



NOTES

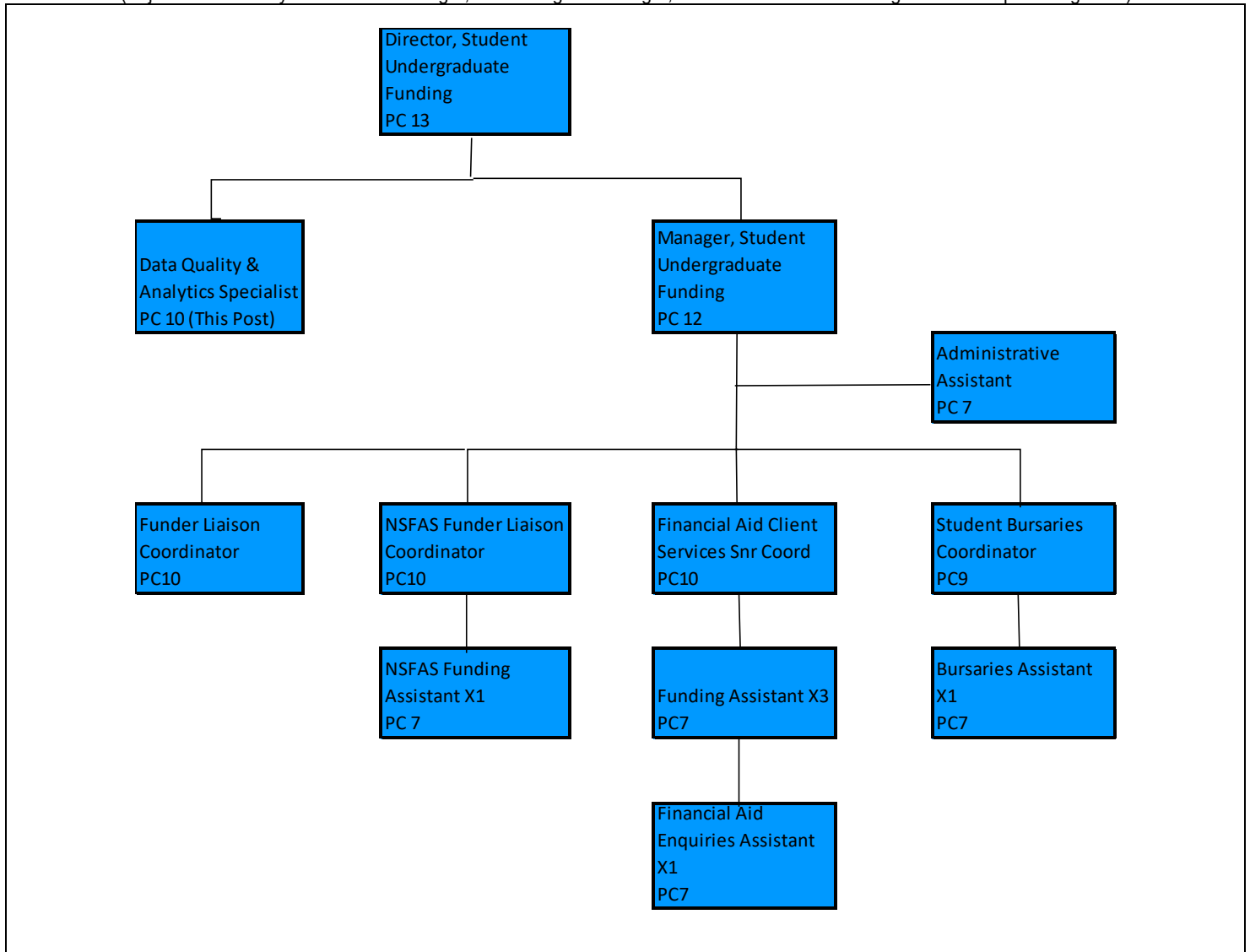
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Data Quality and Analytics Specialist		
Job title (HR Practitioner to provide)	Student Support Specialist		
Position grade (if known)	10	Date last graded (if known)	
Academic faculty / PASS department	Student Affairs		
Academic department / PASS unit	Student Financial Aid		
Division / section	Student Financial Aid		
Date of compilation	1 July 2020		

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 design data modeling/analysis services used to mine enterprise systems and applications for knowledge and information that enhance business processes within Student Financial Aid, whilst monitoring and ensuring data quality across various business processes. This individual is also responsible providing information for management reporting and modelling.

CONTENT

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Data Analytics	20	<ol style="list-style-type: none"> 1. Responsible for the design and maintenance of SFA analytics 2. First level interpretation of data in order to identify differences and trends in data 3. Devise, develop, and deploy required data queries in response to business user needs 4. Responsible for the design and roll out of self-service reporting tools and data management. 5. Coordinate the creation and management of data queries 6. Responsible for the development and delivering of annual and adhoc analytics and reporting projects/requirements. 7. Collaborate with unit managers, end users, development staff, and other stakeholders to integrate data mining applications with existing systems 8. Develop, implement, and maintain change control and testing processes for modifications to data models 9. Create data definitions for new database file/table development and/or changes to existing ones 10. Determine required network components to ensure data access, as well as data consistency and integrity 11. Identify and request PeopleSoft improvements 12. Problem solving when issues arise by liaising with Systems Development Unit 13. Manage the NSFAS Data integration service and quality assure 14. Identify, propose and implement areas of improvement throughout the financial aid operations workflow 15. Provide training and support to stakeholders/users on the use and interpretation of dashboards, 	<ol style="list-style-type: none"> 1. Data integrity in financial aid systems 2. Systems in place to monitor data 3. Continuous Systems improvement implementation 4. Identifying systems gaps 5. Accessible, coherent decision support models 6. Ensuing adherence to standard and that the data included is accurate and complete 7. User friendly dashboards, metrics and reports
2	Data Management	15	<ol style="list-style-type: none"> 1. Be responsible for the master data set-up for financial aid processes 2. Maintain master data throughout the annual cycle 3. Implement and monitor data management in all financial aid processes according to a pre-determined annual workplan 4. Develop data management policies and procedures 5. Ensure that Standard Operating Procedures are available for all processes and updated as required 6. Monitor data mining system details within the database, including stored procedures and execution time, and implement efficiency improvements 7. Respond to and address data performance issues 8. Project manage new data integration services 9. Facilitate all staff training on processes (annually), process improvements and related change management requirements 	<ol style="list-style-type: none"> 1. Accurate set-up and maintenance of financial aid master data 2. Standard Operating procedures developed for all business processes 3. Staff training and change management 4. Annual data management workplan in place
3	Data Quality Assurance	20	<ol style="list-style-type: none"> 1. Implement and monitor quality assurance in all financial aid processes according to a pre-determined annual workplan to ensure audit and quality control compliance 2. Ensure follow-up in each Operational area to ensure that required operational functions are undertaken, as part of monitoring and quality assurance 3. Collaborate with management and team members to achieve most efficient and accurate quality management protocols 4. Facilitate financial aid audits, ensuring improvements recommended are designed and implemented, with required quality control measures and monitoring 5. Establish and maintain Not Enrolled annual process for excluding not registered students from financial aid data and processes 6. Quality assure NSFAS reporting requirements 	<ol style="list-style-type: none"> 1. Quality assurance workplan and monitoring of business processes 2. Annual operational work plan, implementation and monitoring 3. Improvement plan and monitoring for audit improvements 4. Quality assure NSFAS submissions to ensure data integrity

4	Reporting	25	<p><u>Management Reporting</u></p> <ol style="list-style-type: none"> 1. Design and implement standardized management reports per year and across years 2. Notify Management of any emerging trends evident from the management reports 3. Facilitate adhoc reporting requests 4. Provide monthly report to Manager/Director on Operational services, including challenges and recommended improvements <p><u>Financial Reporting</u></p> <ol style="list-style-type: none"> 1. Design and implement standardized financial aid statistical reports per year and across years 2. Notify Management of any emerging trends evident from the data and financial reports 3. Facilitate quarterly Finance reporting requirements 4. Facilitate adhoc reporting requests 5. Provide monthly report to Manager/Director on Operational services, including challenges and recommended improvements 6. Update all spend budgets in Peoplesoft 7. Perform financial reconciliations across all financial aid funders, with regular monitoring plan before final year end reconciliation 8. Monitor optimal utilization of all invested income, and recommend improvements as required 9. Design and implement financial monitoring systems/tools across IT Systems 10. Sign off monthly bulk allowances payments in accordance with policy relating to payment protocols 11. Monitor adhoc allowance payments and implement efficiencies to reduce adhoc allowance payments 	<ol style="list-style-type: none"> 1. Effective management reporting systems 2. Trend analysis 3. Monthly management reports 4. Effective financial reporting 5. Accurate Financial monitoring and reconciliation 6. Ensure accuracy of and approval of bulk allowance payments
5	Data and System Support	10	<ol style="list-style-type: none"> 1. Responsible as a Peoplesoft financial aid superuser 2. Identify and submit systems improvements to improve efficiency, effective and reporting 3. Test new developments to ensure it meets the intended requirements or improvements 4. Manage and participate in Peoplesoft system Upgrade testing to ensure all functions are tested and functional. 5. Provide feedback for enhancements on User Acceptance Testing 	<ol style="list-style-type: none"> 1. Attend SCCC and represent financial aid interests 2. Manage and participate in financial aid PeopleSoft upgrades 3. Deliver of Peoplesoft Superuser requirements 4. Accurate testing of new functionality to deliver on business requirements
6	Stakeholder Relations Management and Partnership	10	<ol style="list-style-type: none"> 1. Establish, develop and maintain positive relationships with internal and external stakeholders. 2. Proactively identify stakeholder needs and act appropriately to address these. 3. Provide information and templates for reporting purposes for stakeholders. 4. Liaise with stakeholders regarding submission requirements and submission dates. 5. Proactively and regularly engage users to gain an understanding of their business as it relates to SFA analytics. 6. Participate in relevant governance structures 7. Ensure SLA's are in place for interdepartmental collaboration that is critical to financial aid functioning. Monitor SLA performance and undertake corrective action where required. 	<ol style="list-style-type: none"> 1. Stakeholders have a trusted and effective contact point 2. Communicate meaningful information to stakeholders 3. Stakeholder forums/meetings are held/attended regularly 4. Stakeholder projects, requests and problems are promptly and effectively addressed 5. Service Level agreements are in place and functional

MINIMUM REQUIREMENTS

Minimum qualifications	An NQF 7 qualification in the field of computer science, statistics, information systems management or related business analysis management			
Minimum experience (type and years)	5 years relevant work experience in a large organization, with at least 3 years of reporting and analysis skills			
Skills	<p>Systems and data analysis skills such as Business Intelligence, Microsoft PowerBI High level of proficiency in the use of MSOffice with a focus on MS Excel at an advanced level Strong quantitative and analytical skills</p> <p>Creating data models Analytical thinking and ability to probe down to level of detail Experience in overseeing the design, implementation and maintenance of business processes with embedded governance and control Writing standard operating procedures Effective communications skills Proven ability to plan, organize and prioritise Excellent people management, including guidance within a team context and interpersonal relationships</p>			
Knowledge	Knowledge of higher education sector Knowledge of the following systems are advantageous <ul style="list-style-type: none"> - SAPR/3 - Business Objects 			
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'.)	Driven by high values and integrity Ability to work with minimal supervision			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Information Management	2	Analytical thinking / Problem solving	2
	Results focus and follow up	2	Building interpersonal relationships/partnerships	2
	Quality commitment / work standards	2		
	Communication	2	Teamwork and collaboration	2
	Professional knowledge and Skill	2	Planning & Organising / Work Management	2
	Analytical skills	2	Creativity and Innovation	2


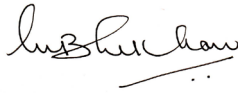

SCOPE OF RESPONSIBILITY

Functions responsible for	Annual financial aid data set-up, business process review and SOPS, data analytics, quality control, reporting and Peoplesoft Superuser
Amount and kind of supervision received	Broad supervision
Amount and kind of supervision exercised	Minimal
Decisions which can be made	
Decisions which must be referred	Anomalies that have financial impact, suspected fraud, changes that have job role impact, final sign-off on systems improvements/requests

CONTACTS AND RELATIONSHIPS

Internal to UCT	SSS, Student Development, Records, Admissions, Finance
External to UCT	NSFAS

AGREED BY

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
Position Holder				
Line Manager	Tasneem Salasa		Ext 2136/7	14 August 2020
HOD	Tasneem Salasa			
Dean / ED	Dr Moonira Khan		X3535	23/11/2020
HR Practitioner	Waseema Jacobs		x3982	23/11/2020

COMPLETING A POSITION DESCRIPTION

HR191

When do I use this form?

A position description is the basis of the employment contract between UCT and a staff member. It describes:

- the purpose of the position
- the position content
- where the position fits into an organisational structure
- the principal accountabilities, roles and responsibility of the position holder
- the minimum requirements needed of the position holder

A position description must be completed for all positions at UCT, both academic and PASS.

This form is completed, or reviewed and amended, when:

- a position is new, before recruitment
- substantive functions are added or removed from a position
- the position holder is new

This form is used as the basis for:

- recruitment
- performance management
- performance development



Note

- This position description informs many other human resources and people management processes.
- This position description is a living document and must be reviewed and updated regularly, preferably every 3-4 years.
- This position description is a summary of the typical functions of the position, but is not an exhaustive or comprehensive list of all possible position tasks and duties. UCT is entitled to instruct the position holder to carry out additional duties or responsibilities, which may fall reasonably within the ambit of the position description, or in accordance with operational requirements.

How do I complete this form?

- The position description indicates the requirements of the position in relation to the organisation, not the person. Describe the position, not the position-holder.
- The position description describes the position, not the performance required.
- The position description denotes a clear description of the position that is observable.
- Describe the position as is, not as imagined or as it could or should be done.
- Assume proper and competent performance of the position -holder.
- Examine typical incidents that occur in the position. Disregard any unlikely events or once-off incidents.
- Give careful consideration to employment equity legislation and take great care not include anything that could be deemed as discriminatory.

Complete all fields as follows:

Position title	The label or name of this position. Consideration is given to other titles in the department and to standard UCT position naming conventions. The latter are obtainable from your HR Practitioner , from the UCT Jobs Catalogue.
Job title (HR Practitioner to provide)	The SAP position title of this post. Obtainable from your HR Practitioner , from the UCT Jobs Catalogue.
Position grade	The current position grade of this position, if it exists (if known).
Date last graded	The date on which the position was last graded, if it has been graded (if known).
Academic faculty / PASS department	The academic faculty / PASS department in which the position sits.

Academic department / PASS unit	The academic department / PASS unit in which the position sits.
Division / section	The division / section in which the position sits.
Date of compilation	The date on which the position description was compiled, updated or reviewed.
Organogram	The departmental structure and reporting lines of the position, with the grades of these positions. Include line manager, line manager's manager, all subordinates and colleagues.
Purpose	A summary of the position which describes the overall purpose, function or role of the position. No more than two or three sentences. Clearly distinguishes the position from other positions, and links the position to the objectives of the faculty, department and university. Begins with the words: "The purpose of the position is ..."
Key performance areas (KPA)	A list of the most visible actions, essential functions, key areas of responsibility or high-level responsibilities. Provides broad categories of tasks and activities. List in order of importance or time spent. KPAs must support the organization's goals, and be within the position-holder's influence. Full time staff members have between five and eight KPAs.
% of time spent	The percentage of time spent on each key performance area.
Inputs	<p>A list of the particular projects or groups of responsibilities, activities, processes and tasks, linked to a KPA that the position must achieve. Describes how the key performance area is performed by outlining the methods, decision processes, judgments, techniques, tools used. Write in a clear, measurable way that states specifically what is expected and the standard to which it must be performed:</p> <ul style="list-style-type: none"> • Accurately convey the level of complexity, responsibility and scope • Write at least one associated input for each KPA • Keep as simple and brief as possible • Begin each sentence with an action verb, in the present tense • Sentences must be outcome-based, containing an action, an object and a purpose • Cluster tasks into a list of fewer, broad (but still specific) responsibilities • Refer to operational manuals, policies or to agreed procedures, rather than include the detail of tasks • Avoid <ul style="list-style-type: none"> ○ descriptive adverbs and adjectives (e.g. 'Quickly types basic documents', 'Efficiently processes difficult queries') ○ pronouns ○ jargon ○ abbreviations (e.g. 'mgs', 'docs') ○ 'tired words' (e.g. 'Manages', 'Contributes to', 'Assists with') ○ names
Outputs	A list of the main outputs or expected end results to be achieved, linked to the input. Should be specific to the position and the position must be directly accountable for them. Write in a clear, measurable way that states specifically what is expected and the standard to which it must be performed (e.g. quantity, quality, cost and time).
Minimum qualifications	The minimum qualification that would give the incumbent the skills and knowledge or training required to perform the position. Does not include desirable qualifications. Include NQF level where possible. May not be the qualification of the current incumbent.
Minimum experience	The minimum number of years and type of experience that would give the incumbent the experience required to perform the position. Does not include desirable experience. May not be the experience of the current incumbent.
Skills	The minimum skills or technical know-how required to perform the position. Does not include desirable skills. May include languages or software skills. (E.g. Intermediate level Excel).

Knowledge	The minimum knowledge required to perform the position. Does not include desirable knowledge. (E.g. Knowledge of UCT's academic administrative systems).
Professional registrations or licenses	The required professional registrations, industry certifications or licences required to perform the position. Does not include desirable ones.
Other requirements	Any other absolute minimum requirements required to perform the position. Does not include desirable requirements. Great care must be taken to ensure that these requirements are in no way discriminatory, and expert advice and assessment must be sought from your HR Practitioner.
Competencies	The minimum competencies (behavioural traits) required to perform the position. Does not include desirable requirements. A guide to UCT competencies and levels can be found on the HR website . This guide provides a comprehensive list of competencies for all Academic and PASS positions at UCT, and descriptions of how these competencies look at different levels of positions. Some competencies are required by all positions at UCT.
Scope of responsibility	The areas to which responsibility extends, the kind of supervision it receives, the kind of supervision it exercises, the kinds of decisions made by this position, and the kind of decisions that are referred elsewhere.
Contacts and relationships	A listing of the people, departments or organisations that this position deals with regularly, internal and external to UCT.
Agreed by	The position-holder, line manager and HOD agree to the contents of the position description.

Where do I send this form?

Once completed and signed, a copy should be kept by both the line manager and the position-holder (where there is one).

A copy of this form is sent together with the relevant documentation to the relevant persons, in the following processes (amongst others):

- Recruitment
- Position evaluation
- Performance management exceeds awards

What other forms do I need to complete?

None.

What other documentation must be attached?

Attach any other documentation which assists in describing the position.

Where can I get further assistance?

You can contact your [HR Practitioner](#) for more assistance in either the design of a position or the development of a position description.

Further information can also be found in the following places:

- [Development Dialogue resource guide](#) for PASS staff
- [Academic performance planning, performance reviews and staff development](#)
- [The UCT Competency framework](#)
- The UCT Jobs catalogue