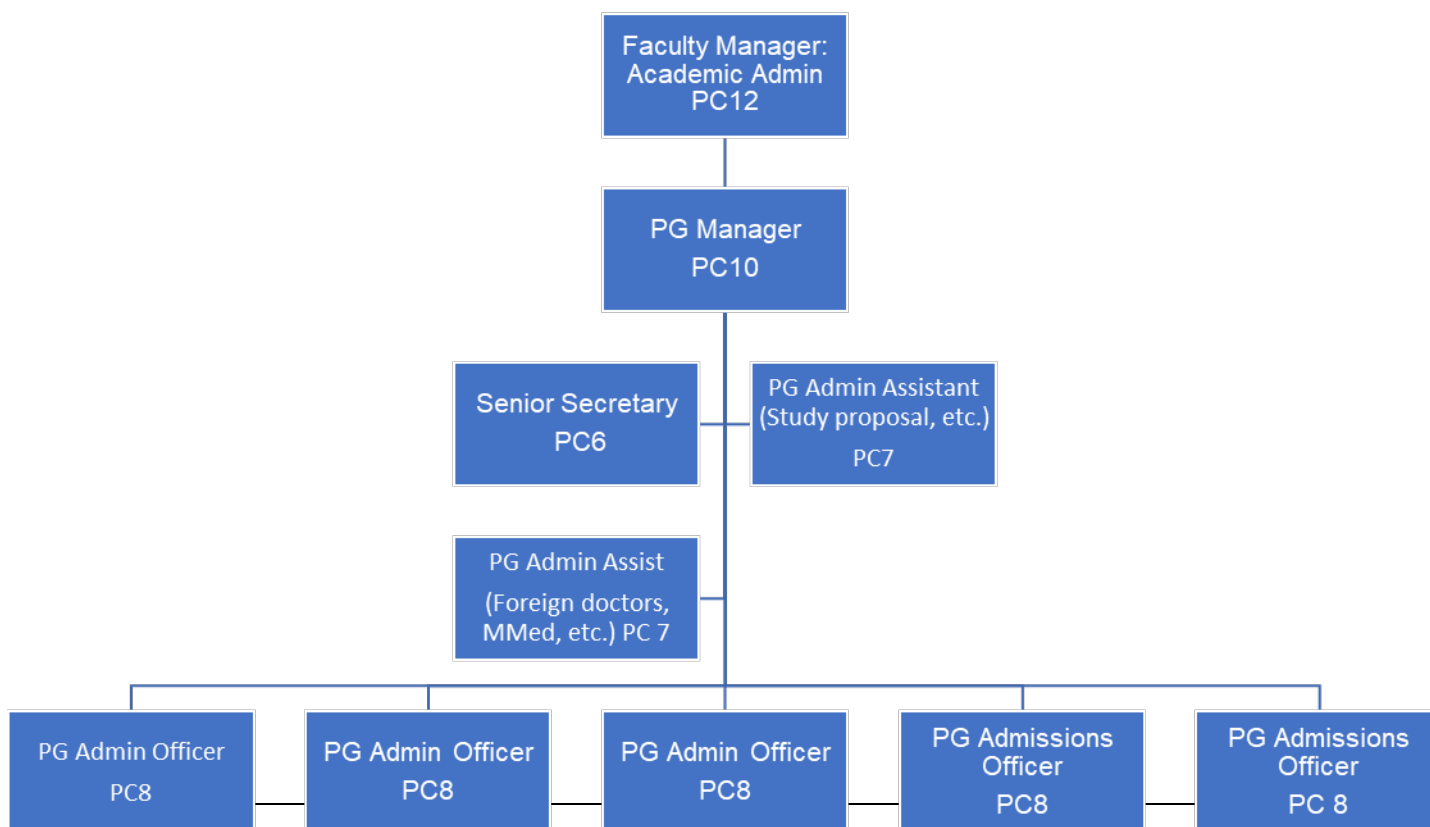


HR191	JOB DESCRIPTION	 UNIVERSITY OF CAPE TOWN IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD
-------	------------------------	---

POSITION DETAILS

Position Title (<i>current title</i>)	PG Senior Secretary / Reception		
Status of Post (<i>tick</i>)	New Post		Re-evaluation
Job Grade (<i>current grade</i>)	6		
Faculty (<i>if applicable</i>)	Health Sciences		
Department	Dean's Office		
Section (<i>if applicable</i>)	Postgraduate Administration		
Date of Compilation	13 June 2011, revised 20 Feb 2014, revised March 2018, revised Sep 2020		
FOR OFFICE USE			
Job Title			
Date of Grading			
Grading Result			

ORGANOGRAM (see below)

PURPOSE

The main purpose of this position is to act as receptionist to the Postgraduate Administration section and handle a range of secretarial and administrative duties.

JOB CONTENT

Key Performance Areas (4 – 6)	Activities / Objectives / Tasks	% of time spent	Results / Outcomes	Competencies
1) Reception	<ol style="list-style-type: none"> 1) Acting as general receptionist to postgraduate office (telephone and visitors) and referring queries/visitors to other staff as required. 2) Handling a range of enquiries relating to fees issues, policy issues such as course withdrawal dates, certain types of course registration queries, certain kinds of admissions-related queries, late registration, etc. 	15%	A professional and friendly service is rendered to all visitors and by telephone.	<p>Oral communication skills.</p> <p>An understanding of office processes and jobs.</p> <p>A professional, service-oriented attitude.</p>
2) Registration	<ol style="list-style-type: none"> 1) Send registration information and reminders to PG students reminding them to reregister. Sending specific information to specific categories of students (2x per annum). Follow up on unregistered students. 2) Assist with preparations for registration. Copying handouts and curriculum forms. 3) Co-ordinate to the registration forms; respond to queries. 4) Capture registrations on PeopleSoft, live and immediately after registration sessions at end of each day. 5) Handle fee queries. 6) Contact returning students who have not registered. 7) Opening new student files for all new postgraduate students every year. 8) Archiving old files. 	10%	<ol style="list-style-type: none"> 1) Visitors, callers, and students are assisted in a friendly, efficient, and competent manner. 2) Registration runs smoothly and students are correctly registered. 3) Fee payments are promptly forwarded to the Fees Office. 	<p>PeopleSoft skills.</p> <p>Communication skills.</p> <p>Excel skills.</p> <p>Accuracy and attention to detail.</p> <p>Time management skills.</p>
3) External examiners (dissertations)	<ol style="list-style-type: none"> 1) Preparing examiner claims (dissertations) 2) Preparing invoices foreign external examiners 3) Update Examinations' Office spreadsheet with claims. 4) Submit completed and approved claims to the Examinations Office. 5) Handle queries from external examiners where claims have not been paid 	35%	Payments are processed promptly.	<p>Excel skills; Word skills.</p> <p>Accuracy and attention to detail.</p> <p>Ability to follow up and meet deadlines.</p>
4) Assistance with graduate tracking	<ol style="list-style-type: none"> 1) Scanning and uploading the following documents to Graduate Tracking on PeopleSoft: Abridged MOUs, MOUs, Annual Progress Reports, Study Proposals 2) Linking supervisors to their students in GRM 	5%	<p>All documents are scanned and uploaded as they are received.</p> <p>Supervisors are linked to their students</p>	<p>Accuracy; PeopleSoft Skills; understanding of the Graduate Tracking processes</p>
5) Prizes	<ol style="list-style-type: none"> 3) Maintaining a spreadsheet of postgraduate prize and prize funds 4) Annually writing to departments to request names of prize winners. 5) Preparing a list of prize winners for submission to Faculty Examinations Committee, capturing winners on PeopleSoft, 6) Preparing certificates for signature by Deputy Dean, submitting list for 	5%	All prizewinning students are identified before the FEC and their details correctly captured. Letters from the Dean have no errors.	<p>Excel and Word skills.</p> <p>Accuracy and attention to detail.</p> <p>Time management skills.</p>

	<p>publication in Handbook 2.</p> <p>7) Writing letters of congratulations from the Deputy Dean: Postgraduate Education.</p>			
6) Secretarial support: Master's and doctoral candidature	1) Filing all documents relating to student records on a regular basis. On receipt by PG Manager of examiners' reports, scanning reports to enable Manager and Admin Officer to circulate to the relevant PG Committee	10%	Filing is accurately and promptly done.	Attention to detail. Filing skills. An understanding of postgraduate processes.
7) General Office Administration	<p>1) Ensuring that all documents relating to student records are filed on a regular basis (registration forms, curriculum forms, MOUs, annual supplements, opening files for new students, etc.)</p> <p>2) Once a year, after registration, archiving the files of students who completed in the prior year, those who discontinued, or those who did not reregister. At end of year, working with the UG receptionist to file all UG and PG registration forms for the Faculty, for submission to archives. Preparing other documentation for archiving and retrieving documents from archives as required.</p> <p>3) Checking stationery regularly and placing orders as per the stationery book.</p> <p>4) Attending to other duties assigned by Manager.</p>	20%	Documents are correctly filed and easily retrieved. Reports are correctly and promptly scanned.	Excel skills; Word skills. Accuracy and attention to detail. Ability to follow up and meet deadlines. Ability to multi-task. Accuracy and attention to detail. Time management skills.

MINIMUM REQUIREMENTS

Minimum Qualifications	Minimum qualifications	A NSC qualification at NQF4 with two years relevant experience in student academic administration at a tertiary institution			
	Minimum experience (type and years)	At least two years of relevant experience at a tertiary education institution			
	Skills	<ul style="list-style-type: none"> • A high level of computer literacy with an approved level of experience in using advance Word and Excel • Demonstrated meticulous attention to detail • Excellent oral and written communication skills • Excellent numeracy skills • Evidence of the ability to work independently and as part of a team • Sound interpersonal skills and a readiness and temperament to work closely with multiple stakeholders, within and outside of the University • Ability to work under extreme pressure with competing priorities, • Excellent multi-tasking skills 			
	Knowledge	Institutional knowledge, Admissions Processes, Peoplesoft (recommended)			
	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.)	Integrity Honesty Strong Ethics and Values Confidentiality			
	Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
		Analytical thinking	1	Communication	2
Problem solving		2	University awareness	2	
Building interpersonal relationships		1	Resource management	1	
Client/student service and support	2				

SCOPE OF RESPONSIBILITY

Functions responsible for	Receptionist and all front-line duties outlined in this document
---------------------------	--

Minimum Experience	18 months of appropriate experience.