



NOTES

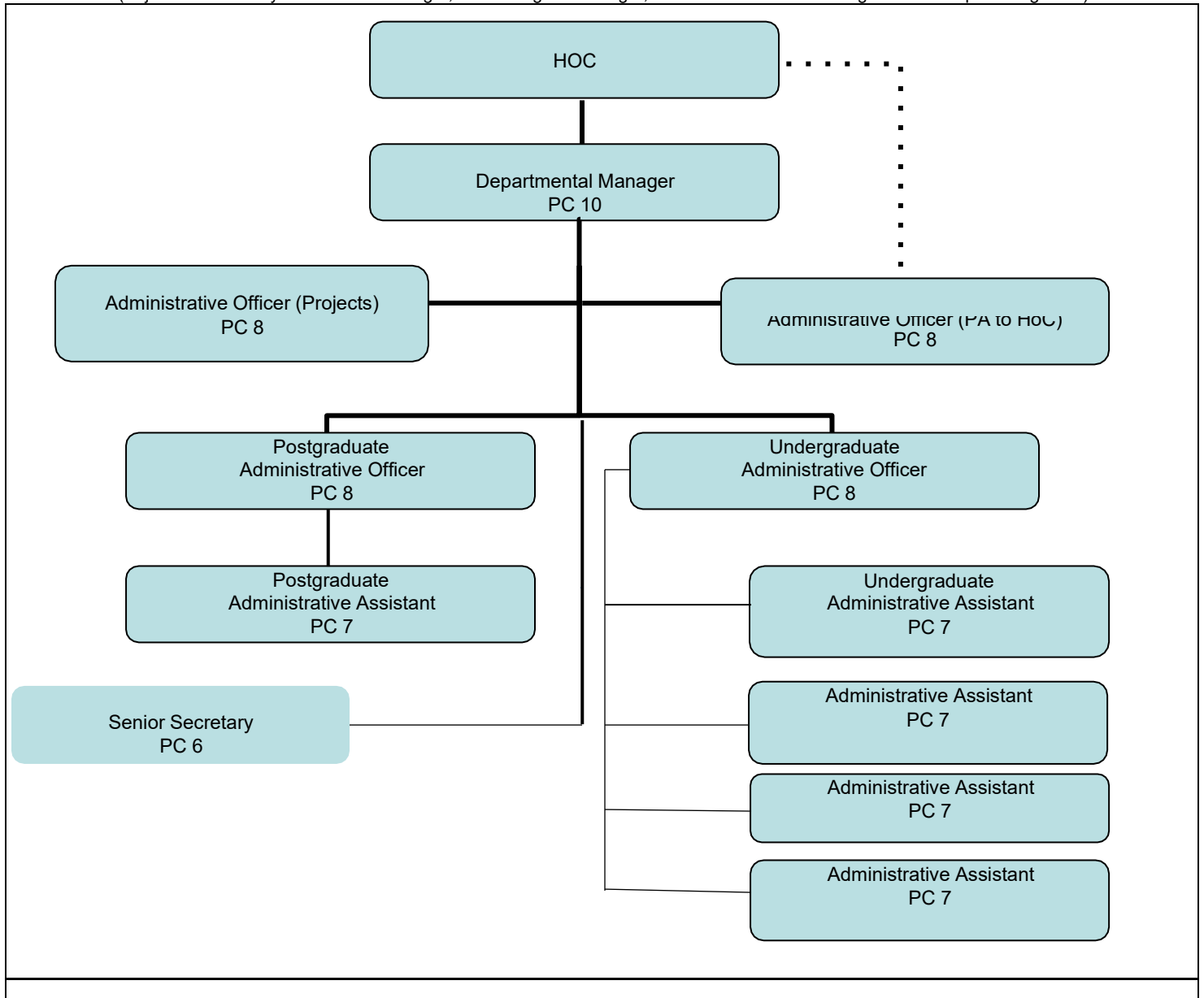
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
 - A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Administrative Assistant		
Job title (HR Business Partner to provide)			
Position grade (if known)	7	Date last graded (if known)	March 2019
Academic faculty / PASS department	Commerce		
Academic department / PASS unit	PASS		
Division / section	Operations and Administration		
Date of compilation	March 2019		

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 proactively provide efficient and effective secretarial and administrative support to the College of Accounting with the core responsibilities falling within the undergraduate division. Excellent customer service is a key function within this position. The administrator must be familiar with the details of university and department activities in order to be able to deal with queries or to direct queries to lecturers or other administrative staff.

CONTENT

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	General and Office Administration	20%	<ul style="list-style-type: none"> • Keep records of all correspondence, as required • Type correspondence, memoranda, agendas, time tables, letters and/or other documentation generated by the unit • Maintain a logical, methodical filing system that is accessible • Telephone coverage • Assist with registration advice for Accounting students • Handle duties allocated on an ad hoc basis by the Administrative Officer, Departmental Manager or HoC as required • Ensure the continued efficient administration of the administrative staff in the absence of the Administrative Officer • Supervise administrative assistants in AO's absence 	<ul style="list-style-type: none"> • Correspondence handled within the required timeframe • Photocopying completed as required • Accurate records of correspondence kept • Telephone calls answered within the specified time • Admissions and registration processes administered and supported • Maintain a positive working relationship
2	Marks Processing	20%	<ul style="list-style-type: none"> • Create and/or adjust Excel spreadsheets to accurately reflect requirements for successful course completion and capture progress of students • Pursue resolution of discrepancies/queries when they arise, in a proactive manner • Capture test and assignment marks in Excel for the duration of the assigned courses and as required • Facilitate preparation and publication of class record and "duly performed" lists • Capture examination marks accurately • Collect results and related documentation for external examining purposes timeously • Upload final marks • Keep an up-to-date, accurate, complete and secure record of marks information • Handle all enquiries related to allocated courses, including telephone and e-mail enquiries • Recruit and train all script tick checkers 	<ul style="list-style-type: none"> • Excel spreadsheets that facilitate accurate marks capturing and troubleshooting available, accurately configured and updated • Result printouts available in textual and graphic formats • All undergraduate marks, student progress and performance data and other information captured according to specification and by the required deadline • Ensure that checklists are in place and followed

3	Course administration	20%	<ul style="list-style-type: none"> • Take administrative responsibility for the running of the allocated courses • Liaise with course convenors and lecturers on an on-going basis • Send course materials to the printing department • Do photocopying for the allocated courses • Type up, distribute and store class timetables and class lists • Co-ordinate the printing of class and lecture notes • Label coursework hand-in boxes for under graduate students • Maintain stock levels of hard copy course information and material • Facilitate the administrative process of applying for copyright of course handouts if necessary • Book test venues and adhoc venues • Ensure that lectures are recorded and relevant consent is obtained • Request and ensure delivery of stationery requirements for all test venues • Ensure that all test venues are set up timeously and ensure availability after the test has commenced • Administer tutorial allocations and venues • Manage and update the relevant website (including Vula) for the allocated courses • Assist the course convenors/lecturers with the administration of all tutorial evaluations • Remind lecturers of critical dates and correspondence • Proactive communication to students 	<ul style="list-style-type: none"> • Efficient administrative service provided to students and lecturers • Students access to course material facilitated • Accurate course related information available on request • Class timetables and lists available at the start of the academic year and as required • Class/Lecture notes printed and available for the start of the first lecture and as required • Students provided with accurate, up-to-date information • Resolution of queries related to student progress and promotion • Venues secured and tutorial logistical requirements met • Test venues equipped with the necessary stationery requirements • Up to date information regarding special circumstances and incidences related to students • Student queries are responded to timeously
4	Front Office Assistance	5%	<ul style="list-style-type: none"> • Assist at the front office / reception as required • Manage front office calls as required 	<ul style="list-style-type: none"> • Available for reception duty as per the schedule
5	Client / Student Liaison	10%	<ul style="list-style-type: none"> • Co-ordinate liaison between faculties and/or departments/sections w.r.t. queries and follow up • Respond to student/staff/visitor queries • Interact in a polite and professional manner with all clients (internal and external) 	<ul style="list-style-type: none"> • Positive feedback from internal and external clients • Queries responded to politely, professionally and within the required timeframe

6	Examinations Administration	10%	<ul style="list-style-type: none"> • Setting up invigilation administration including liaising with and scheduling external AD HOC invigilators • Liaise with external examiners for returning external exam paper and marks • Attend to the logistical and other administrative requirements related to examinations, including venues, ensure secure transport of test papers and scripts to and from the test/exam venue. • Recruit invigilators for section tests and department examinations and ensure venues are adequately staffed. • Invigilate exams in June and November of each year • Ensuring that scheduled invigilators arrive • Exam scripts, attendance slips, question papers etc are present at the venue • Reconcile head count, slip count and script count to ensure all are correct • Ensure that the marking is distributed according to marking allocation & deadlines of submission are met. 	<ul style="list-style-type: none"> • Invigilation schedule • Exam papers and marks returned by external examiners by required date • Accurate exam schedule available and circulated within the timeframe • Examination logistical issues attended to
7	Finance & HR administration	15%	<ul style="list-style-type: none"> • Capture, collate and raise HR payment forms for tutors and Ad Hoc Invigilators as and when required • Ensure that all documentation is checked, authorized, copied and sent to HR timeously • Send updated spreadsheet of payments to Administrative Officer for budget controls • Provide HOC with accurate payment summary for each pay run • Recruit and supervise all adhoc admin assistants 	<ul style="list-style-type: none"> • Ensure that the forms are prepared correctly and have them signed off timeously in order to get them to the HR department at the stipulated time. • Follow up on outstanding issues. • Compile summary on excel and present with forms for signature • Ensure accuracy by following protocols and procedures that are in place. •

MINIMUM REQUIREMENTS

Minimum qualifications	Matric or relevant NQF4 qualification			
Minimum experience (type and years)	2 years' relevant experience			
Skills	Computer Literate: MS Word, Excel, Power Point, Access / Database, Internet, email			
Knowledge	UCT Policies and procedures			
Professional registration or license requirements				
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)				
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking/problem solving	1	Professional knowledge or skill	1
	Teamwork	1	Initiative	1
	Communication	1	Information management	1
	Planning and organizing / work management	1	Stress Tolerance	1

SCOPE OF RESPONSIBILITY

Functions responsible for	Secretarial administration, tutorial administration, Marks administration, General office administration, Human Resource and finance administration
Amount and kind of supervision received	Minimal through immediate superior i.e., Administrative Officer
Amount and kind of supervision exercised	Minimal and only in times of tight deadlines and checking of Excel spreadsheets
Decisions which can be made	Secretarial administration, tutorial administration, Marks administration, General office administration, Human Resource administration
Decisions which must be referred	Minimal through immediate superior i.e. Administrative Officer

CONTACTS AND RELATIONSHIPS

Internal to UCT	Human Resource, Faculty Office, Commerce Finance, EDU, Venus, Student Records, FTX, VULA	
External to UCT	JSE (BAG), Ad Hoc Invigilators, Accounting Firms	