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

NOTES

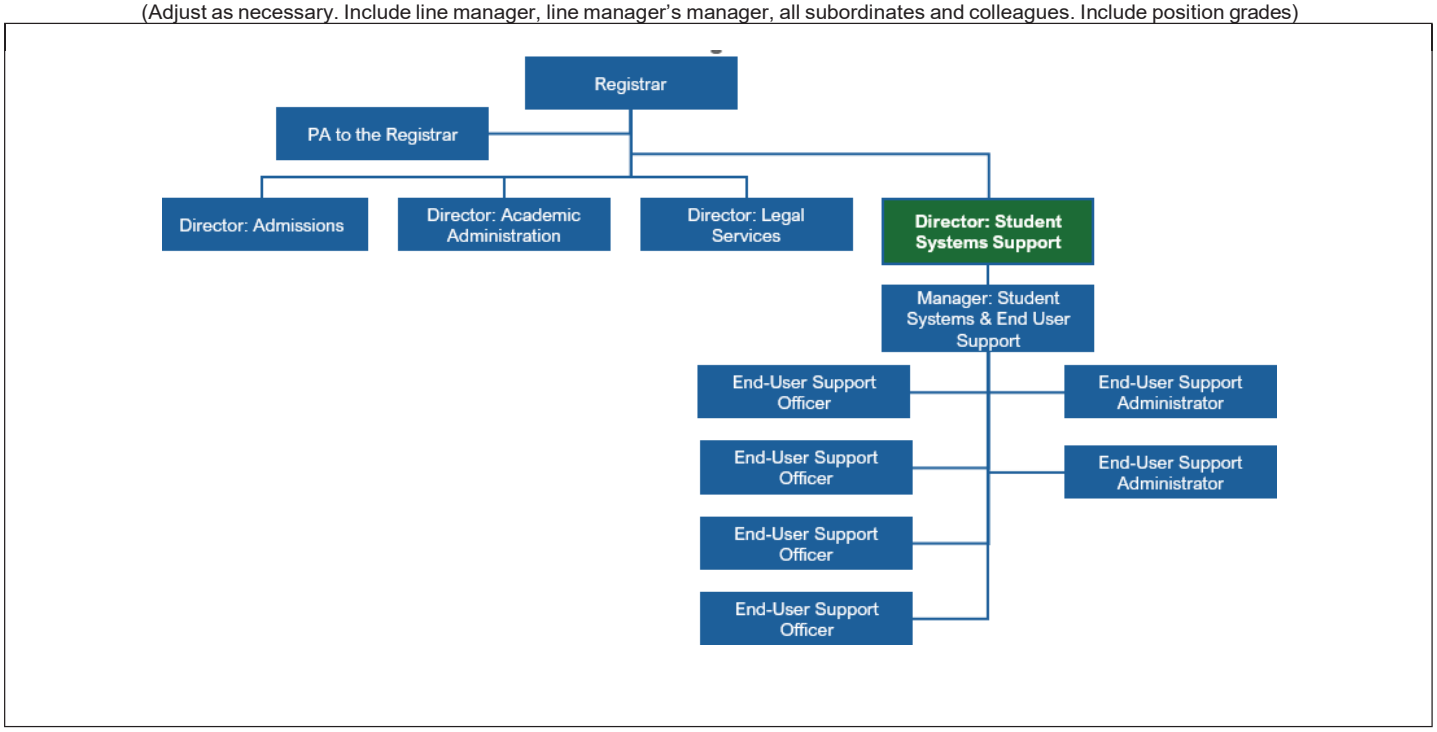
- Forms must be downloaded from the UCT website: https://forms.uct.ac.za/forms.htm
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Director: Student Systems Support		
Job title (HR Business Partner to provide)			
Position grade (if known)	13(5)	Date last graded (if known)	
Academic faculty / PASS department			
Academic department / PASS unit	Student Systems Support		
Division / section	Office of the Registrar		
Date of compilation	June 2026		

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: To provide strategic leadership, governance and oversight of the University's student administrative systems, ensuring the effective selection, use and optimisation of systems to support the academic mission. This includes establishing appropriate structures for the identification, evaluation, prioritisation and delivery of system enhancements, enabling efficient and high-quality service delivery, ensuring alignment with institutional priorities, stakeholder needs, and long-term sustainability, and providing institutional leadership and influence in shaping student systems strategy, policy and practice.

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	Strategic Leadership and Planning	25%	Stay abreast of relevant trends and developments in student administrative and user support software and methods. Participate in fora and groups with peers and vendors where these trends and developments are discussed. Translate institutional strategy into strategic development plans for student systems. Develop and implement long-term (3–5 year) systems plans in collaboration with Faculties and business stakeholders. Align systems planning with academic and operational cycles of the University. Lead the development and implementation of policies, standards and frameworks governing student systems and administrative processes.	Plans for significant student system developments over a three to five year period exist, and are reviewed periodically Business owners are involved in the creation of these plans Plans take into account trends and developments in the area of student administrative software. Aligned strategic plans guide student systems development. Plans for significant student systems developments are in place and regularly reviewed. Systems planning supports academic timelines and business needs. Measurable outcomes are defined and used to assess the impact and effectiveness of systems strategy and initiatives.

2	Systems Enhancement Prioritisation, Governance and Delivery	20%	Chair and lead committees and/or groups that represent users, Faculties, decision-makers in the business as well as ICTS support staff, ensuring effective governance and decision-making. Establish, maintain and direct processes for these groups to articulate needs, evaluate requirements and prioritise system enhancements. Oversee the collection of user requirements, lead their prioritisation and ensure delivery is aligned to agreed institutional priorities and schedules. Establish and implement governance frameworks that guide the delivery of technical and functional changes through appropriate management and delivery structures. Put a user acceptance testing process in place, ensure that it operates efficiently, and that changes are documented and incorporated into user support materials. Establish and maintain change control, release management and documentation standards within governance processes. Monitor delivery performance and drive resolution of escalated issues and risks through governance forums. Enable medium- to long-term planning for system enhancements in line with institutional strategy and business needs.	A clear, accessible and transparent process exists for users to request functional enhancements. Technical and functional changes are made according to agreed priorities and in line with the academic cycle. User acceptance testing is carried out prior to all change implementations, and support documentation is created or amended as necessary. Significant changes and/or new functionality are considered and prioritised in line with business needs and available resources. Medium- to long-term systems enhancement strategy is developed and maintained. Governance forums operate effectively with clear authority, accountability and stakeholder representation.

3	Systems Capability, Optimisation and Service Enablement	15%	Establish and maintain frameworks to drive innovation and optimisation of the effectiveness and efficiency of student administrative systems and support services. Drive continuous optimisation of system usage, business processes and service delivery, leveraging existing system functionality. Ensure systems and processes support effective administrative operations and academic lifecycle requirements. Monitor system usage, service delivery performance and user feedback to identify trends, risks and opportunities for optimisation. Enable the improvement of business processes and user practices in collaboration with Faculties and administrative stakeholders. Ensure that appropriate user support models, training approaches and documentation frameworks are in place through management structures. Promote best practice in the use of student systems and strengthen user capability and adoption.	Systems and processes support efficient and effective administrative and academic operations. System usage is optimised and aligned with institutional requirements and best practice. User capability and adoption of systems are improved. User support models, training and documentation frameworks are appropriate, accessible and maintained. Business processes are effectively supported and optimised through the use of existing systems functionality. Service delivery is continuously improved based on user feedback and performance trends.

4	Stakeholder Engagement & Institutional Alignment	15%	Build and maintain strong relationships with Faculties, administrative divisions, ICTS and external stakeholders to understand business needs and priorities. Act as the primary liaison between academic and administrative functions and systems/technology environments, ensuring alignment between business requirements and systems capability. Facilitate effective communication of systems strategies, priorities and changes to diverse stakeholder groups. Engage stakeholders to ensure alignment between institutional objectives, academic requirements and systems delivery. Resolve complex stakeholder issues and competing priorities in a timely and professional manner. Represent the University in relevant national and sector forums and networks (including higher education user groups), contributing to the development and sharing of best practice in student systems and administrative processes.	Stable and productive relationships are maintained with all key stakeholders. Business needs are clearly understood and aligned with systems capability and delivery. Stakeholders are informed, engaged and aligned on systems strategies and priorities. Complex issues and competing priorities are resolved effectively and timeously. Institutional alignment is strengthened across academic, administrative and systems environments.
5	People Leadership and Transformation	15%	Recruit, develop and lead a high-performing management team to support the delivery of student systems strategy and services. Perform annual objective setting and performance review processes with direct reports and ensure alignment across all teams. Provide mentorship, coaching and leadership to managers to enhance performance and professional development. Identify skills gaps and ensure appropriate training and development opportunities are implemented. Drive a culture of accountability, service excellence and continuous improvement within the function. Ensure employment equity planning and implementation in line with institutional transformation objectives.	A capable and high-performing management team is in place and effectively delivering on objectives. All staff have clear, up-to-date objectives aligned to organisational priorities. Staff participate in professional development and demonstrate continuous growth. A culture of accountability, service excellence and continuous improvement is embedded. Employment equity targets are achieved and sustained.

6	Financial & Risk Management	10%	Develop and oversee annual budgets for student systems and support functions, ensuring alignment with strategic priorities. Monitor expenditure and ensure cost-effective utilisation of resources across the function. Identify and implement opportunities for efficiency and cost optimisation. Identify, assess and manage strategic and operational risks within the function. Ensure appropriate controls, governance and compliance frameworks are established and adhered to. Ensure the function meets internal and external audit requirements, including preparation for audits and oversight of the resolution of audit findings. Provide oversight of financial, risk and audit reporting processes to ensure transparency and accountability.	Budgets are developed, approved and managed within agreed parameters. Financial resources are utilised efficiently and aligned to institutional priorities. Risks are identified, assessed and mitigated proactively. Governance and compliance requirements are consistently met. Audit requirements are met, and audit findings are addressed and resolved timeously. Financial, risk and audit management practices support sustainable and effective operations.

MINIMUM REQUIREMENTS

Minimum qualifications	NQF 8 • Information Systems Management • Education / Higher Education Studies • Business Administration or Public Administration • Project or Programme Management A postgraduate qualification is advantageous.
Minimum experience (type and years)	10 years' experience in university student/academic administration or a related environment, including: • At least 5 years in a senior management role with responsibility for strategic leadership and governance • Demonstrated experience in student systems, administrative systems or enterprise systems environments • Experience in leading cross-functional initiatives and working with diverse stakeholder groups at an institutional level • Experience in programme or project governance and oversight • Proven track record in leading, managing and developing high-performing teams
Skills	Strategic leadership, governance and decision-making Stakeholder engagement, influencing and communication at senior level People leadership, financial management and risk oversight
Knowledge	Higher education systems, policies and academic administration Student administrative and enterprise systems environments Governance, risk, audit and institutional processes
Professional registration or license requirements	No mandatory professional registration required. Membership of a relevant professional body (e.g. information systems, higher education administration or project management) is advantageous.
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Ability to handle cash or finances'.)	Ability to operate effectively in a complex, multi-stakeholder institutional environment. Willingness to participate in institutional governance structures, committees and forums as required. Ability to manage confidential and sensitive information with integrity and discretion. May be required to work beyond normal working hours during critical system cycles or institutional deadlines.

Competencies (Refer to UCT Competency Framework)

Competence	Level	Competence	Level
Analytical thinking / Problem solving	3	Conceptual thinking	3
Strategic leadership	4	Information management	3
Resilience / tenacity	3	Planning and organizing / work management	3
Decision Making	4	Stakeholder engagement / relationship building	3
University awareness	3	Communication	3

SCOPE OF RESPONSIBILITY

Functions responsible for	Overall strategic leadership, governance and oversight of the Student Systems Support unit, including systems strategy, enhancement prioritisation, service optimisation and stakeholder alignment, delivered through a management team responsible for operational execution.
Amount and kind of supervision received	Receives broad, strategic direction from senior leadership (e.g. Registrar), with a high degree of autonomy in determining functional strategy, priorities and delivery approaches. Performance is evaluated against achievement of strategic objectives and institutional impact.
Amount and kind of supervision exercised	Exercises strategic oversight over SSS team, directing the planning, prioritisation and delivery of all student systems-related services and initiatives, and ensuring alignment with institutional strategy and governance requirements.
Decisions which can be made	Makes independent decisions relating to the development and implementation of student systems strategies, governance frameworks, prioritisation of system enhancements, allocation of resources within the function, and resolution of complex stakeholder issues.
Decisions which must be referred	Decisions with significant financial, legal, policy or institutional implications, including major systems investments, strategic shifts impacting the broader institution, or high-risk issues, are made in consultation with senior leadership and relevant governance structures.

CONTACTS AND RELATIONSHIPS

Internal to UCT	Registrar and senior leadership within the Registrar's office, Faculty Deans and senior academic leadership, Heads of Departments and Faculty administrative leadership, ICTS leadership and technical teams, administrative & support units (Finance, HR, Examinations, Admissions), and University committees and working groups.
External to UCT	Peer institutions and higher education networks, sector bodies and forums related to student systems and administration, system vendors and service providers, and relevant professional and industry networks.