



MANAGER: STRATEGIC, SUPPORT AND OPERATIONS (Payclass 12)

Strategic, Support and Operations (SSO) **International Academic Programmes Office (IAPO)**

The SSO section is responsible for providing high level services to international students to ensure that UCT is an institution of choice for international students.

The main purpose of this position is to offer strategic support and operational services to international students in order to enhance their educational and social experience. The position entails Managing and strategizing on the critical services offered to international students and staff by IAPO, ensuring that IAPO meets its remit and operates optimally in delivering a world class service to its partners. Working together with other IAPO managers, the incumbent shall provide a hub of services to international students and staff at UCT.

The position will work with the Director and IAPO Managers to strategize, manage and implement IAPO wide strategies, activities and projects, such as review processes, strategic planning, and communication internally and externally, colloquia, seminars, conferences, etc.

Requirements:

- Master's Degree (NQF9) and at least 5 years relevant experience at a mid to senior management level in an organization of similar complexity
- At least 3 years sector experience in the higher education sector specifically internationalisation
- Proven experience with student support requirements and with internationalization within higher education sector including matters of immigration and other international higher education compliance regulations.
- At least 5 years' demonstrable project management experience.
- Proven understanding of the international higher education sectors – nationally and internationally.
- Strong communication skills (written and verbal), especially in writing high level proposals in relation to international students services, high level reports and delivering presentations.
- Sound financial management expertise including budgeting experience.
- Experience with high level engagement with Faculty on international student matters
- Experience and familiarity with large data sets and management information systems, and the use of these to inform decisions and disseminate information to stakeholders
- The ability to be a team player, to interact successfully with students, internal and external clients
- Good knowledge of Excel and databases such as PeopleSoft and CRM

Advantageous:

- Experience with liaising with international partners.
- Knowledge of strategic internationalisation/global trends.
- Knowledge of marketing and communication.
- First-hand knowledge of an academic environment as well as an excellent understanding of a higher education environment/tertiary.

Responsibilities:

- Strategy development, policy and execution related to advocating for International student interests. Stakeholder relations management and partnerships support.
- Operations management.
- Project management to achieve demand-driven strategic objectives.
- Being the expert on international higher education compliance matters.
- Provision of International student data reports as and when required requested by Director and IAPO Management team
- Resource management – People and Finance.
- Monitoring, evaluation and reporting.
- Perform any other tasks as determined by the Director.

The annual cost of employment for this position is negotiable between R 737 101 and R 867 177.

To apply, please e-mail the below documents in a **single pdf file** to recruitment02@uct.ac.za:

- UCT Application Form (download at <http://forms.uct.ac.za/hr201.doc>)
- A letter of motivation, and
- Curriculum Vitae (CV); a maximum four-page CV (no certificates)

Please ensure the title and 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 a competency test.

Telephone: 021 650 2163

Website: www.iapo.uct.ac.za

Reference number: E18446

Closing date: 14 December 2018

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 (i.e. African, Coloured, Indian) candidates

UCT reserves the right not to appoint.