



NOTES

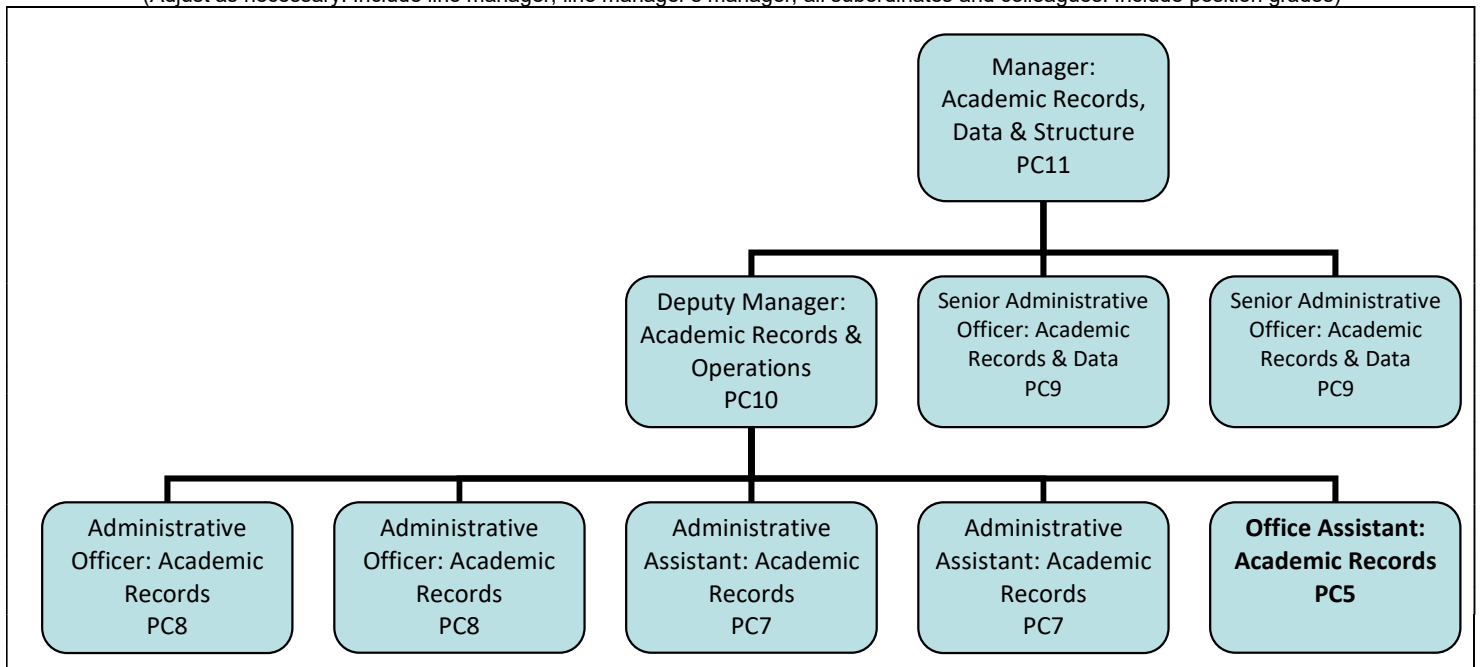
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Office Assistant: Academic Records		
Job title (HR Business Partner to provide)			
Position grade (if known)	PC5	Date last graded (if known)	2018 & 2023
Academic faculty / PASS department	Office of the Registrar		
Academic department / PASS unit	Office of the Deputy Registrar: Academic Administration		
Division / section	Student Records Office		
Date of compilation	September 2023		

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 provide reception (walk-in and telephone queries) and administrative support to the Student Records Office. Responsibilities also include capturing and processing of requests for course outlines and couriers of certificates, transcripts and course outlines as requested by students and alumni.

CONTENT

Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1 Front counter assistance	45%	Provide a first level professional receptionist service at the Student Records Office. Assist telephonic and walk-in clients.	A professional, efficient service is provided to clients and stakeholders. Prompt and correct responses to enquiries at the reception counter and telephonically. Correct referrals to sections in the Office of the Deputy Registrar and other University offices.
2 Courier processing	20%	Courier certificates and transcripts as requested. Capture courier details on the courier register on the shared drive. Liaise and follow up with courier company as necessary. Liaise with clients to inform them of courier details.	Requests for courier of academic documents processed timeously. Academic documents delivered to clients timeously and in good order.
3 Course outlines processing	15%	Respond to requests for course outlines received via the transcripts email account. Photocopy/print and stamp course outlines. Courier or email course outlines within the specified time. Maintain a record of requests and courier details on the course outlines register on the shared drive.	Ensure that the correct information is sent to clients as per the request. Course outlines requests processed and delivered timeously.
4 Graduation	10%	Assist with the distribution of electronic certificates and transcripts after each graduation session. Assist with the courier of absentia certificates and transcripts, capture of courier details on the absentia certificate register on the shared drive and liaising with clients to inform them of courier details as required. Assist with ticket issuing process before graduation ceremonies as required. Provide in-office administrative support during graduation sessions. Consult with necessary role players to determine where assistance is required.	Graduation sessions are well-managed and well-coordinated. A professional and efficient service is provided to clients and stakeholders. Efficient and timeous delivery of all administration associated with graduation. Graduation ceremonies which run smoothly are seen as showpieces of the university.
5 Secretariat services	5%	Write and distribute Student Records Office team meeting agenda and minutes. Follow up on deliverables as noted in the minutes as necessary.	Accurate minutes taken during meetings. Minutes sent timeously to the team well in advance of the next meeting.

6	General administrative support	5%	<p>Assist with the ordering of office supplies.</p> <p>Assist with the reg-records email account as required.</p> <p>Assist with the processing of verification and ad-hoc letter requests as required.</p> <p>Depending on operational requirements:</p> <ul style="list-style-type: none"> - Assist with processing of readmission appeals - Assist with transcript processing (including transcripts email account). - Assist with processing of bona fides for student athletes. 	<p>Relief provided as a result of increased workload in other areas during busy periods.</p> <p>Requests received via the verifications email account are resolved timeously.</p> <p>MIE verification requests processed through eVer within specified period.</p> <p>Student records on PeopleSoft and old card records are checked to provide accurate verifications and ad-hoc letters.</p> <p>The veracity of qualification claims is checked so as to uphold the University's good reputation.</p>
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MINIMUM REQUIREMENTS

Minimum qualifications	NQF 4 qualification			
Minimum experience (type and years)	One year administrative experience in a tertiary or similar administrative environment			
Skills	Proven ability to work within pressured time frames Accuracy and attention to detail Excellent communication and interpersonal skills Good computer literacy skills The ability to work independently and as part of a team with minimal supervision			
Knowledge	Customer service			
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'.)	N/A			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking / Problem solving	1	Planning and organizing / work management	1
	Building interpersonal relationships	1	Teamwork / collaboration	1
	Client/student service and support	1	University awareness	1
	Communication	1		

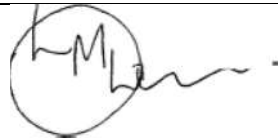
SCOPE OF RESPONSIBILITY

Functions responsible for	Reception services, coordination of the course outline process, ad-hoc courier process
Amount and kind of supervision received	Bi-weekly meetings with Deputy Manager: Academic Records & Operations
Amount and kind of supervision exercised	None
Decisions which can be made	Standard decisions relevant to office administration and processes
Decisions which must be referred	Any complex/difficult queries that require the attention of the Deputy Manager: Academic Records & Operations

CONTACTS AND RELATIONSHIPS

Internal to UCT	All Faculty Offices (including the GSB) and their associated departments, non-faculty offices, students
External to UCT	Alumni, parents/guardians, vendors, service providers

AGREED BY

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
Position Holder	Vacant			
Direct Line Manager/Supervisor	Lefa Legalamitlwa		X4508	02/10/2023