



# FINANCIAL AID CLIENT SERVICES SENIOR COORDINATOR (Payclass 10)

## Undergraduate Funding Office Department of Student Affairs

The Department of Student Affairs at UCT is seeking to appoint a self-motivated, suitably qualified candidate to provide a client centered front office financial aid service. The incumbent will be responsible to manage the Student Undergraduate Funding client interface platforms, ensure the accurate and timely provision of information and advice within policy parameters, manage applications and follow-up with regards to these and payment of allowances to qualifying financial aid students, whilst ensuring the proper control of all documentation received. The successful candidate will have an ability to take initiative, make informed decisions and work accurately according to deadlines with minimal supervision.

### Minimum requirement:

- Qualification at NQF level 7
- 5 years relevant experience leading and managing a team
- High level of proficiency in the use of MS Office with a focus on MS Excel at an intermediate or advanced level
- Experience working on a large ERP system in a large organisation
- Analytical thinking and problem-solving abilities
- Effective written and verbal communications skills
- Proven ability to plan, organize and prioritise
- High level of attention to detail

### The following would be advantageous:

- Knowledge of the Peoplesoft Student System
- Experience in the higher education sector
- Knowledge of the National Funding landscape

### Responsibilities include:

- Management of financial aid client interface platforms and ensure the accurate and timely provision of information and advice
- Manage the financial eligibility and assessment requirements in accordance with processes and policy
- Manage and Maintain all client communication platforms
- Financial Aid reports monitoring and systems updates
- Manage the appeals process in operational area
- Manage the accommodation requests of clients in accordance with policy and the related administration
- Prepare and deliver on annual plane to ensure qualifying clients are paid their allowances on time
- Implement and maintain and appropriate document management and retrieval system for financial aid
- Manage staff and all related HR processes
- Ensure a well-functioning team that is abreast of all changes and developments in the funding landscape

The annual remuneration package, including benefits will be R 501 200 and R 589 646.

**To apply**, please e-mail the below documents in a **single pdf file** to Tracy Moore at [recruitment04@uct.ac.za](mailto:recruitment04@uct.ac.za)

- UCT Application Form (download at <http://forms.uct.ac.za/hr201.doc>)
- Cover letter
- Curriculum Vitae (CV)
- A copy of your ID and highest qualification achieved

Please ensure the title, followed by the reference number are indicated in the subject line.

An application which does not comply with the above requirements will be regarded as incomplete. Only shortlisted candidates will be contacted and may be required to undergo competency-based and/or psychometric assessments.

**Telephone:** 021 650 5405

**Website:** [www.hr.uct.ac.za](http://www.hr.uct.ac.za)

**Reference number:** E210117

**Closing date:** 01 February 2021

*UCT is committed to the pursuit of excellence, diversity and redress in achieving its equity targets. Our Employment Equity Policy is available at <http://www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf>. For this post we seek particularly to attract black (African, Coloured, Indian) South African candidates.*

UCT reserves the right not to appoint.