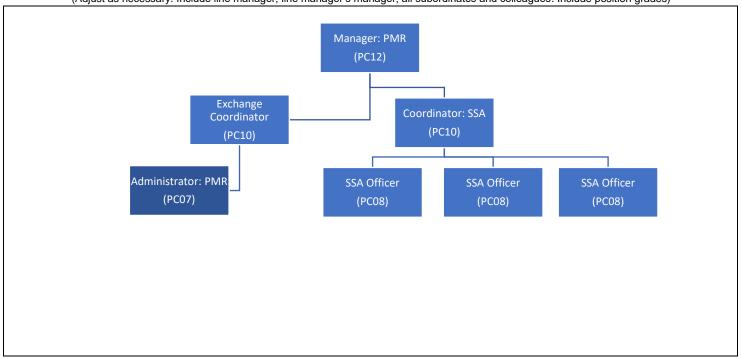| HR191	**POSITION DESCRIPTION**	UNIVERSITY OF CAPE TOWN IYUNIVESITHI YASEKAPA · UNIVERSITEIT VAN KAAPSTAD

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	Administrative Assistant: Partnerships, Mobility and Recruitment (PMR)		
Job title (HR Practitioner to provide)	Administrative Assistant		
Position grade (if known)	PC07	Date last graded (if known)	January 2022
Academic faculty / PASS department	PASS		
Academic department / PASS unit	International Office		
Division / section	Partnership, Mobility and Recruitment		
Date of compilation	Apr 2016; Jan 2022		

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 administrative support to the Programme Officer: Exchanges, the Manager: Partnerships, Mobility & Recruitment and to the section as a whole.

CONTENT

Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1 **Partnership and exchange support**	40%	• Maintain documentation relating to partnership and visit requests; • Undertake preliminary research about proposed partners or visitors; • Collate information held in the section, prepare briefing documents about visits; • Maintain databases and tracking sheets relating to partnerships including a list of active agreements, those due for renewal (periodic review), students on outbound exchange, and contacts lists; • At the request of the Manager, Partnership Coordinator or Exchanges Officer, maintain partnership and related information in the Customer Relationship Management (CRM) system; • Maintain exchange balance report; • Update and maintain operational information sheets for each partnership; • Assist in maintaining electronic and paper-based files of memoranda of understanding (MOU) and other agreements; • Assist the Exchange Officer in submitting exchange nominations and applications; • Update UCT students' exchange records in PeopleSoft; • Liaise with partner institutions as required; • Manage arrangements for visits hosted by the section including venue, catering, campus tours, marketing and information packs, gifts etc; • Maintain the IAPO-exchanges generic email account and Vula site, responding to general queries and providing up to date information; • Assist in managing the section's other generic email accounts.	• CRM and other database information is accurate, current and comprehensive; • Information and documentation on partner institutions is accurate, current and easily accessible; • Accurate and current information is available on each partnership and student exchange agreement; • Implementation factsheets are available for each exchange agreement; • Information and documentation about partnership agreements is available on demand; • Partnership agreements are reviewed at periodic intervals with planning in advance to ensure that students participating in exchanges travel under active agreements; • Exchange balances are available on request; • Visits from/ with partner institutions are well-organised and supported; • Cordial and collegiate relationships are established with all internal and external stakeholders; • Programmes of events and supporting documents are disseminated to all participants; • Staff and students are informed about events and information and documentation is correctly prepared, checked, collated and available before the time; • Venue arrangements are in place and are suitable; • Correspondence and communication is appropriate, professional, courteous and informative; • Records of all correspondence are kept.
2 **Information management**	30%	• Update and maintain the section's information platforms (G:/, Vula, Teams folders); • Create and maintain a user-friendly and accurate filing system (paper-based and electronic); • Establish and maintain protocols for correspondence and filing systems; • Assist with the development and maintenance of databases or tracking sheets; • Maintain a library of electronic and paper-based material relevant to partners and exchange students; • Assist with the development and maintenance of programme forms and templates; • At the request of the section Manager, assist with maintaining the website, drafting additional information as required;	• Section information is managed and maintained within a framework covering different platforms as appropriate (e.g. G:/ shared network, Vula, Microsoft Teams, OneNote, CRM etc); • Section records and archives are maintained in accordance with the institutional Records Retention Policy and Schedule; • Paper-based files are current, accurate and easily accessible with documents/ information available on demand; • The shared network (G:/) drive is comprehensive and easily accessible with established conventions for version control, filenames and archiving; • Section library is up-to-date and well-maintained; • Appropriate, relevant and current information and documentation is maintained for programmes and is available on demand;

Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
		• Assist with compiling and publishing marketing materials; • Assist the section Manager, Coordinator and Exchange Officer in ensuring international recruitment efforts, opportunities and activities at UCT are marketed internally and externally via a variety of media; • Assist in drafting, reviewing and disseminating information and documentation to internal and external stakeholders (including students and partners); • In consultation with the relevant offices (e.g. Admissions, IPD), or using the available reporting software (e.g. Business Objects), source and maintain accurate data on recruitment and enrolment; • Establish a schedule and programme for reviewing section processes and procedures; • Arrange process review workshops and information gathering; • Assist in updating process and standard operating procedure guides.	• Student agreement and learning agreement templates and documentation is standardised and consistent where possible; • Information on the section website is relevant, accurate, current and easily accessible; • Queries are answered promptly, professionally and courteously; • Applicants and students are able to take informed decisions; • Marketing materials reflect and support the activities of the section and are available on demand; • Marketing material is available on demand; • Planning and support for marketing activities and events is comprehensive, organised and professionally executed; • Documentation and guidelines relating procedures is accessible, team members are kept up to date on changes and procedure documents and guidelines are accurate and up-to-date and reflect current institutional and departmental policies and processes. • Reports are available to support enrolment planning and management of the section's programmes.
3 General administration	15%	• Provide general reception, administrative and office support to the section; • Keep colleagues abreast of information or developments while travelling; • Provide administrative support for recruitment activities; • Arrange the dissemination of materials in various formats (emails, letters, courier collections etc); • Book international and local travel and accommodation for staff in the section; • Establish business relationships with relevant travel agents, hotels and guest houses; • Arrange the necessary visas for international travel, working closely with Consular Offices for the issue of visas; • Arrange documentation necessary for travel (e.g. subsistence allowance for processing by Finance team); • Organise transport to and from the airport; • Liaise with international partners to draft travel itineraries and programmes/ schedules for visits/ meetings/ conferences of section staff travelling abroad; • Arrange travel, accommodation, transport, visas, meetings and itineraries for UCT delegations visiting partners abroad; • Arrange the dissemination of materials in various formats (emails, letters, courier collections etc); • Maintain records for section's funds and purchasing card (P-card) reconciliations.	• Information and documents in support of recruitment is relevant, current and accurate, and is available on demand; • Recruitment events are supported and well-organised with venues, audio-visual equipment, speakers/ presenters, and marketing and information packs are planned/ arranged in advance; • Information sessions are other events are supported and well-organised; • Travel arrangements are comprehensive and made in advance; • Queries are dealt with promptly and courteously; • Itineraries and meetings are arranged and confirmed at least two days before travel; • Documentation and support (e.g. subsistence allowance) are confirmed in advance of travel; • Staff are advised about access to UCT resources and support while travelling.

Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
4 **Committee servicing and meeting administration**	10%	- Assist the section Manager with administration and support for committee structures, advisory boards and professional bodies; - Assist with committee servicing by arranging venues and catering, preparing audio-visual equipment, preparing agenda and supporting documents, and taking minutes of meetings; - Attend and service meetings as required, providing a professional and comprehensive service; - Act as a scribe at visits to or from partners; - Assist with drafting reports.	- Meetings are appropriately planned, supported and serviced; - Members receive timely notification and electronic invitations, and complete supporting documentation; - Minutes are taken of each meeting and agreed actions are monitored and implemented; - Committee documentation is maintained for the constitution of archival records.
5 **Team work and ad hoc functions**	5%	Other tasks as may be required, such as: - Assistance with the preparation of bids or proposals to join networks, partnerships, or for funding; - Deputizing for other staff in their absence; - Assisting other staff with ad hoc tasks (e.g. matric exemption applications). All team members provide ad hoc support for - Pre-registration of international students; - Student orientation; - Open Day; - The Come and See programme hosted annually in July; - Processes and functions for recruitment of international students; - Back-up emergency support for international students; and ongoing support, advice and guidance to SSA students (or their families) who are distressed or injured; - Any projects or tasks which may arise during the year; - All other tasks and functions associated with administration and tasks assigned by management as and when required.	- Students and/ or partners and other stakeholders receive a friendly and informative service; - Venue arrangements are in place and are suitable; - Staff and students are informed about events and information and documentation is correctly prepared, checked, collated and available before the time; - Standard operating procedures are followed in the case of an emergency.

MINIMUM REQUIREMENTS

Minimum qualifications	A tertiary qualification at NQF level 6 In line with IAPO's stated objectives to advance university graduates, a bachelors' degree in a relevant discipline would be preferred.
Minimum experience (type and years)	• A minimum of 2 years relevant work experience, junior-to-middle level with well-developed administrative, travel and organisational skills.
Skills	• Accuracy and attention to detail. • Excellent verbal and written communication • A dedicated and good team player who has the ability to interact successfully with individuals from a wide range of professional and non-professional backgrounds, including internal (UCT) and external stakeholders. • A commitment to the provision of excellent client service in a cross-cultural environment. Excellent verbal and written communication skills and commitment to the provision of excellent client service in a cross-cultural environment. • The ability to maintain sound stakeholder relations whilst adhering to policy and legal/governance requirements. • Proven high level computer literacy in the use of MS Suite with a particular focus on MS Word and MS Excel at intermediate level. • Proficiency in UCT student management systems . • The ability to multi-task, priorities work appropriately, work under pressure and to work independently and accurately with minimal supervision. • Meticulous attention to detail and an uncompromising attitude to meeting deadlines without sacrificing quality. • Must have sufficient flexibility to work additional hours and on weekends as and when necessary.
Knowledge	A good understanding of internationalisation in higher education would be an advantage.
Professional registration or license requirements	A drivers' license would be an advantage.
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	• Possess a high level of honesty and integrity in handling finances.

	Competence	Level	Competence	Level
Competencies (Refer to UCT Competency Framework)	Analytical thinking / problem-solving	2	Information management	2
	Attention to detail	2	Planning and organizing / work management	2
	Building interpersonal relationships	2	Quality commitment/ work standards	2
	Client/ student service and support	2	Stress tolerance	2
	Communication (written and verbal)	2	Teamwork/ collaboration	2
	Creativity and innovation	1	University awareness	2
	Follow up/ results focus	2		

SCOPE OF RESPONSIBILITY

Functions responsible for	Functions associated with this role. administrative support to the Programme Officer: Exchanges, the Manager: Partnerships, Mobility & Recruitment and to the section as a whole. Required to perform a range of straightforward tasks, following set procedures or routines.
Amount and kind of supervision received	Regular in respect of work delegated or assistance needed but expected to use own initiative to get requested tasks done or know when to revert with a query. General supervision.
Amount and kind of supervision exercised	General and responsible for own work area.
Decisions which can be made	Decisions relating to own work such as tasks allocations and prioritizing daily workload and using discretion as regards when to enlist assistance and escalate queries. Operational sub system decisions.
Decisions which must be referred	All decisions where management intervention and discretion it to be applied, particularly of a financial nature. Deterministic, process, system decisions.

CONTACTS AND RELATIONSHIPS

Internal to UCT	Finance Manager, UCT academics, IAPO staff, the broader UCT community
External to UCT	External stakeholders including students, partner institutions and organizations, service providers/vendors, government departments (e.g. DHA, DHET, DIRCO) and embassies, funding organisations and agencies.