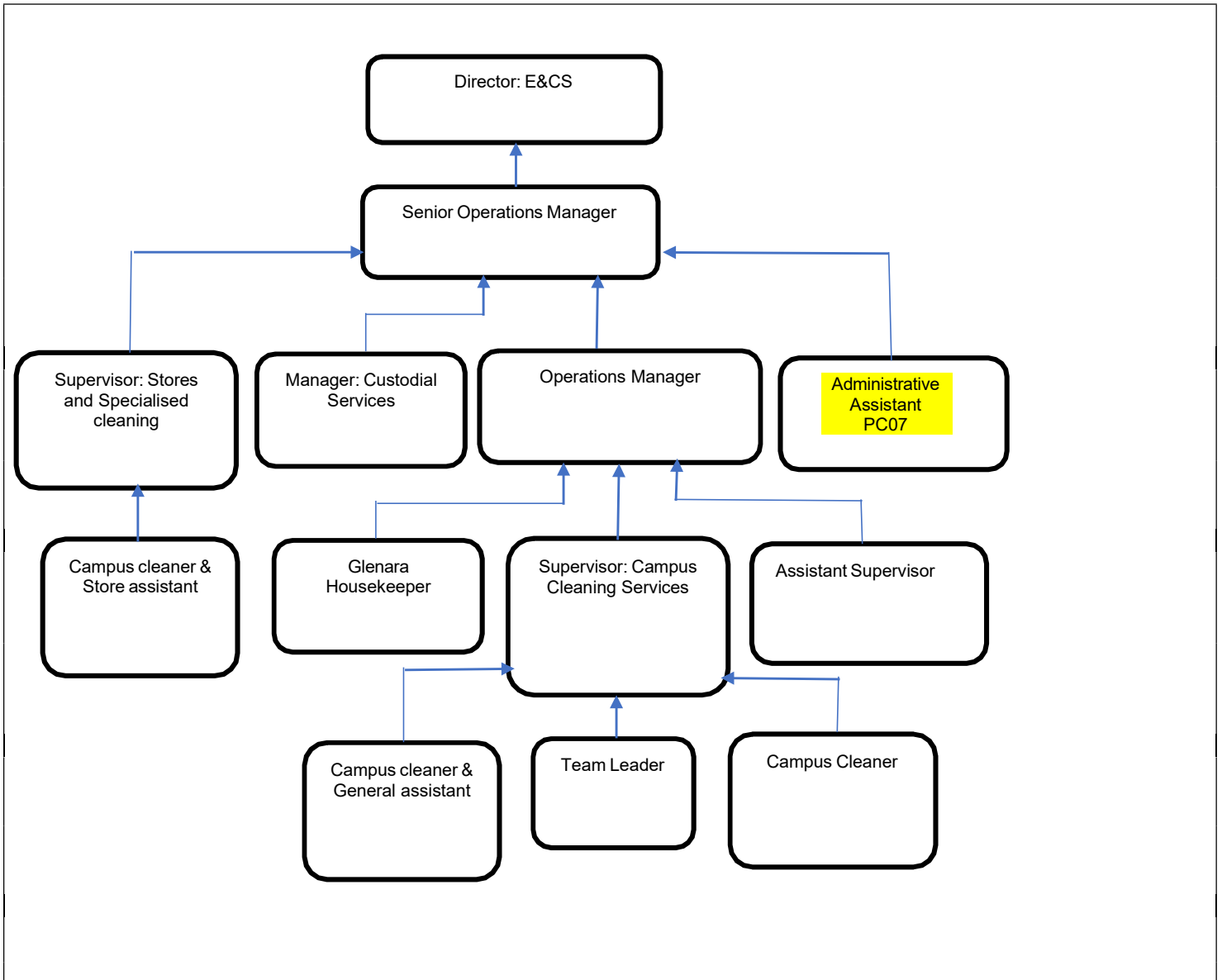
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Administrative Officer		
Job title (HR Business Partner to provide)	Administrative Assistant		
Position grade (if known)	PC07	Date last graded (if known)	May 2023
Academic faculty / PASS department	Properties and Services		
Academic department / PASS unit	Estates & Custodial Services		
Division / section	Campus Cleaning & Services		
Date of compilation	August 2022		

ORGANOGRAM

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



Purpose

The main purpose of this position is to proactively provide efficient and effective administrative support to the Campus Cleaning, Custodial and Waste Management Services

Vision 2030

Our vision for UCT is to be an inclusive, engaged, and research-intensive African university. UCT will inspire creativity through outstanding achievements in discovery and innovation. It will be celebrated for the quality of its learning and contribution to citizenship. We will enhance the lives of students and staff and will advance a more equitable and sustainable social order. We aspire to be a leader in the global higher education landscape. In support of this our massive transformative purpose is, that we are a global university in Afrika unleashing human potential to create a fair and just society.

CONTENT

Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1 General and office administration	50%	<p>Correspondence handling</p> <ul style="list-style-type: none"> • Receive own and business emails • Keep record of all correspondence <p>Typing</p> <ul style="list-style-type: none"> • Type and copy correspondence, memorandums, agendas, and other documentation generated by the management office as required <p>Meeting administration</p> <ul style="list-style-type: none"> • Type up meeting agendas and distribute • Take minutes, type and send to meeting attendees <p>General administration</p> <ul style="list-style-type: none"> • Maintain a logical methodical filing system that is accessible <p>Telephone Coverage</p> <ul style="list-style-type: none"> • Answer the business calls and route calls accordingly • Take messages • Respond to voice mail messages <p>Team contribution</p> <ul style="list-style-type: none"> • Assume the responsibility of assisting staff with admin or HR related issues in absence of supervisors • Handle duties allocated on an ad hoc basis by management as required <p>Front desk assistance</p> <ul style="list-style-type: none"> • Distribute to and receive all correspondence from staff • Assist with the provision of information related to staff • Provide first level basic information and refer clients to relevant others if necessary <p>Human Resource Administration</p> <ul style="list-style-type: none"> • Check new appointment documentation of temporary staff for correctness and completeness • Assist with the submission of overtime worked to payroll • Process all HR admissions 	<ul style="list-style-type: none"> • Correspondence handled within the required timeframe • Positive feedback • Accurate record of correspondence kept • All documents typed up accurately and within the specified timeframe • All required documentation and files available and filled correctly • Meeting minutes taken, typed up and distributed according to the required format and within the required deadline • Telephone calls answered within the specified time

2	Client, maintenance, staff and supplier liaison	30%	<ul style="list-style-type: none"> Liaise between department/staff and supervisors to resolve queries and initiate follow up Interact in a polite and professional manner with all staff and clients (Internal and external) Request feedback on all related queries Assist with the receiving of deliveries in absence of store supervisor Log and or report any maintenance and supplier related issues Assist and report on system any related maintenance issues and supplier problems Assist and check that Injury on Duty forms received from supervisors are correct before submitting for processing. Assist with the ordering, receiving, and issuing of refreshments and stationery from suppliers Assist in keeping monthly record of all quotations received, POs raised and invoices processed for payment. Participate in the monthly meeting between Assistant Operations Manager, Senior Operation Manager and finance department. 	<ul style="list-style-type: none"> Positive feedback from clients Queries responded to politely and professionally and within the required timeframe Problems are logged and attended to All administration duties are completed Adequate stationery and refreshments for the staff
3	Graduation and exams, class test support and venue bookings	20%	<ul style="list-style-type: none"> Provide support and assistance required for the exams, test and graduation process including the co-ordination/ distribution of stationery Venue bookings and exams/test administration Handle and forward requests for venue set up to relevant person Manage bookings received for weekends and forward to supervisors Advise supervisors of class test and required stationery 	<ul style="list-style-type: none"> Assist with the smooth running of exams, class tests and graduation Venues are set up to client's specification for functions Venues are setup and ready for exams

MINIMUM REQUIREMENTS

Minimum qualifications	Grade 12 or NQF 4 plus relevant business administrative qualification			
Minimum experience (type and years)	A minimum of 3 years' experience in office administration and reception			
Skills	Computer literate, (Microsoft Office Suite), Communication and stakeholder management skills, Problem solving ability to manage pressure and work on multiple priorities			
Knowledge	Knowledge of UCT HR & payroll related processes and or cleaning industry knowledge will be advantageous			
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'.)				
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Safety awareness	1	Result focus	1
	Planning and organizing/ Work management	1	Quality commitment/ Work standards	1
	Teamwork and collaboration	1	Creativity and innovation	1
	University awareness and communication	1	Energy	1

SCOPE OF RESPONSIBILITY

Functions responsible for	Planning, organizing, and interacting with multiple stakeholders
Amount and kind of supervision received	Direct Supervision from Senior operations Manager and Assistant Operations Manager
Amount and kind of supervision exercised	None
Decisions which can be made	Decisions can be made with approval of Line Manager
Decisions which must be referred	Most decisions must be referred

CONTACTS AND RELATIONSHIPS

Internal to UCT	Staff and students
External to UCT	Service providers