



## NOTES

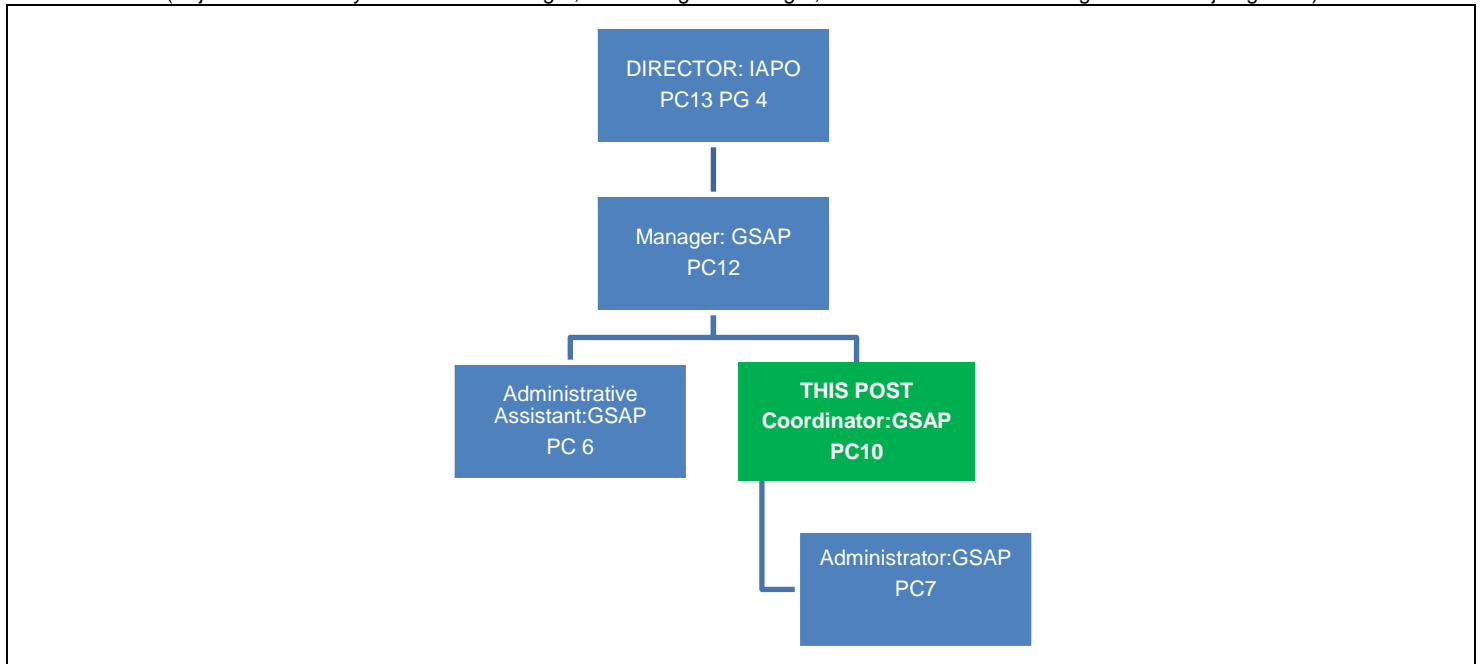
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of job descriptions.
- A copy of this form is kept by the line manager and the job holder.

## POSITION DETAILS

Position title	Coordinator: Global Short Academic Programmes (GSAP)
Job title (HR Practitioner to provide)	Coordinator
Job grade (if known)	PC10
Academic faculty / PASS department	PASS
Academic department / PASS unit	IAPO
Division / section	GSAP
Date of compilation	Nov 2015

## ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include job grades)



## PURPOSE

The main purpose of this position is to provide coordination, financial, logistical and organisational support to the Manager of the Global Short Academic Programmes (GSAP)

**JOB CONTENT**

<b>Key performance areas (4 – 6)</b> (What)		<b>% of time spent</b>	<b>Activities / Objectives / Tasks</b> (How)	<b>Results / Outcomes</b> (Why)
<b>1</b>	<b>Strategy development, policy and execution</b>	10%	<ul style="list-style-type: none"> <li>• Together with Manager GSAP, develop and implement strategic and operational plans to ensure that the GSAP objectives are met.</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic and operational plans prepared, reviewed and monitored</li> </ul>
<b>2</b>	<b>Stakeholders relations management and partnerships</b>	10%	<ul style="list-style-type: none"> <li>• Build and maintain relationships with appropriate staff, clients / partners and all other stakeholders in order to development and ensure the growth of the GSAP advocacy.</li> <li>• At the request of the Manager GSAP or the Director IAPO, represent IAPO and UCT at various committee structures, advisory boards, and professional bodies – both internally and externally.</li> <li>• Arrange and attending meetings with partners, clients and any other meetings requested by the section Manager.</li> <li>• At the request of the section Manager, hosting visitors interested in GSAP. Keep the Manager: GSAP informed of the programme initiatives and ensure that the Manager is kept abreast of developments.</li> <li>• Liaise as necessary with the Consulates and Embassies of partner countries to assist with formalities. Ensure that IAPO staff, all stakeholders and the Manager:GSAP is kept abreast of changes in legislation and or policy and procedures.</li> <li>• Work with the Manager GSAP to manage the contracts for the partnerships.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive relationships exist relevant staff at clients / partners, UCT departments and faculties</li> <li>• IAPO represented at various bodies / for a</li> <li>• Meetings arranged and attended</li> <li>• Visitors hosted and informed of GSAP services</li> <li>• Where necessary, relationships built with consulates and embassies</li> </ul>

3	<b>Operations Management</b>	30%	<ul style="list-style-type: none"> <li>• Develop and maintain comprehensive database of all partners under the GSAP portfolio including Island Programmes.</li> <li>• Capture information on CRM to ensure that reports can be pulled for reporting, monitoring and decision-making purposes</li> <li>• Liaise with each international GSAP partner to conduct needs analysis; provide to Manager GSAP for development of curriculum / academic programme</li> <li>• Liaise with potential service providers to prepare draft programme of “non-academic” activities to meet needs of partner.</li> <li>• Prepare draft costing for the presentation of the course, based on needs of partner.</li> <li>• Draft Afropolitan agenda programme (CCMA, CTCC, ARUA, etc).</li> <li>• In consultation with the section Manager, ensure that relevant correspondence is initiated and responded to from partners / visitors;</li> <li>• Establish and maintain an alumni database;</li> <li>• Establish and maintain an appropriate filing system;</li> <li>• Develop and maintain procedures for administrative systems;</li> <li>• In consultation with the section Manager, ensure that any travel arrangements for the programmes or section are made.</li> <li>• Ensure that agenda, draft documentation, minutes are prepared and disseminated and logistical arrangements made for any meetings for the programmes or section</li> <li>• Ensure that all necessary logistics arranged, booked and paid for to meet needs of partners (accommodation, flights, transfers, teaching space, library access, third-party ICT access).</li> </ul>	<ul style="list-style-type: none"> <li>• Database of activities and partners maintained.</li> <li>• Information available as required</li> <li>• Needs analyses undertaken.</li> <li>• Draft programme of activities prepared and service providers identified.</li> <li>• Draft costing / budget prepared for the programme.</li> <li>• Afropolitan agenda programme (CCMA, CTCC, ARUA, etc) is drafted timeously.</li> </ul>
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3	<b>Operations Management - continued</b>	<ul style="list-style-type: none"> <li>• Plan and implement orientation programme for participants</li> <li>• Ensure that all activities requested by partner are arranged, booked and paid for to meet needs of partners (campus tours, peninsula tours, other tours, gala dinners, etc.)</li> <li>• Research credible service providers and develop the database</li> <li>• Develop a list of experts for GSAP programmes. Identify experts in their field of study/career and engage with them in conjunction with the Dean.ED's to ensure that course programmes are developed and presented at UCT through IAPO.</li> <li>• Monitor progress of activities and teaching and learning and trouble-shoot where necessary.</li> <li>• Ensure that appropriate marketing materials are developed for GSAP and for individual programmes (as required).</li> <li>• Arrange and have oversight for all the logistics (travel, accommodation, etc.) for outbound visits.</li> <li>• Review GSAP website, ensure that information is current and liaise with the Administrator: GSAP to enforce changes to the website content.</li> <li>• Prepare and maintain marketing materials for GSAP programmes, including arranging for design and printing.</li> <li>• Plan and coordinate the EMS programmes so as to support IAPO's Afropolitan Vision, thereby extending the GSAP programmes into the broader Africa.</li> <li>• Conduct Market research and report back to the Manager:GSAP on global trends and propose possible initiatives to further the GSAP activities.</li> <li>• Develop a survey tool to assess the need for such courses/programmes within the African continent and globally.</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate admin and filing systems established.</li> <li>• Travel arrangements made.</li> <li>• Agenda, documents available and meetings arranged.</li> <li>• All logistical arrangements completed</li> <li>• Where necessary, orientation programme planned.</li> <li>• Any activities requested planned.</li> <li>• Service providers identified.</li> <li>• Experts identified.</li> <li>• Act as first point of contact during programmes to troubleshoot, if necessary.</li> <li>• Develop marketing materials and other forms of communication.</li> <li>• When requested, all logistics planned for outbound visits / trips.</li> <li>• Website maintained.</li> <li>• Marketing materials available.</li> <li>• Research is conducted and survey tools are developed timeously.</li> </ul>
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4	<b>Financial Administration</b>	25%	<ul style="list-style-type: none"> <li>• Draw up budgets for Short term International programmes in accordance with the agreed upon yearly increments</li> <li>• Work with Finance Manager: IAPO to establish funds necessary on SAP. Ensure that funds have come through and check is the final figures are correct, cost centre and other details to ensure that payment is made</li> <li>• Report on payments and budget to Manager: GSAP who is accountable for the overall budget.</li> <li>• Review all invoices received from service providers to ensure that they are correct, prepare request for payment documentation, get approval from Manager and pass to Finance team for payment. Follow up with Finance team to ensure payment made.</li> <li>• Process and review journal entries to ensure income and expenditure for GSAP assigned to the correct entities</li> <li>• Review GSAP accounts and correct any misallocations.</li> <li>• Brief the Manager monthly on financial consolidation with partners</li> <li>• Assist the Financial Manager to prepare financial reports to clients/partners by ensuring that all SAP accounts are correct and answering any questions that the Manager may have.</li> <li>• Report on likely spend in respect of travel expenses for the year.</li> <li>• Provide information on expenditure to the Manager GSAP to enable the preparation of budget reports and to monitor spending.</li> <li>• Ensure that clients / partners are invoiced</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate and correct invoices collated with request for payment and passed to Finance for processing</li> <li>• Income and expenditure correctly allocated</li> <li>• Accounts reviewed and reconciled once per quarter to ensure that accounts contain correct entries.</li> <li>• Accurate reports prepared on time.</li> <li>• Forecast of travel spend is prepared</li> <li>• Information on expenditure provided for the preparation of budgets and reports</li> <li>• Clients / partners accurately invoiced</li> <li>• Payments received from clients / partners (follow up, remind clients)</li> </ul>
5	<b>Monitoring, evaluation and reporting</b>	10%	<ul style="list-style-type: none"> <li>• Ensure that evaluation forms are prepared, presented, administered and completed and analysed.</li> <li>• Adapt future programmes to take into account evaluation results.</li> <li>• Provide assistance, as requested, to the Manager to prepare narrative reports to donors.</li> <li>• Capture quantitative and qualitative data for use in monitoring the programme.</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluation forms prepared and analysed</li> <li>• Assistance provided to adapt future programmes</li> <li>• Assistance provided for the preparation of narrative reports</li> <li>• Data captured</li> </ul>

6	<b>Resource Management: people</b>	10%	<ul style="list-style-type: none"> <li>• Manage and lead a team of staff by setting goals, mentoring and guiding performance, directing work activities, establishing policies and procedures and building relationships;</li> <li>• In conjunction with the section Manager, recruiting, orienting and training staff, as required;</li> <li>• Provide assistance in undertaking performance management and assessment of staff;</li> <li>• Discuss and providing staff development opportunities to ensure that they have the necessary resources to perform daily operations;</li> <li>• Ensure that section staff members are knowledgeable and kept up to date about IAPO policies that impact on international students / staff e.g. repatriation, SADC levy etc.</li> <li>• Have oversight for the Housing portfolio and the Administrator:GSAP's activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff perform work functions;</li> <li>• Staff recruited, oriented and trained;</li> <li>• Correct HR documentation is completed;</li> <li>• Staff attends suitable training opportunities;</li> </ul>
7	<b>Ad hoc activities</b>	5%	<ul style="list-style-type: none"> <li>• At the request of the section Manager, responding to requests for information / research / assistance from the Director and other executive members with regard to GSAP:</li> <li>• At the request of the section Manager or the Manager SSS, provide assistance to other staff in IAPO, particularly during pre-registration processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Research / information / assistance provided, as requested.</li> </ul>

NOTE: The management of the consolidated GSAP function is new to IAPO and the jobs required to implement and grow the function are new. The GSAP team members must therefore expect that they will be breaking new ground and that their roles can and will change as the demands of the function become clear. Staff appointed to these positions must therefore expect changes in their job descriptions and must be willing to accept these changes.

### MINIMUM REQUIREMENTS

Minimum qualifications	A University degree (NQF7) or equivalent university qualification coupled with 5years relevant experience in a similar environment of which 3 years supervisory / management level
Minimum experience (type and years)	<ul style="list-style-type: none"> <li>• 2 years' proven experience in short-term global programmes in the international higher education context;</li> <li>• A friendly disposition coupled with sound interpersonal skills and good communication skills</li> <li>• Marketing skills and extensive experience in the compilation of marketing materials and website</li> <li>• Experience updating websites, marketing materials and a working knowledge of social media</li> <li>• Demonstrated ability to work independently as well as part of a team, use initiative and be flexible</li> <li>• Ability to consult, mediate, facilitate with ease and minimal conflict and an understanding of the public relations impact</li> <li>• Strong business and proven project management outlook</li> <li>• A good knowledge and understanding of the University environment and academia;</li> <li>• The ability to coordinate, multitask, work under pressure with meticulous accuracy in a deadline environment</li> <li>• Excellent organisational, analytical, administrative and problem-solving skills;</li> <li>• Commitment to customer service and timeframes in a cross-cultural environment;</li> <li>• Strong report writing skills</li> <li>• High level of proven computer proficiency in MS Office and financial systems; advanced EXCEL;</li> <li>• Willingness to work after hours on programmes and respond to student emergencies after hours as necessary;</li> <li>• Valid drivers licence and reliable vehicle;</li> <li>• High level creativity and flexibility and the ability to adapt to changing needs of GSAP</li> <li>• Possess a high level of honesty and integrity in handling cash / finances</li> </ul>
	<p>Would be an advantage:</p> <ul style="list-style-type: none"> <li>• A honours qualification</li> <li>• Journalistic and Editing</li> <li>• Proficiency in a Peoplesoft, CRM system and SAP ;</li> <li>• Spoken proficiency in isiXhosa and/or Afrikaans and/or another language spoken on the African continent (e.g. Yoruba, Swahili, French, Portuguese) or any other foreign language</li> </ul>

### COMPETENCIES

Competence	Level	Competence	Level
Follow Up	3	Building interpersonal relationships	3
Quality commitment / work standards	3	University awareness	2
Client / student service and support	3	Planning and organizing / work management	3
Decision-making / judgement	2	Stakeholder/ Team management	3