

**NOTES**

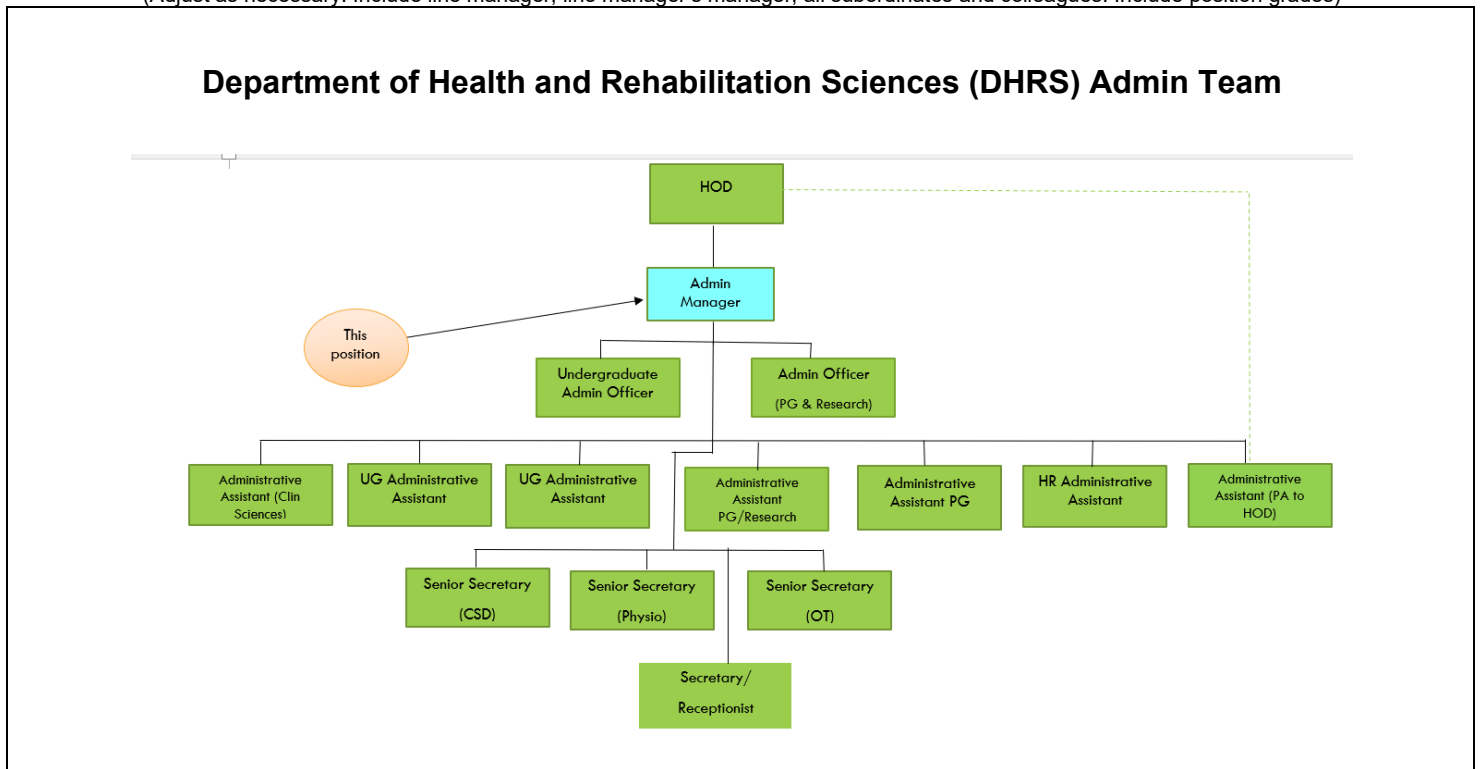
- Forms must be downloaded from the UCT website: <https://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

**POSITION DETAILS**

Position title	Administrative Manager		
Job title (HR Business Partner to provide)	Administrative Manager		
Position grade (if known)	PC 9	Date last graded (if known)	
Academic faculty / PASS department	Health Sciences		
Academic department / PASS unit	Department of Health and Rehabilitation Sciences		
Division / section			
Date of compilation	August 2024		

**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 develop, coordinate and ensure effective, efficient and appropriate

1. Delivery of high-quality administrative services to the Department;
2. Administrative processes are in place to support administrative services;
3. Management, development, monitoring and performance assessment of administrative personnel in accordance with University policies
4. Ongoing co-ordination and monitoring of the operational functioning of the admin hub

**CONTENT**

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Departmental Operations Management	40%	<ul style="list-style-type: none"> <li>• Manage the administrative operations of DHRS                             <ul style="list-style-type: none"> <li>▪ Undergrad</li> <li>▪ Post Grad</li> <li>▪ Research</li> <li>▪ Divisional academic support</li> <li>▪ General</li> </ul> </li> <li>• Oversee and direct workflow, communications, processes, and procedures for all DHRS admin operations</li> <li>• Ensure efficient, professional and friendly service delivery to and liaison with students, academic staff and visitors</li> <li>• Quality improvement and quality assurance</li> <li>• Ensure appropriate administrative cover is available at all times</li> <li>• Develop and maintain effective an efficient document and information management system</li> <li>• Effectively coordinate and track administrative services and processes</li> <li>• Ensure that all internal and external deadlines are met</li> </ul>	<ul style="list-style-type: none"> <li>• Plans and operationalises the delivery of effective administrative services</li> <li>• Ensures effective admin workflow &amp; smooth admin functioning</li> <li>• Establishes good communication systems</li> <li>• Creates, streamlines &amp; improves administrative processes and procedures</li> <li>• Develops, facilitates &amp; maintains good stakeholder relationships</li> <li>• Monitors and continuously improves quality and effectiveness of administrative service standards</li> <li>• Participates in EXCO meetings</li> <li>• Operationalizes HOD/EXCO decisions pertaining to administration</li> <li>• Coordinates special projects, HPCSA accreditationvisits/ evaluations</li> </ul>
2	Staff Leadership, Managementand Supervision	35%	<ul style="list-style-type: none"> <li>• Daily management of staff</li> <li>• Recruitment and selection of qualified staff</li> <li>• Orientation/ Induction of staff</li> <li>• Assign, coordinate and monitor workloads</li> <li>• Coordinate and line manage admin staff</li> <li>• Performance management – set clear and measurable objectives to manage professional development and performance of staff</li> <li>• Identify training and development needs</li> <li>• Leave management to ensure appropriate cover at all times –and especially critical periods</li> <li>• Absence and late management</li> <li>• Chair meetings of admin staff</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitates teamwork and motivates team members</li> <li>• Develops staff capacity</li> <li>• Compiles job descriptions</li> <li>• Manages staff performance</li> <li>• Mediates conflict and facilitates resolution</li> <li>• Ensure equitable workloads</li> <li>• Ensures fair working conditions</li> <li>• Communicates effectively with admin teammembers</li> <li>• Maintains records of HR matters pertaining to adminstaff</li> <li>• Facilitates filling of admin posts</li> <li>• Participates in meetings including EXCO</li> </ul>
3	Process and system development, monitoring andmaintenance	15%	<ul style="list-style-type: none"> <li>• Develop effective and efficient administrative processes</li> <li>• Review all processes and procedures for continuous improvementof the DHRS service – ensuring that they are fit for purpose</li> </ul>	Plans, reviews, revises, implements, and maintains oversight of administrative processes and procedures
4	General and Oversight		<ul style="list-style-type: none"> <li>• Website</li> <li>• Information Technology</li> <li>• Facilities, space and equipment management</li> </ul>	<ul style="list-style-type: none"> <li>• Updates website</li> <li>• Oversees IT requirements and needs</li> <li>• Manages space, assets, equipment</li> </ul>

### MINIMUM REQUIREMENTS

Minimum qualifications	<ul style="list-style-type: none"> <li>A relevant bachelor's degree or equivalent (NQF 7)</li> </ul>			
Minimum experience (type and years)	<ul style="list-style-type: none"> <li>5 years' relevant academic administration experience in a higher education environment.</li> <li>2 years' experience in recruiting and managing staff with demonstrated leadership skills in a higher education environment.</li> </ul>			
Skills	<ul style="list-style-type: none"> <li>Excellent communication and interpersonal skills with the ability to work with all levels of stakeholders.</li> <li>The ability to work independently and accurately in a pressurised environment.</li> <li>Strong administrative, organisational and planning skills with meticulous attention to detail.</li> <li>Ability to co-ordinate multiple operations and work independently and as part of a team, with minimal supervision.</li> <li>Demonstrated experience in managing budget and financial administration.</li> <li>Ability to establish systems and procedures across the department.</li> </ul>			
Knowledge	UCT policies, processes and procedures			
Professional registration or license requirements	Not applicable			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Ability to handle cash or finances'.)	<p><b>ADVANTAGES:</b></p> <ul style="list-style-type: none"> <li>A postgraduate qualification in management or leadership.</li> <li>Knowledge of UCT policies and procedures.</li> </ul>			
Competencies (Refer to <a href="#">UCT Competency Framework</a> )	Competence	Level	Competence	Level
	Building interpersonal relationships	2	Building partnerships	2
	Analytical thinking/problem solving	2	Client-student services and support	2
	Communication	2	University Awareness	2
	Facilitating change	2	Individual leadership	2
	People Management	2	Resource management	2

### SCOPE OF RESPONSIBILITY

Functions responsible for	<ul style="list-style-type: none"> <li>Building interpersonal relationships (Managing the administration team)</li> <li>Business writing in support of the department.</li> <li>Quality Assurance of documentation and letters.</li> <li>Facilitating and servicing recruitment and selection processes</li> <li>Developing departmental administrative processes.</li> <li>Training and Facilitation of Administrative processes for the department for staff and line managers.</li> <li>Facilitating effective communication between Faculty Administration office and the department</li> <li>Finance Administration</li> <li>General HR Administration.</li> <li>Technical support</li> </ul>
Amount and kind of supervision received	The administrative Manager works directly (and is line managed) by the HOD
Amount and kind of supervision exercised	
Decisions which can be made	Assignment of administrative tasks to the admin team Leave approvals-short term (admin team)
Decisions which must be referred	Appointment of new staff

### CONTACTS AND RELATIONSHIPS

Internal to UCT	Departmental, Faculty and University
External to UCT	