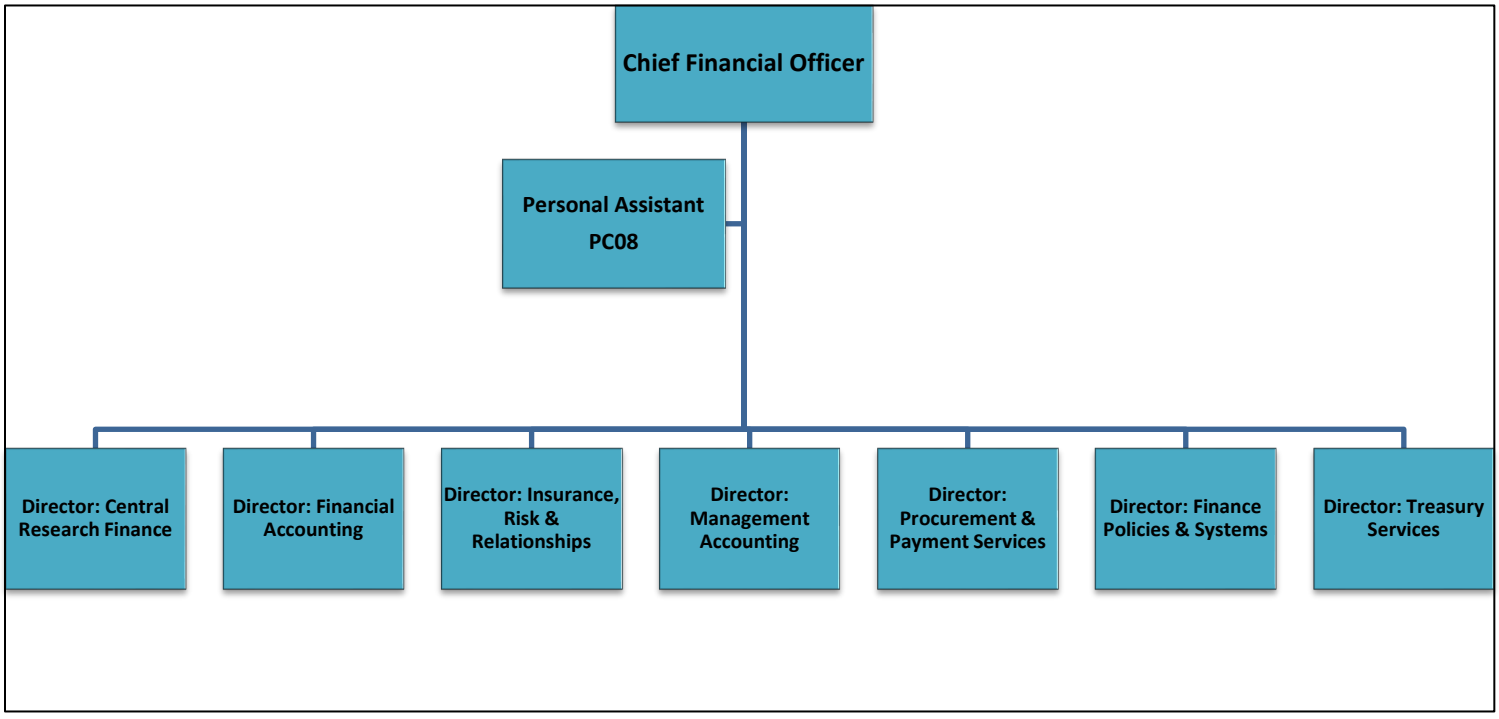
HR191	POSITION DESCRIPTION	UNIVERSITY OF CAPE TOWN IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD

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	Personal Assistant		
Job title (HR Business Partner to provide)	Administrative Officer		
Position grade (if known)	PC08	Date last graded (if known)	December 2019
Academic faculty / PASS department	PASS		
Academic department / PASS unit	Finance		
Division / section	Office of the Chief Financial Officer (CFO)		
Date of compilation	13 October 2022, updated 2026		

ORGANOGRAM



PURPOSE

The main purpose of this position is to direct, plan, co-ordinate and supervise the operation and activities of the Chief Financial Officer, including but not limited to:

- Provide administrative support and assistance to the (Chief Financial Officer herein afterwards referred to as the CFO) and ensure the smooth running of the office.
- Provide oversight of administrator to ensure adequate support for FinLed directors.
- Ensure adherence to the financial governance, risk and compliance and compliance with the respective policies and procedures within the CFO's Office.
- Assist the department with HR-related administration and recruitment support.
- Serve as liaison for the CFO's Office and University personnel and the community at large.
- Project management role for CFO's projects.
- Track and ensure alignment of strategic direction of Finance with its current strategy, particularly within own area and for FinLed team.
- Integrating and directly liaising with other sectors of the University (e.g. Properties & Services, Human Resources, Marketing and Communications) and University administration, thus freeing up the CFO.

CONTENT

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Resource and Operations Management	35%	**People Support** Support team leadership capacity within CFO's Office. Assist with the orientation of new staff at FinLed level and or situated within the Bremner Building. Upon instruction assist FinLed in aligning development plans to meet the needs of the department and staff positions. Provide support to the CFO regarding operational matters and protocol. Manage the operations and the CFO's office. Provide ICTS Acquisitions assistance for Finance department. Log and track all building maintenance and faults for Finance staff in Bremner Building. Log and track all ICTS related queries for staff in Bremner Building. Oversee and ensure necessary maintenance is carried out over 2nd and 3rd floors respectively. Handle escalations and complaints with a view to ensuring positive relationships in the long term to the CFO office with a view of escalating and resolving complaint as necessary. IT liaison for department. Ensure ICTS correspondence is disseminated, and requirements recorded as necessary. Manage Finance Office's onboarding for 3rd party personnel. Create and sustain a team culture which encourages others to provide the quality of service essential to high performance. Develop and sustain cooperative working relationships within and beyond the team within Finance, UCT and beyond by keeping staff involved and informed about developments. Ensure the development and establishment of standards, procedures and constant alignment with UCT's policies occur within the department **Staff Management** Manage the Development Dialogue process for staff reporting to the role Develop, coach and mentor staff. **Financial administration** Budget and expenditure management (in relation to the office of the CFO) Work collaboratively with the finance managers in the office of the CFO in managing the budget of the department. Control CFO's office's expenditure against annual allocated budget according to need and UCT priorities. Implement initiates to improve efficiency and save funds Manage events as aligned to the annual budget.	Assist CFO build team leadership. Provide welcome pack to new staff members and facilitate introductions. Assess staff members performance and provide feedback. Assist FinLed with their training needs. Ensure transparency and dissemination of relevant information from CFO's office. Ensure the efficient running of services offered. Effectively manage reporting staff member. Ensure the proper management of the CFO's finance fund per annual allocation in January of each year. Effectively manage events within budget.

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
2	Finance Strategy / Project Management / Event Organising	15%	On a quarterly basis collate and communicate to the CFO information that measures the department's performance against strategy. Coordinate the development event of the Finance strategy, together with FinLed and/or FinMan (Finance Managers). Analyse service requirements in response to business requirements and recommend developments to the team's services and systems. Identify new services to meet stakeholders needs as well as recommend trends. Coordinate, provide logistics, track, and facilitate CFO and FinLed projects as necessary. Assist appointed auditors when they are on-site with documents and any other requirements they have. Coordinate logistical aspects related to all CFO events. Coordinate speaker selections and presentations for General Staff Meeting as aligned to OIC (Office of Inclusivity and Change) objectives. Manage resources assigned to the Finance Department. Coordinate the visits and manage all departmental workshops. Coordinate the guest speaker and/or facilitators arrangements, including the invitation, travel, Subsistence allowance and payment arrangements. Canvas attendance for identified events. Drive Finance departments strategic goals based on UCT's goals by ensuring alignment of the same with all onboarding of new projects at FinLed Management level.	Provide presentation to CFO quarterly on CFO teams performance as measured against strategy set in January of each year. Service requirements are analysed and improved or introduced in response to business requirements and cost. Team's service and systems are constantly improved. Identify trends and ensure appropriate recommendations are made accordingly. Projects are arranged timeously, within budget and quality aspects taken into consideration. Successful events and year end functions.
3	Governance	10%	Promote and support of a culture of compliance, risk avoidance/ mitigation and accountability throughout the organisation. Develop and maintain a register of all Health & Safety training within the department. Develop and maintain an incident register for the department, for reporting purposes.	Governance, Risk and Compliance services promoted, and opportunities are created for these services within the University.
4	Strategic Partnering and stakeholder relations	10%	Manages internal and external stakeholder relationships. Continuously builds relationships with Directors and all Finance staff that report to the CFO. Manage and maintain CFO mailbox and ensure customer needs and queries are addressed and where necessary delegate as appropriate and thereafter follow-up to ensure customer requirements are met. Create networking opportunities. First port of call for the CFO's office and put persons with queries in touch with the correct person to best assist them.	Effective client relationship management: Continuously enhance the client relationship and communication capabilities that produces improved engagement.

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5	CFO Support and diary Management	25%	Work collaboratively with the CFO in ensuring that the department upholds the university values and provides a heathy working environment for all finance staff. Work collaboratively with the finance managers in the office of the CFO in managing the budget of the department On a quarterly basis collate and communicate to the CFO information that measures the department's performance against strategy Ensure the effective and efficient provision of administrative, secretarial, reception, and telephony services to the Chief Financial Officer's Office. Create and manage workflow processes to ensure appropriate, effective, efficient, and timely workflow in to, out of and within the CFO's office. Vet and ensure policy compliance for all documentation, legal agreements, and contracts before presenting to the CFO for signature. Ensure good communication flow between the CFO office, the Finance Management Team, PASS departments and the faculties. Provide primary drafting of communication to be distributed to the University over the CFO's signature. Attend meetings as the CFO's nominee e.g. Transformation, Health and Safety, Finance Social committees. Communicate directly, and on behalf of the CFO, with DVCs, Deans, Executive Directors, Academics, and others, on matters relating to the CFO's initiatives. Determine the appropriate course of action, referral, or response to matters coming into the CFO's office. Provide a bridge for smooth communication between the CFO's office and internal departments, demonstrating leadership to maintain credibility, trust, and support of senior Directors. Provide leadership to build relationships crucial to the success of the organisation and manages a variety of special projects for the CFO, some of which may have organisational impact. Ensure that there is an alternate Finance representative at all UCT committees meetings if CFO is not able to attend. Manage the CFO's diary. Manage an effective filing and tracking system for all requests to the office of the CFO. Management of the Finance Meeting Room. IT liaison for department. Ensure ICTS correspondence is disseminated, and requirements are recorded as necessary.	Ensures that the CFO has the necessary information to enable informed decision making The CFO can confidently go about his daily schedules knowing that the office is well managed. Ensure that the documents presented to the CFO for approval are compliant with the University policies Support and ensure backup coverage is provided when the CFO is not available. Effective and planned communication.

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6	HR Administration	5%	Work closely with the Finance Manager to ensure funding sources and fund details are correctly captured. Prepare all HR Administration for all permanent and contract employees in Finance (e.g. appointment forms, leave forms, etc.) for CFO's signoff. Work closely with Finance HR Business Partner to ensure accuracy of information in respect of document submissions to HR.	Constructive relationships which result in partnership/ collaboration on issues requiring joining solutions and decision making. Constructive input and learning between Finance and Human Resources. Issues addressed timeously in CFO's office.

MINIMUM REQUIREMENTS

Minimum qualifications	Relevant NQF6 qualification, e.g. Business Administration, Office Management
Minimum experience (type and years)	Five (5) years' experience co-ordinating an executive office, including data management and analysis, preparing reports, presentations, and executive documents.
Skills	• Exemplary people skills • MS Office Suite (Outlook, Word, Excel, PowerPoint, MS Teams), general administrative expertise. The ability to exercise judgement, multi-task and work with minimal supervision. • Diligent and proactive worker, a self-starter and detail orientated. • Excellent verbal and written communication skills coupled with sound interpersonal skills. • The ability to work under pressure with meticulous accuracy in a deadline driven environment. • The ability to be a team player, to interact successfully with internal and external clients at all levels. • Adaptability, administrative knowledge and skills, communication, information management, resource management, teamwork, safety awareness and stress tolerance.
Knowledge	The following will be advantageous: • Knowledge of UCT and finance systems, processes and related policies and controls. • Higher Education knowledge
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.)	Professionalism Honesty and integrity Teamwork Ability to handle finances

Competencies (Refer to UCT Competency Framework)

Competence	Level	Competence	Level
Client / student service and support	2	Stress tolerance	2
Analytical thinking / problem solving	2	Teamwork	2
Building interpersonal relationships / partnerships	2	Professional knowledge and skill	2
Planning and organizing / work management	2	University awareness	2
Initiating action / initiative	2	Results focus	2
Communication	2	Impact/ Influence	2
Attention to detail	2	Honesty and integrity	2

SCOPE OF RESPONSIBILITY

Functions responsible for	As per above
Amount and kind of supervision received	Regular in respect of work delegated or assistance needed but expected to use own initiative to get tasks requested done or know when to revert with a query.
Amount and kind of supervision exercised	Limited to doing tasks as requested from time to time by the Chief Financial Officer. Delegation to the Administrative Assistant.
Decisions which can be made	Decisions pertaining to own job, advisory role, transfer of information. Decisions relating to own work such as tasks allocations and prioritizing daily workload. Delegation to the administrative assistant.
Decisions which must be referred	Escalated queries, all decisions where management intervention and discretion to be applied, particularly of a financial nature.

CONTACTS AND RELATIONSHIPS

Internal to UCT	Finance Department, Properties and Services, Human Resources, Internal Auditors, Executive Office, and the broader UCT community.
External to UCT	External auditors, students, third parties and all other external stakeholders.