

NOTES

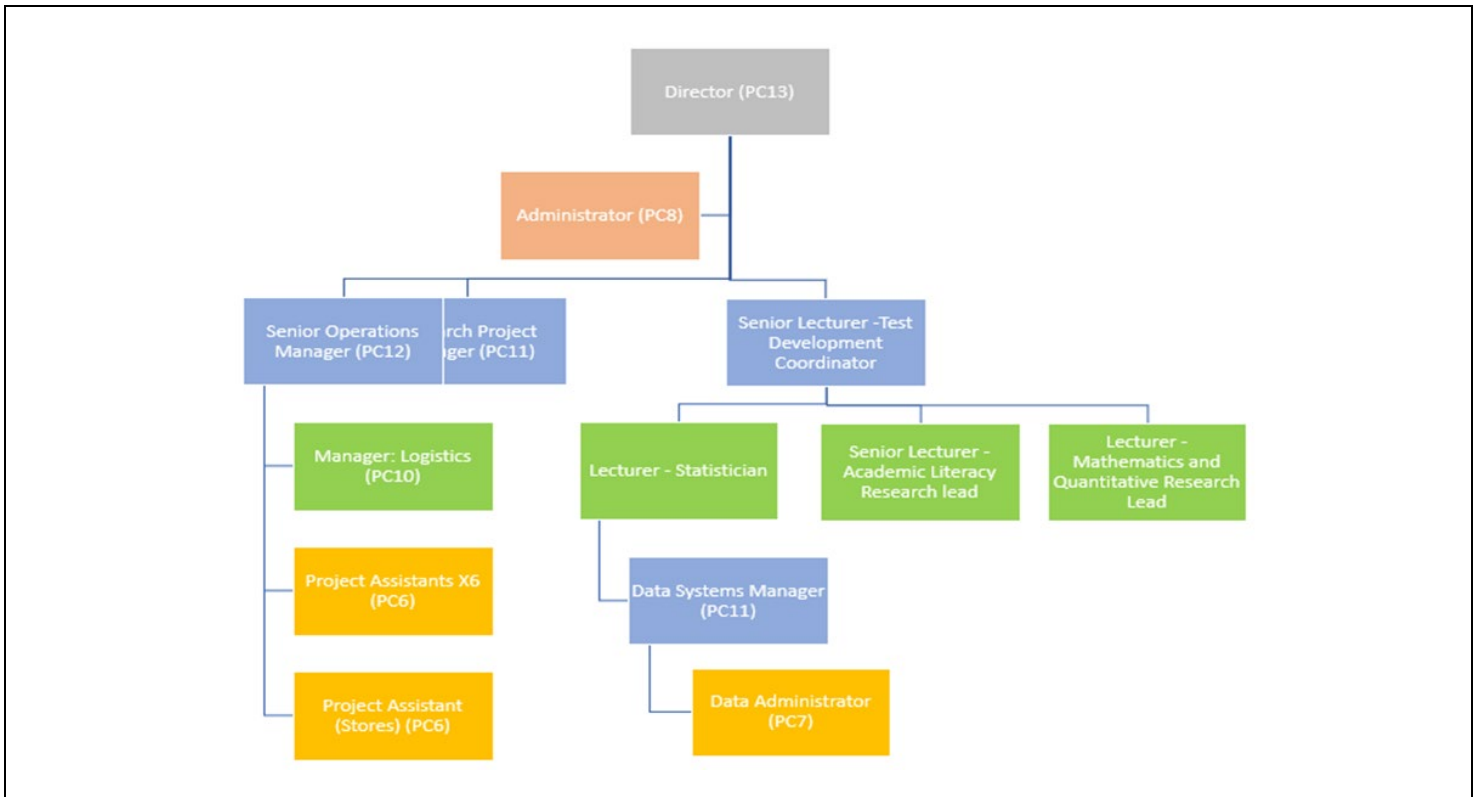
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Position: Project Assistant		
	Specialization: Courier and Invigilation admin functions		
Job title (HR Business Partner to provide)	Project Assistant		
Position grade (if known)	PC06	Date last graded (if known)	2023
Academic faculty / PASS department	CHED		
Academic department / PASS unit	CEA		
Division / section	NBT Logistics		
Date of compilation	August 2022		

ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)3



PURPOSE

The main purpose of this position is positions is to provide CEA with test logistics and administrative support. Provide effective and efficient Helpdesk assistance to writers through the various communication platforms, including the helpdesk, email and online messaging. Distribute notifications and general test communication to all NBT writers and confirm and upload all venues for the NBT sessions on the website. Dispatch and receiving of test materials, general test administration and preparation of registration. Provide online support and Post Online processing. Delivering NBT services to HE institutions and organisations.

CONTENT

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Coordination and Administration of Invigilation Team	35%	<p>Liase with Principal Invigilator</p> <ul style="list-style-type: none"> • Calculate invigilator to writer ratios and communicate with Principal Invigilators. • Communication with invigilation team including Principal Invigilators on NBT policies and procedures. • E-mail and/or call each site to verify arrangements, writer numbers and invigilators ratios 10 days before session. • Liase with Principal Invigilators and invigilation teams for all test sessions. • Liase with Principal Invigilators promoting compliance with all UCT Policies and Procedures associated with Health and Safety with emphasis on the COVID-19 protocols. <p>Processing payment forms for invigilation team and venues</p> <ul style="list-style-type: none"> • Ensure Test Cycle appointment forms for new and existing invigilators are e-mailed to Principal Invigilators before test session. • Appointment process completed for all sites before the beginning of the national session. • Check invigilator registers to ensure correct invigilator ratios have been used and investigate where anomalies occur. • Ensure that all information is correct before capturing payments. Prepare admin for payments for National and Special sessions. • Completed forms are checked and signed off by Manager: Logistics and Senior Operations Manager and Director and handed to HR Business partner and or Assistant Finance Manager for payment to be processed. • Prepare a monthly summary of every test session and submit to Manager: Logistics for budget purposes. • Invoices for venue to be forwarded to department administrator on receipt to capture and process payment for sites. • Special sessions - provide final costing to Manager: Logistics after each special session for the "Letter of Liability". <p>Assist with arrangements for Invigilator Training for test cycles and Venue Bookings for special sessions with the various Institutions/schools (Online training for past two years)</p> <ul style="list-style-type: none"> • Check with Principal Invigilators for availability. • Prepare workshop materials alongside Manager: Logistics. • Ensure that NBT administration materials for training are kept up to date for the next cycle. • Assist with venue bookings for special sessions. 	<ul style="list-style-type: none"> • Principal Invigilator can plan invigilation team timeously • Issues are resolved. • HR documents are completed and signed by all relevant parties. • Staff appointed successfully. • Payments are made according to the correct ratios. • HR admin forms 100% accurate. • Payment queries are resolved. • All payment data is captured on monthly report templates. • Respond to emails from invigilators within 24 hours. • QA of emails reveals correct use of grammar and punctuation. • Venue booked within the appropriate times and liaising with administrator (should training not be online)

2	Scheduling and tracking of courier pick-up and delivery	15%	<ul style="list-style-type: none"> • Prepare and complete waybills two weeks before test sessions. (National & Special sessions). • Maintain electronic tracking sheets for courier requests, collections, and deliveries. Resolve issues around this (including address or contact amendments). • Contact courier for collections at least 24 hours before requested pick-up email. • Verify charges against services, using recorded waybills to match courier electronic reports as required. • Control sheet to be signed after delivery from courier. • Daily courier reports prepared for Manager: Logistics. 	<ul style="list-style-type: none"> • Records are maintained with 100% accuracy. • Commitment and Quality. • Assurance is maintained. • Parcels reach their destination and are returned timeously. • Issues reported for each test session.
3	Script processing including <ul style="list-style-type: none"> – Scanning and editing Scan answer sheets, edit scanned data and enter bio form information – Script batching: Receive & package new test materials – Script Dispatching: Pack test materials for dispatch – Script Receiving: Receive and check-in inventory testing material <p>This KPA is when backup is required and the incumbent takes on the functions as a backup role thus the KPA is listed as being 100% as required.</p>	0%	<ul style="list-style-type: none"> • Scan answer sheets, edit scanned data and enter bio form information as required. • Accurate input of batch information on answer-sheet tracker when scanning. • Correct scanner errors when they occur. • Edit data as required, following established processes. • Enter bio form information and inform Manager: Logistics of progress/delays in entering information. • Count, batch and shrink wrap incoming scripts. • Box scripts and seal boxes when required. • Prepare admin packs for Principal Investigator. • Prepare box labels. • Collate barcoded answer sheets with writer lists. • Pack test consignments according to packing sheets. • Provide quality assurance by checking boxes for packing errors. • Follow established processes to check in test materials. • Enter used/unused information on packing lists. • Remove test covers and store used materials according to established process. • Quality Assure the completion of inventory details on the packing lists. • Send to stores for shrink wrap and return unused materials to stock following standard CEA procedures. • Capture batch number (naming convention) onto LOB. 	<ul style="list-style-type: none"> • All errors are identified, and data is accurate. • Bio forms are up to date. • All answer sheets scanned within 24 hours of receipt. • All batches contain 100% accuracy with agreed upon number of scripts. • Boxes are packed with 100% accuracy. • Quality Assurance process ensures that boxes are shipped with 100% accuracy. • All admin forms are completed and initialed. • Shipments are dispatched timeously • Materials re checked in with 100% accuracy. • Inventory information on packing sheets is entered and anomalies resolved • All answer sheets scanned within 24 hours of receipt.
4	NBT Online Support including post online processing	30%	<ul style="list-style-type: none"> • Provide writer support via messaging platforms, e-mails and helpdesk during simulations and live test sessions. • Provide writer support using the functionalities of the online test platform. • Troubleshooting simulations and live online test sessions. • Capturing details of writers experiencing technical difficulties on test days. • Respond to disability email and calls directly. 	<ul style="list-style-type: none"> • Provide efficient and effective support to online writers. • Ensure writers have a successful, consistent online experience. • All online writer queries dealt with appropriately and timeously. • All proctoring anomalies identified and reported to ensure test session integrity. Update venues on website and ensure

			<ul style="list-style-type: none"> • Book tests for applicants on website. • Facilitate arrangements for applicants according to the need/requirement of the applicant. • Review of proctor data streams to ensure test session integrity. • Provide documented feedback to the Manager: Logistics on the proctor data. 	<ul style="list-style-type: none"> • capacities of venues are updated • Record information in file and online • Writers able to book tests on website • Test codes added to LOB to ensure process completion.
5	General test administration	20%	<ul style="list-style-type: none"> • Function as Helpdesk agent and maintain high professional standards daily. • Respond to NBT email queries. • Register applicants as required from calls, emails and online registrations. • Respond to test writer and/or parent queries and make referrals as and when required. • Assist with all logistics coordination as and when required. • Provide feedback on project status. • Assist with induction when required. • Ensure that CEA policies are adhered to. 	<ul style="list-style-type: none"> • Provide clear and accurate verbal assistance to callers/ applicants • Calls are answered timeously • Quality assurance of e-mails ensuring correct use of grammar and punctuation • Results will not be released until payment is made • Customer feedback • Clients are satisfied with service • Registration information is accurate • NBT e-mail log submitted to Manager: Logistics weekly.

MINIMUM REQUIREMENTS

Minimum qualifications	- NQF 4 level qualification (equivalent to Grade 12 or a Level 4 National Vocational Certificate) and an NQF 5 level qualification e.g. Post matric diploma. A higher-level qualification may be highly advantageous.			
Minimum experience (type and years)	- At least two years' relevant experience in an administrative environment.			
Skills	<ul style="list-style-type: none"> - Ability to meet project deadlines in a pressured environment. - Good communication, time management and liaison skills are essential. - Proficient computer literacy (MS Word, MS Excel, Outlook email and internet browsers) - Ability to multi-task, work under pressure, work independently and work accurately with minimal supervision. - Ability to deal with difficult or challenging situations in the workplace. - Effective organizational and proactive planning skills. 			
Knowledge	<ul style="list-style-type: none"> - Knowledge of scanning equipment, "scanning profiles" - Ability to use editing software - Knowledge of NBT test registration and website updates and editing information and other processes - Trained on how test platform responds to writers on CEA dashboard - Knowledge of UCT administrative systems. 			
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"> - Confidentiality of student results and other sensitive information is required - Professionalism 			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking /Problem solving	1	Quality commitment/work standards	1
	Client/student service and support	1	Results focused	1
	Communication	1	Stress tolerance	1
	Initiating action/ initiative	1	University awareness	1
	Teamwork/collaboration	1	Follow up	1

SCOPE OF RESPONSIBILITY

Functions responsible for	All administrative processes and procedures relating to the NBT Project in the role of a Project Assistant and including administration of the invigilation team and courier coordination functions.
Amount and kind of supervision received	Moderate– deadlines/timelines for tasks. Tasks are covered by standard procedures and the incumbent is expected to work independently with minimal supervision although briefing meetings are held and the Manager: Logistics is available to supervise the incumbent.
Amount and kind of supervision exercised	Daily - Deadlines/timelines met to a high degree. limited to your own responsibilities.
Decisions which can be made	Discretion or initiative can be used relating to own work– e.g. Scheduling of invigilators and courier.
Decisions which must be referred	Ratios, payments, and any escalated queries which cannot be resolved, and which requires manager's input or approval.

CONTACTS AND RELATIONSHIPS

Internal to UCT	Admissions office, all UCT departments and faculties.
External to UCT	Writers and parents, vendors (Courier) invigilators, service providers and other Academic Institutions.