

NOTES

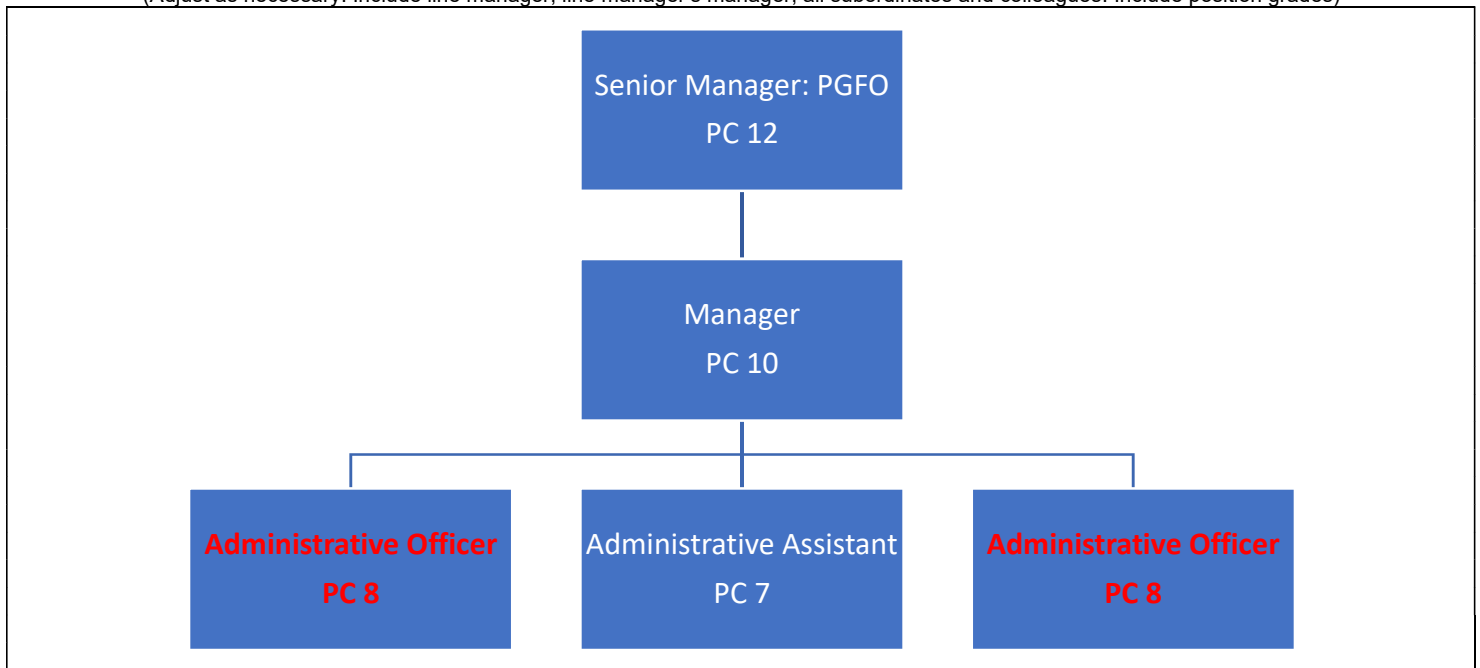
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Administrative Officer		
Job title (HR Practitioner to provide)	National Research Foundation (NRF) and PG Research awards Administrative Officer (AO)		
Position grade (if known)	8	Date last graded (if known)	November 2019
Academic faculty / PASS department	Research Office		
Academic department / PASS unit	Postgraduate Funding Office		
Division / section			
Date of compilation	Sep 2019		

ORGANOGRAM

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



PURPOSE

The Postgraduate Funding Office (PGFO) is responsible for the management and administration of postgraduate and postdoctoral awards at the University of Cape Town (UCT). It also monitors the postgraduate and postdoctoral sectors and the development of policies and procedures for financial and other types of support.

The main purpose of this position is to contribute to the overall service provided by the Postgraduate Funding Office, with focus on **providing support to the Senior Officer and Manager** for the administration of scholarship funding awarded to postgraduate students. Sources of funding include for example, the University of Cape Town, and external sources including donors and statutory councils such as the National Research Foundation and PG Research awards (scholarship funding raised by individual academics).

CONTENT		
Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes/ methods used)
1	35	<p>Providing high-level administrative support of pre- and post-award of postgraduate scholarship administration. This includes:</p> <p>NRF:</p> <ul style="list-style-type: none"> • Producing funding calls in conjunction with the manager and circulating this to potential applicants • Ensuring that new NRF categories are referred to the Manager for opening of the new fund request and Master data set up. • Screening and validating of applications • Liaising with applicants on outstanding information • Committee administration including preparing committee meeting documentation • Processing outcomes from selection committees • Communication to successful and unsuccessful applicants • Processing progress reports for new and renewal of scholarship and final reporting • Preparing and submission of funder reports • Preparing nominations for approval by Manager • Capturing or overseeing capturing of applications on PeopleSoft System • Upload of all NRF documents on NRF system for the release of funds • Assisting with request of change of projects, transferal of the scholarships and funding upgrade • Budget/Transfer of funds request for NRF Grant holder-Linked Bursaries <p>Departmental:</p> <ul style="list-style-type: none"> • Advising the department of the guidelines in setting up new conditions for approval in conjunction with the various University Departments for approval by the Senior Manager/Director or DVC • Ensuring that for new conditions are referred to the Manager for Master data set up
		Outputs (Expected results)
		<ul style="list-style-type: none"> • Accurate processing of applications and reports. • Correct data capturing. • Committee meeting documentation are accurately processed and uploaded online. • Outcomes are processed within 24 hours of selection meetings.

			<ul style="list-style-type: none"> Ensuring that conditions are approved and in place before processing payment to student Advising departmental staff of processes for quarterly and monthly payments on the PeopleSoft system Checking all departmental claim forms for compliance to UCT and Donors policy Monitoring departmental funds to check journal transfers have been processed correctly and timeously Managing volume of claim forms Liaising with students and departments to ensure that reversal of funds do not have negative impact on the student fee accounts Provision to students and faculties/departments of accurate information and processes regarding the Faculty International Scholarship Bursary (FISB) <p>Ad hoc funding Liaising with external stakeholder with DAAD, AIMS and NITheP and NRF SACEMA scholarship/bursaries</p>	
2	Student support	10	<ul style="list-style-type: none"> Resolving escalated queries and problems to ensure student satisfaction, in accordance with office standards. Escalate unresolved queries or problems to the manager. Acquire and maintain knowledge of relevant processes and policies in order to provide accurate solutions to students. Clearance for registration Liaison with Fees and IAPO Ongoing liaising with academic departments/faculties Assisting with the compilation, content and running of workshops on Departmental NRF GH bursaries for Faculty/Departmental staff Liaising with Fees Office for submission of thesis and rebate to students 	<ul style="list-style-type: none"> Advice is timeous, accurate and courteous. Email queries are responded to within 24 hours. Unresolved queries are escalated to line manager.
3	Support for online funding platforms and student administration systems	15	<ul style="list-style-type: none"> Resolving escalated queries relating to funding and student administration platforms. Trouble-shoot and resolve technical issues. Empower students so that they can make more effective use of online systems or funding platforms. 	<ul style="list-style-type: none"> Technical queries resolved in a timeous, accurate and courteous and empowering manner. Unresolved technical issues are escalated. Feedback is provided to the manager regarding common system problems.

			<ul style="list-style-type: none"> Acquire and maintain knowledge of relevant systems in order to provide accurate solutions to students. Keep up to date with technologies deployed and how it impacts service delivery. Actively participate in projects and meetings that enhance the quality of the student system. 		
4	Financial administration and management	25	<ul style="list-style-type: none"> Processing payments and claims. Resolving escalated queries relating to payments. Assigning of funds 	<ul style="list-style-type: none"> Accurate assistance is provided with student payments and refunds. 	
5	Supervision and support to manager	10	<ul style="list-style-type: none"> Contributing to the performance management system Mentoring and supporting junior staff Assisting with any other activities or tasks as required by the manager. Acting as a back-up to the manager. Delegation of various tasks to the Administrative Assistant 	<ul style="list-style-type: none"> Assistants are trained, supported and coached to perform optimally. Training and development opportunities identified for junior staff. Assistance provided to the manager as required. Tasks are executed as required. 	
6	Teamwork and transformation	5	<ul style="list-style-type: none"> Ensure good communication with colleagues and stakeholders. Adhere to all policies and procedures that form part of your conditions of service. Anticipate change and proactively seek to build on opportunities for change. Attend training identified by your line manager. Keep other team members informed of relevant issues in a timely manner. Contribute to team spirit. Attend all team and office meetings. Contribute to the transformation goals of the office. 	<ul style="list-style-type: none"> There is good communication with colleagues and stakeholders. All policies and procedures are adhered to. Change is anticipated and opportunities for change have been sought out and built on. Training has been attended. Team members are kept informed of relevant issues in timely manner. Team spirit is contributed towards. All team meetings have been attended. 	

MINIMUM REQUIREMENTS

Minimum qualifications	An NQF 6 qualification			
Minimum experience (type and years)	2 years' relevant experience in a university or research council environment			
Skills	Exposure and experience with ERP online systems •Demonstrable client servicing skills, with a strong student-oriented focus Proven organisational and planning skills Ability to multi-task and meet competing deadlines Meticulous attention to detail Ability to work under pressure Excellent interpersonal and teamwork skills Proficiency in MS Office Suite and database management Excellent written and verbal communication and presentation skills			
Knowledge	Knowledge of UCT Policies and Procedures			
Professional registration or license requirements	None			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	Maintain high level of confidentiality Honesty to handle finances			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Communication	2	Problem solving	2
	Client/student service and support	2	Quality commitment	2
	Professional knowledge and skill	2	Teamwork and collaboration	2
	University awareness	2	Planning and organization	2

SCOPE OF RESPONSIBILITY

Functions responsible for	Postgraduate awards administration; student support; financial administration; preparing funder reports; supervision; general administration; teamwork and transformation
Amount and kind of supervision received	Supervised by unit manager
Amount and kind of supervision exercised	Supervision of admin assistant, Junior Administrative assistant, student interns or ad hoc staff
Decisions which can be made	Limited to own job
Decisions which must be referred	Any escalated queries which cannot be resolved, and which requires manager's input or approval

CONTACTS AND RELATIONSHIPS

Internal to UCT	Students, academics, administrators, PGFO
External to UCT	Funders, donors, potential students, parents

AGREED BY

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
--	------------	-----------	-------------	------