

HR191	POSITION DESCRIPTION	 UNIVERSITY OF CAPE TOWN IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD
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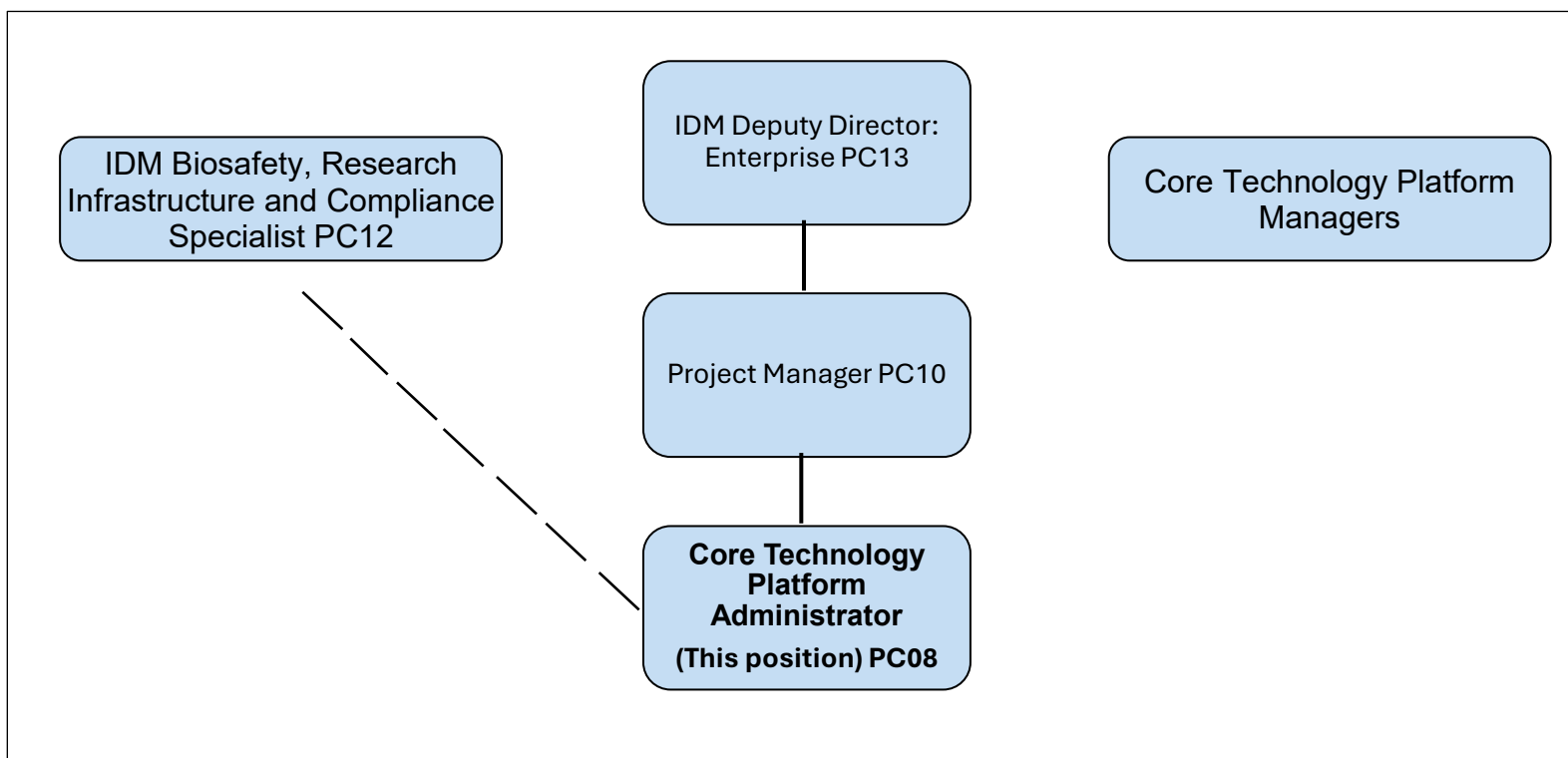
- Forms must be downloaded from the UCT website: <https://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Core Technology Platform Administrator		
Job title (HR Business Partner to provide)	HR Business Partner to provide		
Position grade (if known)	PC08	Date last graded (if known)	
Academic faculty / PASS department	Faculty of Health Sciences		
Academic department / PASS unit	Institute of Infectious Disease and Molecular Medicine (IDM)		
Division / section	IDM Enterprise		
Date of compilation	17 July 2026		

ORGANOGRAM

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



PURPOSE

The purpose of the position is to provide coordinated financial, user-fee, client service, information management and administrative support across the IDM Core Technology Platforms. The position will maintain accurate and compliant workflows for procurement, payments, user fees, cost recovery, client requests, performance reporting, records and platform events to allow Platform Managers to focus on scientific and technical service delivery. The position will utilize established IDM Directorate systems for all processes.

CONTENT				
Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Financial administration and procurement	30%	• Process purchase order requests for consumables, reagents, equipment-related goods, subscriptions, service and maintenance activities, and other platform operating requirements in accordance with UCT policies and delegated approvals. • Obtain and collate quotations, supplier information, fund and general-ledger details, motivations and approvals; conduct approved online orders and retain the supporting transaction records. • Prepare and submit waste bills to the relevant Faculty office for processing. • Prepare and submit invoices, creditor or payment requests, and related documents through the applicable UCT and Faculty Finance processes; resolve routine documentation discrepancies and track each item to completion. • Maintain platform-specific purchase, commitment, invoice and payment trackers and reconcile these records against authorised financial reports. • Identify and follow up duplicate, overdue, rejected, incorrectly allocated or incomplete transactions. • Liaise with Platform Managers, Faculty Finance, Procurement, creditors and suppliers regarding order, delivery, invoice and payment status. • Assistance with collections of goods deliveries where required. • Establishing and managing of a general purchasing fund for the Core Facilities Working Group to oversee purchasing of cleaning consumables for the facilities.	• Approved purchase and payment documentation is complete, accurate and submitted within agreed turnaround times. • Transactions are linked to the correct platform, fund, cost object and authorisation, with an audit-ready supporting record. • Procurement and payment trackers are current and unresolved items are actively followed up and escalated. • Platform Managers receive timely updates on commitments, expenditure, deliveries and recurring operating bills. • Routine supplier and internal finance queries are resolved and material risks or delays are referred promptly. • Waste payments are paid timeously • Uninterrupted operations to the facility due to timeous actioning of procurement requests.
2	User-fee and cost-recovery administration	30%	• Maintain the approved user-fee schedules, billing frequencies, PI and client details, fund information, fee categories and applicable billing periods for each platform. • Issue user-fee requests, notices and confirmations to PIs or clients at the frequency specified by each platform and obtain the required fund details and approvals. • Compile billing schedules, invoice requests, internal journal-transfer or interdepartmental-transfer requests and supporting documents and submit these to the authorised UCT units. • Track invoices, transfers and receipts to completion; maintain a register of billed, paid, outstanding, disputed and adjusted items. • Follow up outstanding payments using approved communication and escalation protocols and provide Platform Managers with regular non-payment reports.	• User-fee requests, invoices and journal transfers are processed according to the approved platform billing calendar. • Billing records are timeous, accurate, traceable and reconcilable to authorised UCT financial information. • Outstanding amounts are followed up consistently and managers receive current reports on non-payment, disputes and collection risks. • Platform Managers receive routine budget and cost-recovery updates that support operational decision-making. • Pro-rata and exceptional fee requests are fully documented and no fee rate, waiver or concession is applied without delegated approval. • Platforms receive funds timeously with uninterrupted operations due to diligent issuing and follow up of user fee requests.

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
			- Record and route pro-rata, waiver, concession, dispute or fee-interpretation requests to the relevant Platform Manager and document the approved outcome. - Compile income and expenditure status summaries from user fee reports and information supplied by Faculty Finance for review by Platform Managers.	
3	Client-request and service-workflow administration	15%	- Administer dedicated client-request forms, generic mailboxes and approved booking, service-management and usage-tracking systems for the platforms. - Acknowledge requests, allocate reference numbers, verify that required administrative information and declarations are present, and return incomplete submissions for correction. - Route technical, scientific, biosafety, compliance, quotation and scheduling questions to the appropriate Platform Manager or authorised specialist. - Track requests from receipt through assignment, approval, service delivery and closure. - Maintain client and user profiles, PI affiliations, service categories and approved access or training status as supplied by the responsible platform staff. - Issue routine approved fee information, booking confirmations and request-status updates and collect client feedback following service completion.	- Client requests are acknowledged, logged, complete and routed to the correct platform contact within agreed timeframes. - A current request register provides visibility of status, ownership, turnaround time, outstanding actions and closure. - Clients receive consistent administrative communication and technical or policy queries reach the authorised decision-maker. - User and client records are current and duplicate or incomplete records are corrected. - Feedback and recurring service issues are captured and reported to Platform Managers for improvement.
4	Platform data, metrics and management reporting	10%	- Maintain standard data collections, master trackers and reporting templates for cross-platform and platform-specific information. - Capture and validate data on new users, active users, trained users, PIs, projects, client requests, services completed, bookings or usage where available, turnaround times, cancellations, income, outstanding fees, events and user feedback. - Reconcile information across request forms, booking systems, financial trackers and platform records as needed and investigate missing, duplicate or inconsistent entries. - Prepare quarterly and annual dashboards, summaries and source data for Platform Managers, the Core Technology Platform Community of Practice and IDM reporting. - Maintain appropriate access controls, confidentiality and records in accordance with UCT information-management requirements and the Protection of Personal Information Act.	- Platform statistics are accurate, consistently defined, current and supported by retrievable source records. - Managers receive scheduled dashboards and reports on users, training, projects, service activity, turnaround, cost recovery and outstanding items. - Cross-platform data can be consolidated for IDM governance, planning, funding and annual-reporting requirements. - Data discrepancies and gaps are documented, corrected where possible and escalated where source information is unavailable. - Confidential and personal information is stored and shared only through authorised systems and access channels.
5	Documentation, records and governance support	10%	Maintain an accessible electronic repository of approved standard operating procedures, workflows, forms, fee approvals, service documents, meeting records and other key platform documents.	- Current approved documents are accessible, correctly versioned and distinguishable from superseded material. - Document owners and review dates are visible, and overdue reviews are followed up. - Meeting records and action registers are complete, distributed and retained in the agreed repository.

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
			• Apply agreed naming conventions, version control, document ownership, access permissions, review dates, archiving and records-retention requirements. • Monitor document review dates and obtain updated or approved versions from the responsible Platform Manager or document owner without altering technical content independently. • Provide administrative support as needed to the Core Technology Platform Community of Practice Servicing Officer and platform meetings as assigned, including scheduling, document packs, minutes, action registers and follow-up reminders. • Retrieve and collate administrative evidence for reviews, reporting, funding submissions and audits and track assigned corrective or follow-up actions. • Document approved changes to administrative workflows, templates and service processes and communicate the current process to relevant users.	• Administrative evidence can be retrieved promptly for reviews, audits and funding or governance requirements. • Platform administrative workflows are documented and applied consistently while technical and compliance ownership remains with the authorised role.
6	Events, communications and stakeholder administration	5%	• Assist with administrative and logistical coordination of platform talks, seminars, workshops, user meetings, training events, Café Talks and other approved value-add, promotional, outreach or capacity-building activities and events. Liaise directly with the Research Visibility Officer and Research Admin & Communications Officer. • Liaise with the Administrative Assistant to ensure calendars, venues, audio-visual support, invitations, registrations, catering, orders, speaker or visitor administration, travel documentation where required, event materials, attendance records, feedback and associated payments are arranged timeously. • Maintain stakeholder and distribution lists, generic mailboxes and standard communication templates and respond to routine platform enquiries within agreed service standards. • Coordinate with the Research Visibility Officer and Research Admin & Communications Officer on routine notices, newsletter inputs, service updates and website content for the platforms. Ensure the websites are updated regularly by the Platform Managers. • Route scientific, technical, regulatory, contractual, fee-policy and exceptional financial queries to the authorised role and maintain a record of the referral. • Provide cross-platform administrative cover and coordinate time-sensitive shared tasks according to priorities agreed with the line management.	• Platform events are planned, communicated and delivered with complete logistical and financial administration. • Attendance and feedback records are available and event documentation is retained. • Routine communications are accurate, professional, consistent and approved before publication where required. • Queries are answered or referred to the correct role and stakeholders receive clear status information timeously. • Shared administrative priorities are completed without displacing the scientific, technical or compliance responsibilities of platform staff.

MINIMUM REQUIREMENTS

Minimum qualifications	• An NQF level 7 qualification in business administration, laboratory administrator, public administration, project administration or a related field.			
Minimum experience (type and years)	• At least five years of relevant administrative experience in a research, higher-education or similarly complex service environment. • Demonstrated strategic financial management understanding, including connecting the day-to-day management of cash flow with long-term goals like maximizing profit. • Experience in procurement or purchase-order administration, invoice or payment processing, internal cost transfers or journal requests, user-fee or debt follow-up, and budget or transaction tracking. • Demonstrated experience maintaining databases or trackers, compiling management reports and coordinating multiple concurrent requests across different stakeholders. • Proficiency with integration of workflows with Artificial Intelligence (AI).			
Skills	• Intermediate Microsoft Excel skills, including formulas, lookups, data validation, pivot tables, charts and reconciliation of data sets. • Proficiency in Microsoft Word, Outlook, Teams, SharePoint or OneDrive and electronic forms, booking or client-request systems. • Financial and purchasing administration, document verification, record keeping and transaction follow-up. • Accurate data capture, analysis, dashboard preparation and presentation of operational information. • Professional written and verbal communication, client service and query triage. • Event and meeting administration, workflow coordination, prioritisation and deadline management. • Ability to work independently across multiple service areas while maintaining confidentiality, accuracy and an auditable record. • Experience with vendor and client liaising.			
Knowledge	• Principles and controls relevant to procurement, invoice processing, internal cost allocation, user-fee administration and budget monitoring. • Records management, version control, audit trails, data quality, confidentiality and the Protection of Personal Information Act (POPIA). • Client-service and service-workflow principles in a research or technical service environment. • Understanding of the role of shared research infrastructure or core technology platforms within a university research environment. • Knowledge of UCT financial, procurement, records and administrative systems and policies, or the ability to acquire this knowledge within the required onboarding period.			
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'.)	• Ability to handle cash or finances. • High level of integrity and discretion when handling financial, client, research and personal information. • Ability to work across IDM buildings and platforms and to work occasional additional hours for scheduled events, workshops or time-sensitive administrative deadlines.			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking / problem-solving	2	Information management	3
	Attention to detail	3	Planning and organizing / work management	3
	Client / student service and support	2	Quality commitment / work standards	2
	Communication (written and verbal)	3	Follow up / results focus	2

SCOPE OF RESPONSIBILITY

Functions responsible for	• Coordinated financial and procurement administration, user-fee and cost-recovery administration, client-request workflow, operational data and reporting, document control, event administration and routine stakeholder support across the IDM Core Technology Platforms. • Accountability for the completeness, accuracy, timeliness, traceability and follow-up of the administrative processes assigned to the position; no accountability for scientific or technical service delivery.
Amount and kind of supervision received	Receives general supervision from the IDM Project Manager, Biosafety, Research Infrastructure and Compliance Specialist, and the various Platform Managers. Works within UCT policies, delegated approvals, approved platform procedures and agreed reporting schedules; plans and priorities, provides regular status reports and seeks direction when an exception, competing priority or policy interpretation arises.
Amount and kind of supervision exercised	No formal staff supervision. May coordinate temporary or event support, allocate routine administrative actions, and provide process guidance to platform staff and users without exercising technical, scientific or line-management authority.
Decisions which can be made	• Prioritise daily and recurring administrative work within agreed deadlines and service standards. • Determine whether submissions are administratively complete and return or route them accordingly. • Select the appropriate approved workflow, template, tracker, communication or escalation route for routine matters. • Follow up transactions, requests and actions and escalate them when agreed thresholds are reached. • Correct routine data and documentation errors where the source information and authorised outcome are clear.

Decisions which must be referred	• Setting or changing user-fee rates, applying pro-rata arrangements, waivers, concessions, write-offs or credit-control action. • Approving purchases, expenditure, budget reallocations, procurement deviations, supplier appointments, contracts or commitments beyond delegated authority. • Scientific, technical, biosafety, regulatory, data-governance or service-quality decisions and any interpretation of technical standard operating procedures. • Changes to approved policies, workflows, service terms, document content or access permissions outside the position's delegated role. • Material disputes, suspected irregularities, confidential incidents, conflicts of interest or matters with legal, reputational or financial risk. • External commitments, public statements and information releases that require management or institutional approval.
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CONTACTS AND RELATIONSHIPS

Internal to UCT	IDM Directorate; Core Platform Managers and platform staff; Technical Officer; Compliance Coordinator; Principal Investigators, researchers, students and platform users; Faculty Finance; UCT Finance, Procurement, Creditors, Debtors and related administrative units; Research Office and research-finance staff; Information and Communication Technology Services; Properties and Services; Research Visibility and communication staff; Fundraising and grant-support staff; Human Resources; and other UCT departments using or supporting the platforms.
External to UCT	Suppliers, service and maintenance providers, waste contractors, couriers, event and catering providers, external clients and partner institutions, visiting scientists and speakers, and other organisations engaging with the platforms.