HR191	**POSITION DESCRIPTION**	UNIVERSITY OF CAPE TOWN IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD

NOTES

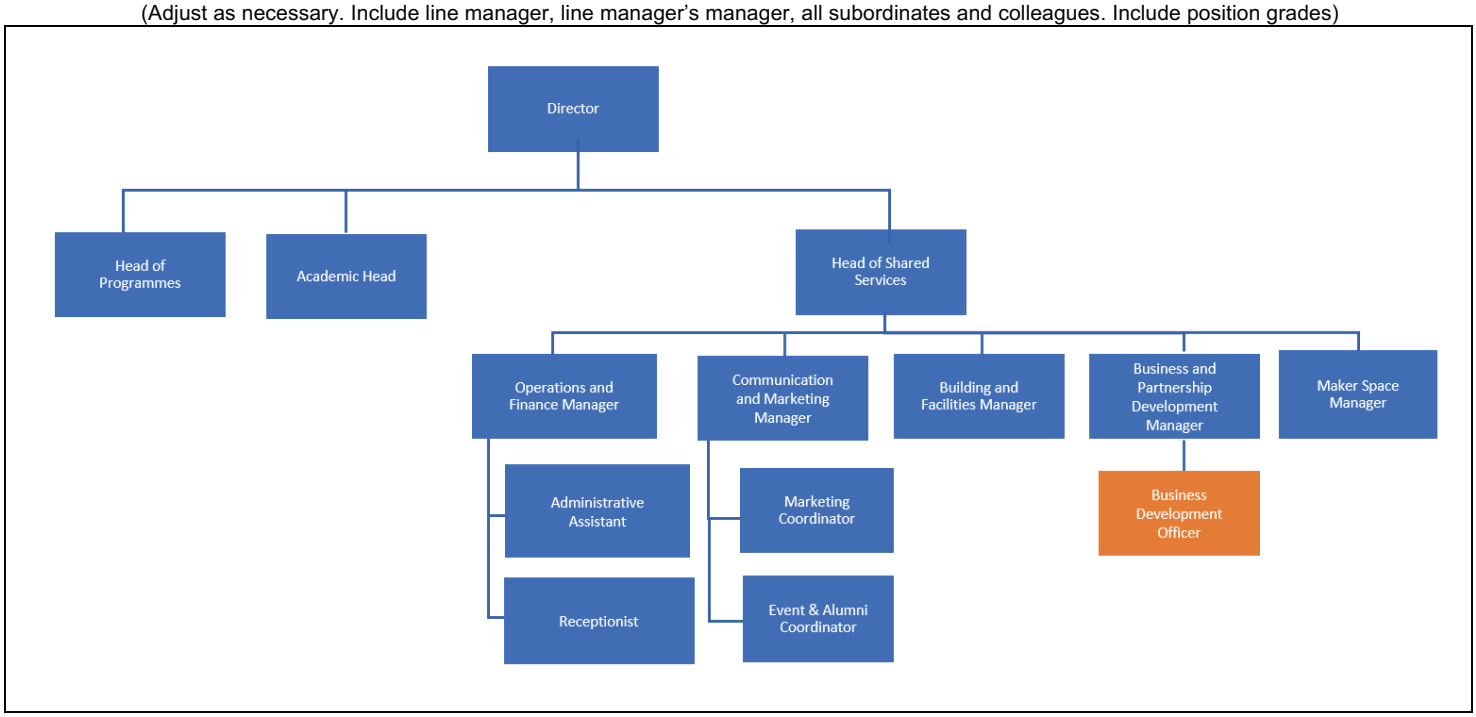
- Forms must be downloaded from the UCT website: https://forms.uct.ac.za/forms.htm
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Business and Partnership Development Coordinator		
Job title (HR Business Partner to provide)			
Position grade (if known)	9	Date last graded (if known)	
Academic faculty / PASS department	PASS		
Academic department / PASS unit	Hasso Plattner d-school Afrika		
Division / section	Shared Services		
Date of compilation	30 January 2025		

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:

The Hasso Plattner d-school Afrika at UCT is looking for a proactive and strategic Business Development Coordinator to support our growth by identifying new opportunities, developing strategic collaborations, and coordinating key business development activities with a focus on open-enrolment programmes, customised learning, and consulting solutions. This role will play a vital part in expanding our executive education and student programmes across the public, private, and NGO sectors in South Africa and beyond. Working closely with the Business and Partnership Development Manager and the d-school leadership the successful candidate will help drive engagement, support strategic collaborations, and contribute to the school's long-term sustainability.

Key Responsibilities:

- Identify and pursue new business opportunities to grow the d-school's reach and impact.
- Support the development and management of project partnerships.
- Coordinate business development activities, including proposal writing, stakeholder engagement and reporting.
- Assist in expanding executive education and student programmes in alignment with the d-school's strategic goals.
- Conduct market research and track trends to inform business development strategies.
- Work collaboratively with internal teams to support programme design, delivery, and evaluation.

CONTENT

	Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
E.g.	General and office administration	25%	Takes, types up and distributes minutes and agendas for monthly departmental meeting. Greets visitors, enquires as to the nature of their visit and directs them to the appropriate staff member.	All staff members receive an electronic copy of accurate minutes and agendas, in the departmental template/format, a week before the meeting. Visitors are directed to appropriate staff member in a professional and efficient manner.
1	Business Development **Objective** Support the growth of the d-school's executive education and student programmes by identifying, engaging and converting potential clients into meaningful collaborations.	30%	• Identify and research potential internal (UCT) and external clients (outside of UCT), industries and strategic opportunities. • Develop and implement outreach strategies to generate leads and secure new business. • Support revenue growth by managing the sales pipeline, tracking progress from lead generation to successful client engagement • Engage in consultative sales discussions to understand client needs and align them with d-school offerings. • Collaborate with internal teams to ensure business development efforts support programme growth. • Provide insights and recommendations based on market trends and client feedback. • Monitor industry trends and competitor activities to inform business development strategies. • Support the development of a positioning strategy to differentiate the d-school's offerings in the executive education and design-led innovation facilitation. • Track and report on business development activities, lead conversion rates and client engagement outcomes.	• Assist in identifying and researching potential internal (UCT) and external clients, industries and new opportunities. • Support the development and coordination of outreach activities to help generate leads and interest in d-school offerings. • Help maintain the sales pipeline by tracking leads and updating progress toward client engagement. • Support client engagement efforts by helping prepare for and follow up on meetings and discussions. • Collaborate with internal teams to ensure business development efforts are aligned with programme planning and capacity. • Gather and share insights from client interactions and external research to inform team discussions. • Monitor industry activity and relevant trends to support business development planning. • Assist in gathering materials and inputs to support the development of positioning and messaging strategies for executive education and design-led innovation. • Keep records of business development activity up to date and assist with basic reporting on leads and client engagement outcomes.

2	**Client Relationship Management** **Objective** Help maintain strong relationships with internal (UCT) and external clients to drive engagement, satisfaction, and long-term collaboration. This includes proactive communication, understanding client needs, and using insights to refine d-school offerings and enhance programme impact.	20%	• Responding to enquiries from internal (UCT) and external clients in line with d-school processes and UCT communication protocols. • Supporting communication and coordination between clients and internal teams. • Helping to coordinate client visits, meetings, and follow-ups. • Maintaining accurate client records and updating CRM tools in line with UCT data and information management policies. • Collecting and sharing client feedback to support continuous improvement and service alignment. • Assisting in the preparation of reports and materials for client interactions. • Supporting compliance with UCT policies and procedures in all client-facing activities.	• Consistent and professional communication that supports positive client experiences and timely follow-up. • Stronger relationships and engagement with both internal and external stakeholders. • Well-maintained client records and feedback that contribute to service improvement and programme planning. • Improved coordination of meetings, visits and follow-ups. • Client insights shared with relevant teams to support ongoing refinement of programmes and communications.
3	**Proposal Development** **Objective** Support the development of clear, client-focused proposals for customised learning and consulting projects, ensuring they reflect client needs, align with d-school offerings and clearly communicate project scope, timelines and value.	15%	• Prepare clear, well-structured draft proposals that outline the proposed learning or consulting approach, expected outcomes, and key project details. • Gather case studies, testimonials, and project examples to highlight the d-school's expertise in customised learning and consulting. • Coordinate input from design, programme and business development teams to ensure proposals are aligned with client needs and d-school offerings.	• Clear, well-prepared proposal drafts that support effective client engagement and reflect the d-school's offerings. • Timely coordination and submission of proposals that contribute to successful client responses and new opportunities. • An organised and up-to-date library of case studies and testimonials to support future proposals. • Effective collaboration across teams to ensure proposals are accurate, relevant, and feasible for delivery.

4	**Project and Financial Management** Support the co-ordination of project teams, timelines, budgets and resources to ensure projects run smoothly. Keep clear communication with clients and internal teams to achieve successful outcomes.	15%	• Help coordinate project timelines and schedules to support smooth delivery. • Assist in tracking budgets and expenses in line with UCT financial procedures and ensuring cost awareness across activities. • Support internal team coordination by managing meetings, updates, and task follow-ups. • Liaise with clients and team members to confirm logistics and deliverables. • Maintain accurate records of project progress, costs, and financial tracking. • Support post-project reviews and help ensure activities are delivered within agreed margins and resource constraints.	• Projects and programmes delivered on time with smooth coordination across teams and stakeholders. • Accurate budget tracking and cost reporting that supports financial accountability and transparency. • Activities delivered within agreed resource limits and financial margins. • Clear and timely communication with clients and internal teams, supporting aligned expectations and delivery. • Well-documented project records and lessons learned to support ongoing improvement.
5	**Internal Coordination and Team Support** Support the smooth functioning of business development and programme teams by coordinating internal processes, sharing information and ensuring administrative follow-through on key activities.	10%	• Schedule and coordinate internal meetings, taking and distributing action points. • Maintain shared folders, trackers, and planning documents for easy access across the team. • Follow up on agreed actions and ensure timelines are monitored. • Support onboarding of new collaborators or coaches by sharing relevant programme and operational information. • Assist with coordination between business development and programme delivery teams.	• Well-organised internal planning and documentation that supports team clarity. • Timely follow-through on internal actions and communications. • Improved coordination between business development and programme teams. • Smooth onboarding of collaborators and support staff.
6	**Marketing and Communications Support** Support outreach and visibility of the d-school's programmes and partnerships by assisting with communication materials, digital presence and event coordination.	10%	• Assist in preparing presentation decks, brochures, and proposal visuals. • Support the upkeep of CRM or mailing lists for communications and follow-ups. • Help coordinate logistics and communication for business development events or client sessions. • Liaise with the communications team to provide inputs for website, social media, or newsletters. • Collect and organise photos, testimonials, and content from past engagements.	• Clear and professional materials that support client engagement and outreach. • Well-coordinated events and engagements that reflect positively on the d-school. • Up-to-date communication records and contact lists. • Relevant, high-quality content contributions for marketing and reporting.
7	**d-school Values** Live out d-school values in all learning experiences, collaborations, and decisions, creating a culture of creativity, inclusivity, and human-centered innovation.	100%	• Collaborate effectively with UCT teams to support shared goals and initiatives. • Demonstrate and uphold d-school values in all interactions and decision-making. • Act as a proactive brand ambassador, representing the d-school's vision and approach.	• Work collaboratively with d-school team members to help achieve the objectives of the d-school strategy. • Be an engaged team member, contributing positively to the growth of d-school projects.

MINIMUM REQUIREMENTS

Minimum qualifications	A National Diploma or equivalent qualification (NQF Level 6) in Business Administration, Marketing, Communications or Education..
Minimum experience (type and years)	Minimum Required Experience: • 3+ years of experience in business development, client relationship management, or sales, ideally in a professional, corporate, or higher education setting. • Proven ability to coordinate projects, engage with stakeholders and contribute to revenue growth. • Strong track record of developing proposals, managing partnerships, and building client relationships. • Experience in executive education, consulting or innovation environments.
Skills	• Skilled in identifying business opportunities, engaging clients, and driving revenue growth. • Strong relationship-building skills to collaborate effectively with internal and external stakeholders. • Proven experience in creating compelling proposals. • Excellent project management skills including managing timelines, budgets, and resources efficiently. • Exceptional verbal and written communication skills for client engagement and presentations. • Analytical mindset with the ability to assess trends, identify challenges, and develop strategic solutions. • Experienced in cross-functional collaboration and teamwork. • Strong ability to prioritise and manage multiple tasks effectively. • Proficient in CRM systems, sales tracking, project management tools, and office software (Microsoft Office/Google Workspace). • Adaptable and proactive, capable of working in both structured and evolving environments. • Self-motivated and able to work independently.
Knowledge	• Ability to identify opportunities, build relationships, and support revenue growth. • Experience in drafting proposals, pricing structures, and managing agreements. • Proficiency in CRM systems and a strong understanding of timelines, budgets, and stakeholder management. • Basic knowledge of design thinking principles and their application in learning and innovation.
Professional registration or license requirements	None
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Ability to handle cash or finances'.)	

Competencies (Refer to UCT Competency Framework)

Competence	Level	Competence	Level
Problem solving	2	Planning and organizing	2
Building interpersonal relationships	2	Quality commitment	2
Client service and support	2	Teamwork	2
Communication	2	University awareness	2

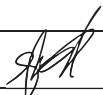
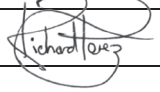
SCOPE OF RESPONSIBILITY

Functions responsible for	Business development, relationship management, proposal management and project coordination
Amount and kind of supervision received	Moderate supervision. The role requires regular guidance on strategy and key engagements but allows for some independence in managing daily business development activities.
Amount and kind of supervision exercised	No direct reports.
Decisions which can be made	The role can handle client outreach, draft proposals, coordinate projects, resolve minor operational issues, and keep CRM records up to date.
Decisions which must be referred	Major deals, final contract approvals, significant budget decisions, escalated client concerns, and changes to programme structure should be referred to senior leadership.

CONTACTS AND RELATIONSHIPS

Internal to UCT	The GSB, other departments requiring Design Thinking/ All faculties. Finance, Legal, Marketing department, programming team,
External to UCT	NGO, Government organisations, Companies, other educational institutes, The Hasso Plattner Foundation entities.

AGREED BY

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
Position Holder				
Direct Line Manager/Supervisor	Ettienne Mostert		0828288948	1 April 2025
Area Line Manager	Peter Matthews		0798952811	23 May 2025
HOD	Richard Perez			27 May 2025
Dean / ED	Kasturi Behari-Leak			
HR Business Partner	Alison Tomlinson			