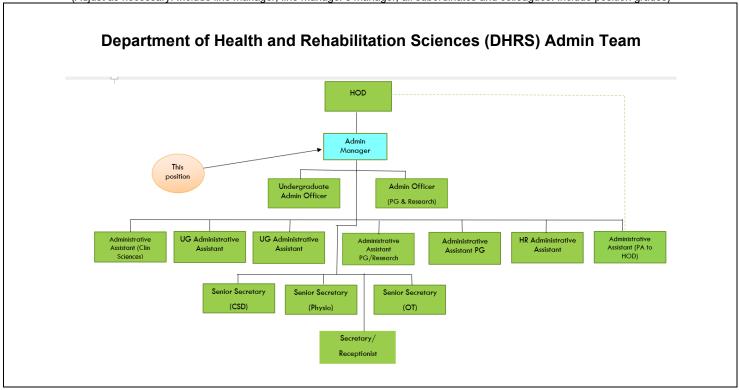| HR191 | **POSITION DESCRIPTION** | UNIVERSITY OF CAPE TOWN IYUNIVESITHI YASEKAPA · UNIVERSITEIT VAN KAAPSTAD |
|---|---|---|

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)



**Department of Health and Rehabilitation Sciences (DHRS) Admin Team**

## 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

| | Key performance areas | % of time spent | Inputs<br>(Responsibilities / activities / processes/ methods used) | Outputs<br>(Expected results) |
|---|---|---|---|---|
| 1 | Departmental Operations Management | 40% | • Manage the administrative operations of DHRS<br>  ▪ Undergrad<br>  ▪ Post Grad<br>  ▪ Research<br>  ▪ Divisional academic support<br>  ▪ General<br>• Oversee and direct workflow, communications, processes, and procedures for all DHRS admin operations<br>• Ensure efficient, professional and friendly service delivery to and liaison with students, academic staff and visitors<br>• Quality improvement and quality assurance<br>• Ensure appropriate administrative cover is available at all times<br>• Develop and maintain effective an efficient document and information management system<br>• Effectively coordinate and track administrative services and processes<br>• Ensure that all internal and external deadlines are met | • Plans and operationalises the delivery of effective administrative services<br>• Ensures effective admin workflow & smooth admin functioning<br>• Establishes good communication systems<br>• Creates, streamlines & improves administrative processes and procedures<br>• Develops, facilitates & maintains good stakeholder relationships<br>• Monitors and continuously improves quality and effectiveness of administrative service standards<br>• Participates in EXCO meetings<br>• Operationalizes HOD/EXCO decisions pertaining to administration<br>• Coordinates special projects, HPCSA accreditationvisits/ evaluations |
| 2 | Staff Leadership, Managementand Supervision | 35% | • Daily management of staff<br>• Recruitment and selection of qualified staff<br>• Orientation/ Induction of staff<br>• Assign, coordinate and monitor workloads<br>• Coordinate and line manage admin staff<br>• Performance management – set clear and measurable objectivesto manage professional development and performance of staff<br>• Identify training and development needs<br>• Leave management to ensure appropriate cover at all times –and especially critical periods<br>• Absence and late management<br>• Chair meetings of admin staff | • Facilitates teamwork and motivates team members<br>• Develops staff capacity<br>• Compiles job descriptions<br>• Manages staff performance<br>• Mediates conflict and facilitates resolution<br>• Ensure equitable workloads<br>• Ensures fair working conditions<br>• Communicates effectively with admin teammembers<br>• Maintains records of HR matters pertaining to adminstaff<br>• Facilitates filling of admin posts<br>• Participates in meetings including EXCO |
| 3 | Process and system development, monitoring andmaintenance | 15% | • Develop effective and efficient administrative processes<br>• Review all processes and procedures for continuous improvementof the DHRS service – ensuring that they are fit for purpose | Plans, reviews, revises, implements, and maintains oversight of administrative processes and procedures |
| 4 | General and Oversight | | • Website<br>• Information Technology<br>• Facilities, space and equipment management | • Updates website<br>• Oversees IT requirements and needs<br>• Manages space, assets, equipment |

| | |
|---|---|
| Minimum qualifications | • A relevant bachelor's degree or equivalent (NQF 7) |
| Minimum experience (type and years) | • 5 years' relevant academic administration experience in a higher education environment.<br>• 2 years' experience in recruiting and managing staff with demonstrated leadership skills in a higher education environment. |
| Skills | • Excellent communication and interpersonal skills with the ability to work with all levels of stakeholders.<br>• The ability to work independently and accurately in a pressurised environment.<br>• Strong administrative, organisational and planning skills with meticulous attention to detail.<br>• Ability to co-ordinate multiple operations and work independently and as part of a team, with minimal supervision.<br>• Demonstrated experience in managing budget and financial administration.<br>• Ability to establish systems and procedures across the department. |
| 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'.) | **ADVANTAGES:**<br>• A postgraduate qualification in management or leadership.<br>• Knowledge of UCT policies and procedures. |

| | Competence | Level | Competence | Level |
|---|---|---|---|---|
| Competencies (Refer to UCT Competency Framework ) | 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 | • Building interpersonal relationships (Managing the administration team)<br>• Business writing in support of the department.<br>• Quality Assurance of documentation and letters.<br>• Facilitating and servicing recruitment and selection processes<br>• Developing departmental administrative processes.<br>• Training and Facilitation of Administrative processes for the department for staff and line managers.<br>• Facilitating effective communication between Faculty Administration office and the department<br>• Finance Administration<br>• General HR Administration.<br>• Technical support |
| 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 teamLeave 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 | |