



NOTES

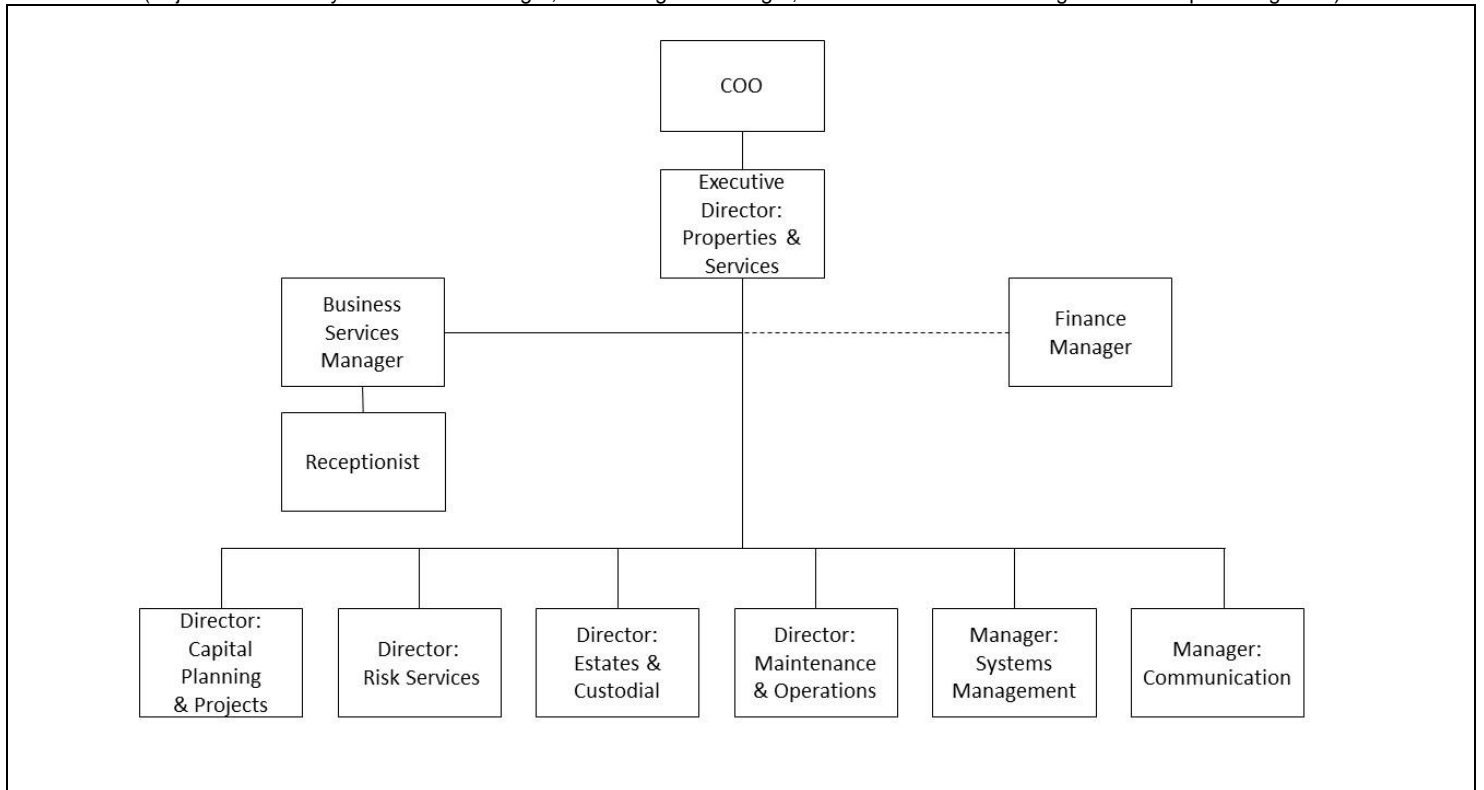
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Business Services Manager		
Job title (HR Practitioner to provide)	Middle Operations Manager		
Position grade (if known)	PC 11	Date last graded (if known)	
Academic faculty / PASS department	Properties and Services		
Academic department / PASS unit	Office of the ED: P&S		
Division / section	Business Services		
Date of compilation	September 2018		

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 provide high level business services management and support to both the Office of the P&S Executive Director and the senior P&S Directors. It contributes to the development and the strategic direction of P&S, as full member of the Senior Management Team of P&S.

It manages the business services section of Properties and Services, as well as the Office of the ED, and is accountable for the optimal functioning of these specialized operations work areas, taking control of a number of inter-related, specialized operations processes. The position is directly responsible for all administration, operations, finance and management issues within the Business Services section. The position manages the reception and secretarial services.

The position also plays a project and program management role, across the department, and is responsible for the governance, risk and compliance across the department.

It provides authoritative advice in the context of widely varying circumstances, recommending or providing influential input to policy or systems development on the basis of expertise in the area.

It integrates and liaises directly with other sectors of the university (e.g. finance, human resources, university administration, marketing and communications) and assumes some of the functions of the ED, having vested decision-making authority for certain issues (thus freeing up the ED).

CONTENT

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Strategy and execution	10%	<ul style="list-style-type: none"> Contributes to the development of P&S strategy Recommends developments to the departments services and systems Recommends and continually assesses market trends regarding vendors, products, procurement systems and processes – includes research and development Provides support to the ED regarding alignment of operations, use relevant management information, professional knowledge and experience. 	<ul style="list-style-type: none"> Service requirements are analysed and improved or introduced in response to business requirements, risk and cost. Team's services and systems are constantly improved. Market trends with regard to vendors, products, procurement systems and processes are continually assessed, and recommendations made.
2	Operations management	20%	<ul style="list-style-type: none"> Provides support to the Director regarding operational matters and protocol. Manages the operations of the Business Services Section, and the ED's office. Ensures effective and efficient secretarial service provision to the ED. Ensures effective and efficient reception and telephony function to ED's Office. Provides a high level executive assistant function to the ED and the senior management team, including the writing of high-level communication, reports and presentations. Creates and manages work flow processes to ensure appropriate, effective, efficient and timely work flow in to, out of and within the ED's office. Provides logistical and servicing service to P&S senior management team structures. Services key P&S senior and strategic management committees and groups, and provides a co-ordination, communication, monitoring, reporting and compliance service to these groups (for example – P&S Stratco, P&S Risk Committee, P&S HR Committee. Ensures the effective and efficient servicing of other key P&S management committees and groups. Manages liaison with and maintains relationships with internal and external stakeholders, working closely with the P&S Marketing and Communications function. Continuously builds relationships with Directors that report to the ED and the greater University Identify and implement new services to meet customer requirements 	<p>Management Effectives in improvement of:</p> <p>Service Level Management: To have all Service Lines exceed Service Level expectations</p> <p>Operations: Maximize operational efficiencies within the various divisions of P&S</p> <p>Technology: Continually increase efficiencies through use of new technology and leveraging on existing platforms and expertise</p> <p>Customer Management: Continuously enhanced Client Relationship and communication capabilities that produces improvement results</p> <p>Support Management: Improve supplier relationship, IT, Procurement and support services management</p>
3	Resource management: Finance and Budget	20%	<ul style="list-style-type: none"> Prepares, manages, and is the budget owner, of the finances and budgets of the Business Services 	<ul style="list-style-type: none"> The Executive Director receives assistance to prepare budget in accordance with UCT and P&S

			<p>section</p> <ul style="list-style-type: none"> • Manages the preparation and submission of the budgets for ED's operational budgets • Manages and controls the finances of the ED's operational budgets, with delegated authority as per governance • Recommends and implements initiatives to improve efficiencies, cost-savings, and income generation. • Oversees and manages the consolidation of all procurement within the P&S Vendor Database. • Promotes and supports a departmental culture of good supply chain management 	<p>guidelines and operational plans</p> <ul style="list-style-type: none"> • Expenditure is controlled against budget and in accordance with need and UCT priorities. • Funds are saved and generated more efficiently due to initiatives being implemented • Improve overall financial efficiency and reporting (well organised) • Improve overall efficiency, productivity and reporting (do more with less) without damaging operations and morale • Attain lower overall total cost to operate
4	Resource management: People	10%	<ul style="list-style-type: none"> • Manages the Receptionist by facilitating development and performance management. • Ensure that the position descriptions of all EXCO members and the receptionist are regularly updated. • Manages the process of PASS Development Dialogues and annual increases. • Works closely with the P&S HR Practitioner's to manage HR Administration for all permanent and contract employees in P&S (e.g. appointment forms, leave forms, etc.) through Directors/Managers • Maintains oversight of all management P&S staff selection processes • Ensure that P&S Transformation Plans are implemented throughout P&S selection and recruitment processes • Develops, implements and manages P&S onboarding process for new personnel • Manages P&S staff and contractors' personnel records • Provides a monthly consolidated analytics report for HR Practice • Drive and develop P&S HR Capital Management strategy, supporting the P&S Strategy 	<ul style="list-style-type: none"> • Team leadership capacity is built in the team • New staff members are recruited, selected and orientated • Clear goals have been set and staff performance is being assessed • Development plans that have been agreed upon with staff in line with departmental requirements and staff aspirations • Staff members are being coached, mentored and provided with continuous feedback • Staff members are multi-skilled, thus reducing reliance on individuals • Succession Planning • A team culture encouraging others to provide quality of service essential to high performance has been created and is being sustained • Working relationships within and beyond the team are developed and sustained consistently • Staff are involved in and informed of developments • Effective and fair quality assessment systems have been implemented • Effective, planned communication
5	Monitoring, evaluation and reporting	10%	<ul style="list-style-type: none"> • Performs data analysis and rationalization • Prepares reports for ED and Management Committees • Prepares Consolidated P&S Operations Report for submission to the Chief Operating Officer • Ensures and monitors service levels within P&S 	<ul style="list-style-type: none"> • Predictive Analysis for trending, demand and supply • Reporting Management Packs for Chief Operating Officer
6	Project management	10%	<ul style="list-style-type: none"> • Coordinate and track team projects 	<ul style="list-style-type: none"> • Projects are managed with time, budget and quality aspects

7	Governance, risk and compliance management	20%	<ul style="list-style-type: none"> • Analyses service requirements in response to business requirements, risks and costs • Oversees and manages the consolidation of all Governance, Risk and Compliance services for Properties and Services • Manages the promotion and support of a culture of compliance, risk avoidance/mitigation and corporate accountability throughout the organization • Creates opportunities to build governance, risk and compliance programs into daily operations of Properties and Services • Oversees and manages the analytical support to the management team regarding governance, risk and compliance metrics, reporting and special projects. • Prepares Reports for Risk Management Committee (RMC) • Services key P&S senior and strategic management committees and groups, and provides a co-ordination, communication, monitoring, reporting and compliance service to these groups (for example – P&S Stratco, P&S Risk Committee, P&S HR Committee. • Creates opportunities to build governance, risk and compliance programs into daily operations of Properties and Services • Oversee and manage the analytical support to the management team regarding governance, risk and compliance metrics, reporting and special projects for procurement – Microsoft Power BI • Ensure that the ED's Office adheres to the UCT H&S policy and procedures within the department and all projects. • Ensure that respective departments within P&S are regularly assessed and aligned to policy and procedures 	<ul style="list-style-type: none"> • Governance, Risk and Compliance services promoted, and opportunities are created for these services within the University • Risk Management Process Implementation and Monitoring • Governance Framework • Risk Management Framework
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MINIMUM REQUIREMENTS

Minimum qualifications	NQF 7 in a commercial, operations, real estate, related field			
Minimum experience (type and years)	5 years relevant experience, including at least 2 years in a leadership role in an operations and/or customer Service Environment Experience in a Real Estate Management Environment would be an advantage			
Skills				
Knowledge	Specialized			
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'.)				
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking / problem solving	2	Resource management	2
	Client / student service and support	2	Individual leadership	2
	Communication	2	Decision-making/judgment	2
	Teamwork / collaboration	2	Creativity and Innovation	2
	University awareness	2		

SCOPE OF RESPONSIBILITY

Functions responsible for	Business Services
Amount and kind of supervision received	Broad supervision
Amount and kind of supervision exercised	General / Direct supervision
Decisions which can be made	Deterministic, process, system decisions
Decisions which must be referred	Interpretive, probabilistic decisions and programming, long term strategy, strategy execution decisions

CONTACTS AND RELATIONSHIPS

Internal to UCT	All UCT Stakeholders including PASS & Academic Staff, P&S Directors and other senior staff, Finance Manager, Human Resources
External to UCT	Suppliers as well as Public & Government entities