



NOTES

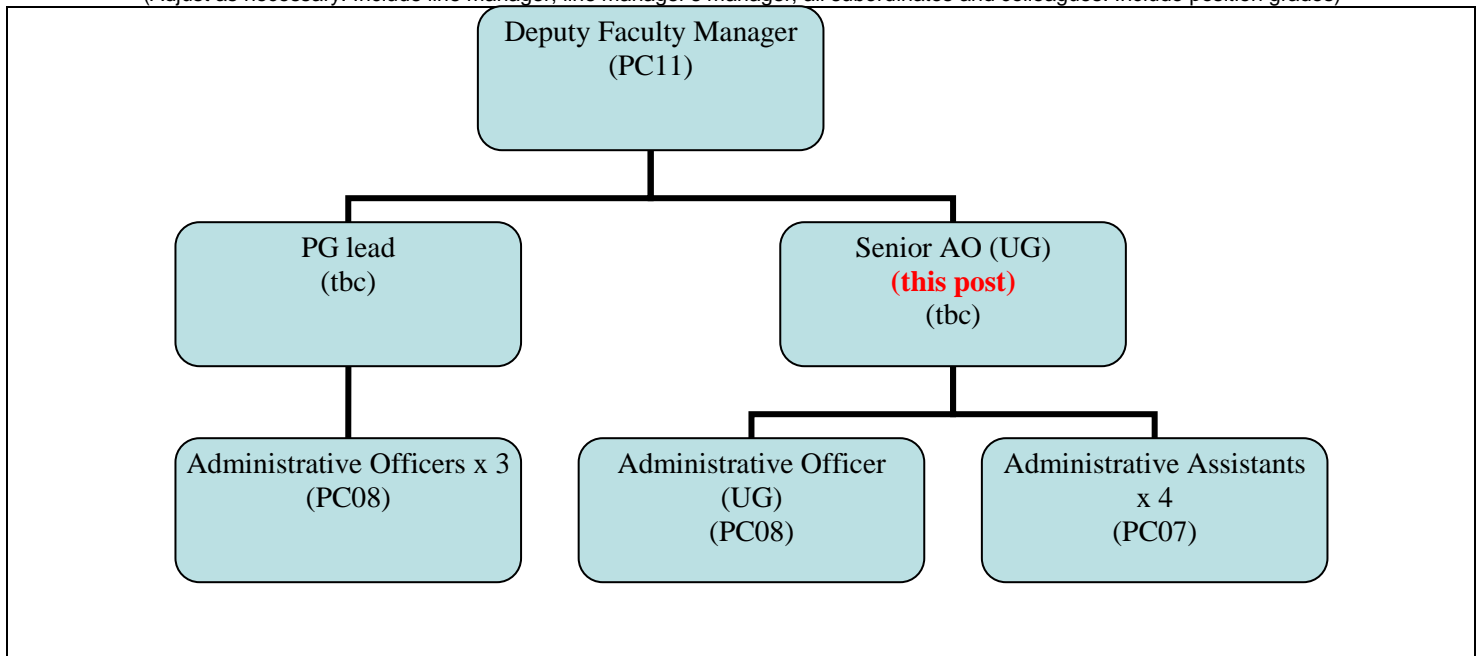
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Senior Administrative Officer		
Job title (HR Practitioner to provide)	PASS Manager		
Position grade (if known)	PC10	Date last graded (if known)	December 2018
Academic faculty / PASS department	Faculty of Humanities		
Academic department / PASS unit	Dean's Office		
Division / section	Academic Administration		
Date of compilation			

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 supervise the activities of Undergraduate team within the Student Records and Administration section, and manage staff within the team, to secure the operational needs of the Faculty Office in an efficient, effective and professional manner.

CONTENT

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Operations management	40%	<p>Staff supervision and resource allocation: with the Deputy Faculty Manager</p> <ul style="list-style-type: none"> • manage workload allocation and workflow across the undergraduate team ensuring the distribution of tasks and management of portfolios is equitable • assume responsibility for and supervision of tasks undertaken across the team • coordinate problem-solving, trouble-shooting problems and issues • act as floor manager and supervisor to all staff within the team • assist with information gathering • ensure availability of staff to assist with ad hoc and priority tasks • consult with team on how best to provide administrative support for the academic endeavour • convene regular team meetings to discuss operational priorities and progress with routine tasks • manage the cost implications of the activities of the team <p>Staff management</p> <ul style="list-style-type: none"> • line manage undergraduate staff in the Student Administration and Records section • performance manage line reports, convening regular meetings, offering feedback on performance and identifying areas for development and progression • oversee recruitment, selection, appointment and training of permanent staff • deliver comprehensive training on Faculty processes and procedures, providing • recruit, train and supervise temporary staff as needed <p>Relationship management and service liaison</p> <ul style="list-style-type: none"> • oversee and manage the provision of support and customer service to applicants, students, staff and the public • develop and maintain good working relationships with colleagues in the central administrative units and in academic departments, keeping them informed of changes and issues <p>Faculty Office support</p> <ul style="list-style-type: none"> • provide feedback on the activities of the team as required • seek feedback from colleagues • handle tasks and duties assigned on an ad hoc basis • cover for colleagues during periods of absence, reassigning tasks as appropriate • act as Deputy Faculty Manager when required • as a super-user, act as a SSS liaison, testing PeopleSoft functionality as required and resolving issues as they arise 	<ul style="list-style-type: none"> • Workload is equitably distributed and managed within the team • Team members are aware of, and compliant, with University and Faculty regulations, policies and procedures • Reports on portfolio activities and initiatives are available as required • Queries and requests for information are handled professionally and politely and within a reasonable timeframe • Applicants and students are able to take informed decisions • Portfolios and/or teams function effectively • Correspondence is handled within reasonable timeframes and records of all correspondence is kept • Workplans are implemented • Contingency plans and sufficient cover are in place for securing operational needs • Workload, workflow and work requirements are evaluated on a regular basis, and adjustments made as necessary • Staff are trained and adhere to protocols and procedures, using established protocols • Procedural guides and training manuals are available to support processes • Colleagues in central and academic departments are informed and aware of issues of relevance • All staff participate in meaningful evaluation of the work of the section, providing feedback as appropriate

2	Admissions and applications	15%	<p>Manage admissions to undergraduate qualifications and programmes</p> <ul style="list-style-type: none"> • Oversee and implement an admissions processing plan for the team • Manage the process and timeframe for evaluating and /or dispatching applications, ensuring all applications are processed by the deadline and in accordance with Faculty policies, procedures and admission requirements • Authorise admissions to Faculty qualifications • Batch process rules-based applications (mass processing) • Design, implement and manage a process for identifying whether applicants with non-NSC school-leaving qualifications meet statutory requirements for admission to higher education, and for monitoring and supporting those who do not hold the requisite documentation from the Matriculation Board • Evaluate, advise on and monitor applications that cannot be processed within rules-based parameters (including RPL applicants) and refer applications and appeals to the Faculty Admissions Committee as appropriate • Oversee liaison with academic departments to ensure decisions are taken within reasonable timeframes • Set up and edit system-generated letters • Review appeals for admission and advise the Faculty Admissions Committee <p>Ensure admissions data is accurate, current and complete and that records are maintained</p>	<ul style="list-style-type: none"> • Admissions processes are well-supported • Applications are processed within the mandated timeframes and accurately entered in the system • Admissions are managed within the framework of qualification rules and admission requirements • The Applicant Status Report (ASR) is accurate and can be used to assess and analyse admissions processing • Processing of postgraduate admissions within academic departments is efficient, well-informed and supported • Applicants without endorsement from the Matriculation Board are identified, assessed against the criteria and tracked through the applications process • All students hold endorsement or an exemption certificate from the Matriculation Board by the end of their first year of registration • Systems for monitoring specific cohorts and groups of applicants are accurate, complete, current and well-maintained • System-generated information and correspondence is accurate, timely and up-to-date
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3	Student Records and Administration	35%	<p>Records maintenance</p> <ul style="list-style-type: none"> • Design, manage and oversee a comprehensive and functional system for the maintenance of electronic and paper-based student and programme/ course records • Quality assurance processes for accuracy and review • Manage the correct and accurate maintenance of student academic records within the student records system (PeopleSoft) • Manage the correct and accurate maintenance of academic offerings records in the system, including award information • Manage the curriculum control checks and records clean-up process through the coordination of regular course results schedule (CRS) checks to ensure students' curricula meet the qualification and programme rules and requirements • Oversee and manage the capture of information in the student records system (PeopleSoft) <ul style="list-style-type: none"> - annual registration - curriculum changes (add/drop of courses and programme changes) - credit transfer and/ or exemption - concessions - leaves of absence and cancellations of registration • Quality control of CRS • Oversee and manage the monitoring and follow-up of un-registered returning students, reporting on their status as required • Oversee processes for maintaining records of students on exchange programmes, acting as primary liaison with the International Academic Programmes Office (IAPO) and Admissions Office • Liaise with the Deputy Faculty Manager and Coordinator of Undergraduate Affairs for management and intervention where students' academic records are incomplete or students are at risk • Manage the scheduling of classes error check against the course catalogue • Liaise with academic departments during registration to facilitate and manage demand for courses • Prepare reports on aspects of students' admission or registration as required <p>Year end and examination processes</p> <ul style="list-style-type: none"> • Manage and oversee year-end processing • Manage qualifier, SLQ, degree certificate and transcript quality control checks • Collate and submit amendments to the SLQ • Manage marks processing and changes to results within approved timeframes • Manage the convening of the preliminary Faculty Examinations Committees (FEC) and ensure accurate and current information and guidance is available to committee members on <ul style="list-style-type: none"> - students' progression status - concessions granted and credit transfers - eligibility for distinction and/ or prizes/ class medals/ scholarships/ Dean's Merit List - eligibility for qualification • Oversee the accurate capture of preliminary and final FEC decisions in the student records system • Oversee the accurate and timely capture of prizes, scholarships, awards, class medals and Dean's Merit List notifications 	<ul style="list-style-type: none"> • Information is entered into the student records system (PeopleSoft) efficiently and by the mandated deadlines • Information held in the student records system is accurate, up to date and maintained in accordance with University conventions and procedures • Students' academic records are accurately maintained within the University's policy and procedures frameworks and are available on demand • Record keeping and archiving practices comply with the document retention policy and schedule and archives are effectively maintained • Full electronic and paper-based records are maintained of all student correspondence and administrative interventions • Un-registered returning students are monitored • Course Results Schedule (CRS) clean-up exercise is completed within the established timeframes and errors/ irregularities in registration are resolved • Clashes and ineligible curriculum choices are highlighted and addressed before the add/drop deadline • Students' curricula meet the requirements of the programme/ for the qualification • Students are aware of the degree requirements and courses they require for the qualification • Coordinator of Undergraduate Affairs or postgraduate programme convenor/ Head of Department is aware of students who do not meet the curriculum requirements • Year-end processes are successfully managed and concluded • Students' progression and qualification is managed within the framework of the qualification requirements and the University's and Faculty's regulations, rules and policies • Research examinations process is successfully managed within the University's regulatory framework • PeopleSoft functions are supported through effective systems support
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4	Events	5%	<p>Open Day</p> <ul style="list-style-type: none"> • Manage the presence and support of the undergraduate team • Assist with set-up/ dismantling of stalls, queries and promotion of academic offerings <p>Registration</p> <ul style="list-style-type: none"> • Oversee and manage the registration of new and returning students • Publish a registration plan and maintain registers of expected students and all pertinent correspondence or documentation • Train permanent and temporary staff and supervise their activities • Liaise with the Coordinator for UG Affairs to ensure sufficient curriculum advisors are available • Oversee the preparation and collate registration packs by cohort and/ or qualification/ programme • Oversee distribution of packs • Identify and monitor non-standard cohorts (e.g. extended degrees, those with outstanding matriculation exemption or proof of prior qualification etc) • Assist students with completing their registration forms • Troubleshoot and resolve errors/ queries arising from blocks on students' registration • Troubleshoot and resolve scheduling of classes inconsistencies • Monitor and track late registrants <p>Graduation</p> <ul style="list-style-type: none"> • Manage checking of graduation certificates for accuracy and completeness • Assist with issuing tickets and handing out forms • Assist with floor management, marshalling and ushering on the day 	<ul style="list-style-type: none"> • Open Day functions as a successful marketing tool • Students attend orientation and are inducted in Faculty processes • Queues at venues are managed • Staff are trained and provide a good service • Events are advertised, supported and run smoothly • Students and/ or the public receive a friendly and informative service • Venue arrangements are in place and are suitable • Students are correctly registered and within established timeframes • New postgraduate students are familiar with academic requirements and availability of support services through orientation activities • Students/ staff are invited to contribute to change/ improvement
5	Governance and committee servicing	5%	<ul style="list-style-type: none"> • Provide a professional and comprehensive service to Faculty committees by <ul style="list-style-type: none"> - managing the timing and frequency of meetings, and managing attendance - arranging venues and hospitality - maintaining accurate and up-to-date membership lists - drafting agenda and other supporting documentation - taking minutes - advising and guiding the chair within the confines of the committee's terms of reference and the published procedures governing its decision-making - ensuring implementation of decisions and approved actions - notifying students' of committee decisions • Draft and/ or collate documents for committee consideration • Collate submissions and documentation for circulation by chair's circular (e.g. Dean's Circular) • Prepare appeals files for committee consideration (admission and readmission) • Attend and service the following committees: preliminary FEC, RENN Review, RAC, RFAC, Timetabling Committee 	<ul style="list-style-type: none"> • The constitutions/ compositions and memberships of committees are accurate and up to date • Meetings are appropriately planned, supported and serviced and members receive timely notification and electronic invitations, and complete supporting documentation • Decisions and outcomes from committees are processed and those affected are informed of decisions taken • Agreed actions are implemented • Minutes are taken of each meeting • Committee documentation is maintained for the constitution of archival records and minute-books <p>Confidentiality of committee decisions is safeguarded</p>

MINIMUM REQUIREMENTS

Minimum qualifications	Bachelor's degree/ undergraduate qualification/ three year tertiary qualification with extensive experience in higher education academic administration			
Minimum experience (type and years)	At least five years' relevant administrative experience (preferably in higher education academic administration) Significant staff management experience			
Skills	Leaderships skills Facilitation skills Essential computer skills: <ul style="list-style-type: none"> • Microsoft Office suite (Word, Excel and Powerpoint) • Email • Database and student records system management • Internet browser programme • Strong written and verbal communication skills 			
Knowledge	Knowledge of UCT's academic administrative systems			
Professional registration or license requirements	None			
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
	Adaptability/ flexibility	2	Analytical thinking and problem solving	2
	Building interpersonal relationships	2	Coaching/ developing others	2
	Communication	2	Follow up	2
	Individual leadership	2	Information management	2
	Initiating action/ initiative	2	Managing conflict	2
	People management	2	Planning and organising/ work management	2
	Quality commitment/ work standards	2	Results focus	2
	Stress tolerance	2	Teamwork/ collaboration	2
University awareness	2			

SCOPE OF RESPONSIBILITY

Functions responsible for	Admissions, registration, student records, exams and results, line management of UG staff
Amount and kind of supervision received	Light supervision; escalation of none routine or appeal cases (not captured policy or process)
Amount and kind of supervision exercised	Closely supervise the UG staff (weekly planning with goals, feedback against goals and holding staff accountable against goals;
Decisions which can be made	Admission decisions within policy guidelines; decision as it relates to staff management; decisions around systems and records within UCT policies and procedures
Decisions which must be referred	Appeals; leave of absence; concessions

CONTACTS AND RELATIONSHIPS

Internal to UCT	Academic departments (HODs or Administrative support staff) Admissions Office Student Systems Support Office Registrar's Office Fees and funding IAPO
External to UCT	Occasional - matriculation board