

HR191	POSITION DESCRIPTION	 UNIVERSITY OF CAPE TOWN IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD
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NOTES

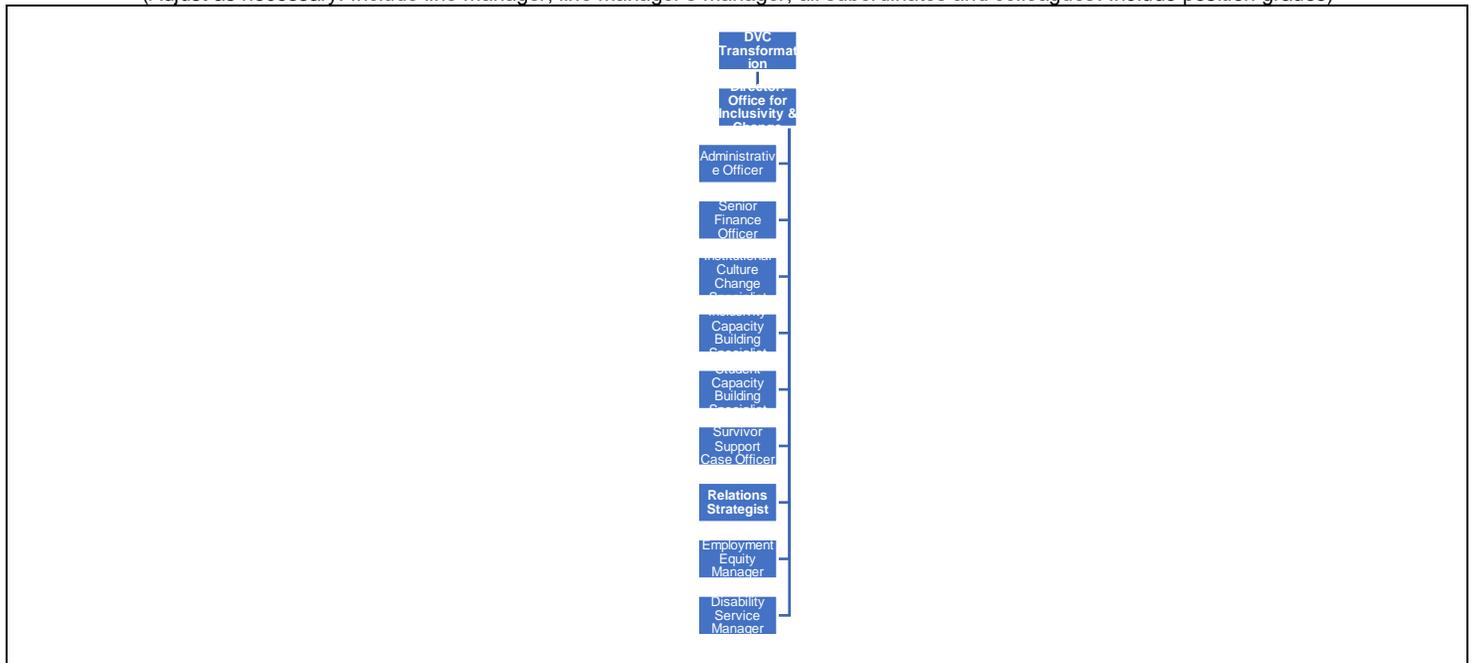
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Relations Strategist		
Job title (HR Practitioner to provide)	Relations Strategies Specialist		
Position grade (if known)	11	Date last graded (if known)	
Academic faculty / PASS department	Office for Inclusivity & Change		
Academic department / PASS unit			
Division / section			
Date of compilation	September 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:

- Advocate the work of the Stream both within the university context and beyond. This is achieved by networking with key stakeholders in the field
- In consultation with the Director, ensure that the Stream's strategic objectives (and their enactment) are always in alignment with those of the Unit as a whole
- With the support of the Director, generate work and fundraise for activities undertaken by the Stream

CONTENT

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
E.g.	General and office administration	25%	<p>Takes, types up and distributes minutes and agendas for monthly departmental meeting.</p> <p>Greets visitors, enquires as to the nature of their visit and directs them to the appropriate staff member.</p>	<p>All staff members receive an electronic copy of accurate minutes and agendas, in the departmental template/format, a week before the meeting.</p> <p>Visitors are directed to appropriate staff member in a professional and efficient manner.</p>
1	Stream-related Case & Client Management	25%	<ul style="list-style-type: none"> • Organise, collate and electronically store records of all stream-related interventions and cases • Provide a fast, effective service to all stream-related clients • Promote the services of the office as independent, confidential and effective • Ensure effective and appropriate attention and conclusion of cases, where possible • Provide staff and students with hands-on advice and guidance where requested • Endeavor to achieve just outcomes in interventions • Provide clients with regular feedback • Interpret policy and legislation and assist clients with queries and advice • Manage all correspondence relating to stream-related cases • Ensure ongoing support to clients is made available and conduct necessarily follow up conversations • Liaise with Survivor Support stream to ensure cooperation and effective communications between these two respective streams 	<p>Document interventions, and take statements of clients, where necessary</p> <p>All relevant processes and options available are explained to the clients, where necessary</p> <p>Appropriate referrals are made</p> <p>Ensure that correct policy and procedure is followed</p> <p>A system for tracking of progress of cases is developed and implemented</p>

2	Restorative Justice Programmes	25%	<ul style="list-style-type: none"> • Responsible for amending, maintaining and updating the restorative justice programmes for UCT including training, monitoring and evaluation • Maintain Mediation Policy, to be able to effectively respond to campus as well as national and international trends in conflict resolution practices • Responsible for recruiting new staff mediators to expand and develop the existing pool of restorative justice practitioners (RJP) on campus • On-going training of existing RJP's, and training of new mediators to ensure that a constant team of mediators is available to provide mediation services to the needs on campus • Training and awareness-raising about RJP including mediation with all relevant stakeholders such as HR Practitioners, Transformation Committee Chairs, etc. • Gathering of material and information to maintain, develop and sustain a high level of RJP related training on campus • Maintain and develop a Community of Practice (CoP) on campus, to provide and encourage quarterly meetings for all RJP's to exchange ideas, experiences, styles and approaches in order to foster a strong RJP practice and awareness on campus • Receive all requests for RJP on campus, and respond effectively and appropriately by planning, scheduling and arranging consultations, pre-mediation as well as mediation sessions • Take responsibility for ensuring that requested mediators are briefed and prepared for sessions, and that all necessary documentation (such as Mediation and Confidentiality Agreements, as well as post-mediation reports) has been, or will be complied with • Responsible for inviting and explaining the process effectively to all interested parties • Providing group mediation for multi-party participation and ensuring that all logistical demands such a proper multi and individual party briefings have been made available, and that the necessary protocol in terms of communication and feedback has been adhered to • Responsible for off-campus mediation, and all relevant arrangements if parties (in line with policy considerations) decide to have a matter mediated by a mediator outside of UCT • Liaise with other universities to contribute and develop a best practice for conflict resolution within Higher Education 	<p>Restorative justice programmes developed and implemented in alignment with UCT/OIC goals/strategy and within the context and needs of the university</p> <p>Staff mediators recruited, trained, developed and maintained</p> <p>Relevant UCT stakeholders are appropriately trained and aware of OIC's RJP's</p> <p>Material and information developed and updated</p> <p>CoP developed and maintained with regular meetings held</p> <p>All requests responded to effectively and timeously</p> <p>Clients aware of and understand UCT processes and policies as it relates to the portfolio</p> <p>Group mediations and off-campus mediations are effectively managed</p> <p>Collaboration and partnerships formed and maintained with other HEIs and external stakeholders (where relevant)</p>
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3	Content Development and Training	10%	<ul style="list-style-type: none"> • Conceptualise and develop stream-related programmes based on current trends and contexts • Collect material for stream-related presentations and workshops • Develop new and endeavor to improve existing presentation skills and techniques • Conceptualise and initiate stream-related material development research either individually or with other Stream Leaders, where necessary and appropriate • Update existing presentation material to keep abreast of legislation, campus experiences, needs and realities. • Maintain a record of stream-related training events requests • Respond to requests for stream-related training, where possible, and develop appropriate training materials to address these requests 	<p>Training events are successfully facilitated Materials are developed Topics are researched and interpreted into lay speak to ensure understanding in the target audience</p>
4	Advocacy, Communication and Marketing	5%	<ul style="list-style-type: none"> • Participate, where needed, required and appropriate, in roadshow campaigns during orientation week, and other suitable opportunities to raise awareness of the office, and stream-related activities and services, when required • Assist the Stream Leader: Institutional Culture and Communication with content regarding stream-related information • Assist with any communications initiatives, as required, to ensure a consistent brand is portrayed across the Unit 	<p>Respond to requests for campaigns throughout the University Collaborate with other Streams on visual campaigns, when required Communication relating to Stream is checked for consistency and accuracy Assistance is provided to Communications Stream</p>
5	Monitoring, Evaluation and Reporting	10%	<ul style="list-style-type: none"> • Design new evaluation forms, if necessary, and update or use existing ones for workshops and training events • Interpret and respond appropriately to information and feedback received from evaluation forms of workshops/training/presentations • Provide feedback and information on workshops/training/presentations as part of unit reports • Ensure project deliverables are met and monitored in accordance with performance indicators • Compile and distribute quarterly and annual reports • Comply with, and contribute to a quality assurance system to ensure that cases are managed timeously and effectively • Provide stream-related information, either when specifically requested by the Director (or on behalf of the Director) or as part of unit reports • Accurate financial management including budget management and oversight 	<p>Monthly, quarterly and annual reports are compiled and distributed Evaluation forms are used to provide feedback on all training events/initiatives Training reports are compiled Monitor project deliverables to ensure compliance with specifications Programme/project spend monitored monthly and in line with budget</p>

6	Strategic Input	10%	<ul style="list-style-type: none"> • Keep informed about the trends and policies that may affect the stream-related contexts provincially and nationally • Conceptualise and plan new projects/programmes, where necessary • Respond to new work and funding opportunities, where needed and appropriate • Develop and assist other Stream Leaders with proposals and budgets for new projects, where possible • Assist and support the drafting of Unit policies • Identify and respond appropriately to possible gaps in policy and procedure in stream-related areas 	<p>Funding opportunities are responded to, where possible</p> <p>Funding proposals are developed, or contributed to, where possible</p> <p>Trends and key topics are identified within the Stream discipline to keep current with current contexts</p> <p>Relevant policy and procedure gaps are identified, including areas of improvement</p>
7	Stakeholder Management	15%	<ul style="list-style-type: none"> • Contribute to relevant sectoral committees or commissions appropriate to the portfolio • Work with the relevant internal stakeholders to implement the work of this portfolio • Represent the university at sectoral committees and commissions as they relate to this portfolio • Represent the Director and the DVC Transformation at events, meetings and university events as directed • Interact with key stakeholders, including funders • Strengthen internal and external stakeholder relationships to improve delivery of workshops, interventions, communications and campaigns 	<p>Minutes of meetings held with sectoral partners</p> <p>Report on university representation at various activities</p> <p>Developed sustainable relationships with internal partners for this work in this portfolio</p>

MINIMUM REQUIREMENTS

Minimum qualifications	NQF 7 LLB Advantageous (NQF8)					
Minimum experience (type and years)	5 years					
Skills	Alternative dispute resolution, conflict management, training facilitation					
Knowledge	Legal policy, UCT Policy					
Professional registration or license requirements	n/a					
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	n/a					
Competencies (Refer to UCT Competency Framework)	Competence		Level	Competence		Level
	Client/student service and support		2	Teamwork / collaboration		2
	Communication		2	Formal presentation		2
	Planning and organizing		2	University awareness		2
	Work management		2	Analytical thinking/problem solving		2

SCOPE OF RESPONSIBILITY

Functions responsible for	Case management, conflict resolution, training facilitation
Amount and kind of supervision received	Broad supervision Supervisor assigns work by broadly defining objectives, outcomes, priorities and deadlines. The supervisor provides more general assistance in unusual situations that do not have clear objectives. The staff member plans and executes work. Problems and deviations are solved with reference to instructions, policies, and accepted practices. Work is reviewed for technical adequacy and conformance with practice and policy. At the higher levels, may supervise staff and have responsibility for the day to day operation of a work unit where this involves setting priorities, meeting service standards and assisting with the monitoring or review of systems, or supervise or co-ordinate staff with different areas of skill.
Amount and kind of supervision exercised	None
Decisions which can be made	Discretionary decisions. Clear rules, policies and practices govern decisions. In the case of less complicated decisions, it may not be necessary to consult with the manager. Incumbent decides on the appropriate deployment of applicable resources (time, human etc.) in own area of responsibility. Jobholder can choose which process to use, and they know the theory behind the operations. They must decide 'how', 'where' and 'when'. These decisions are made using their own discretion. Job holder decides which routines to use where routines are not prescribed. Complicated decisions would be made in consultation with the line manager.
Decisions which must be referred	

CONTACTS AND RELATIONSHIPS

Internal to UCT	Ombudsperson; Employee Relations; Student Discipline; HODs
External to UCT	Sectoral committees; stakeholder partnerships; funders

AGREED BY

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
Position Holder	Vacant			

Line Manager	Dr Sianne Alves		X1003	20/10/2020
HOD	Dr Sianne Alves		X1003	20/10/2020
Dean / ED	Prof. Loretta Feris		X2175	26/10/2020
HR Practitioner	Linzee Arendse			

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