

NOTES

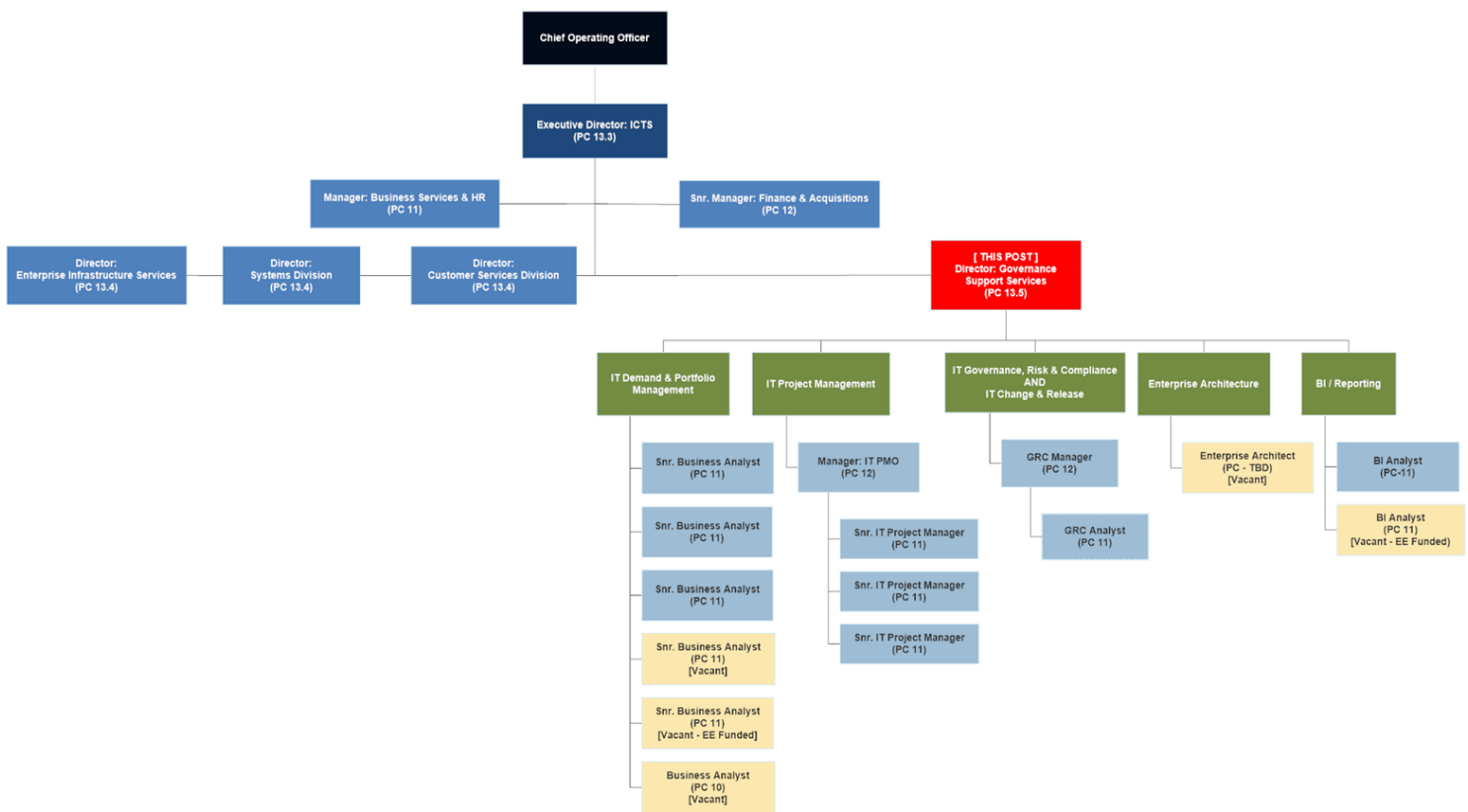
- Forms must be downloaded from the UCT website: <http://www.uct.ac.za/depts/sapweb/forms/forms.htm>
- This form serves as a template for the writing of job descriptions.
- A copy of this form is kept by the line manager and the job holder.

POSITION DETAILS

Position title	Director: ICT Governance Services		
Job design and title (HR Practitioner to provide)			
Position grade (if known)	13.4	Date last graded (if known)	March 2019
Academic faculty / PASS department	Information & Communication Technology Services (ICTS)		
Academic department / PASS unit			
Division / section	Governance Support Services		
Date of compilation	February 2024		

ORGANOGRAM

Refer to **Appendix A** for the Organogram of the GSS Division in larger format.



PURPOSE

The purpose of this position is to direct a division that facilitates alignment between the University’s institutional and ICT strategy and supports the execution of the strategy and defines, and supports tertiary-level Governance of enterprise ICT at UCT., This consists of the domains of Enterprise Architecture, ICT Demand and Portfolio management, ICT Policies, Risk and Compliance management, IT Change & Release management, and ICTS departmental Analytics and Reporting. All ICTS Divisional Directors are expected to deputise for the Executive Director when required.

JOB CONTENT

Key performance areas (What)	% of time spent	Activities / Objectives / Tasks (How)	Results / Outcomes (Why)
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1	ICT Governance and ICT Strategy	<p>30%</p> <p>ICT Governance:</p> <ul style="list-style-type: none"> • Ongoing Alignment and maturing of the University’s ICT Governance Capability and Structures. • Identify gaps in the departmental and institutional ICT Governance systems and establish and operationalise relevant remediation with respect to structures, policies, processes and procedures. • Advocacy of ethics and a culture of compliance, risk awareness and mitigation, and accountability in the division. • Identify gaps in the ICTS department’s Management structures and work collaboratively with the ICTS senior leadership team to develop an implementation roadmap to establish the necessary management structures in line with agreed requirements of the ICTS Executive Director and the COO. • Direct and oversee the development and implementation of meaningful reporting metrics that provide insights into the implementation of the ICT Strategy and the operational performance of the ICTS department. • Direct and oversee the development and maintenance of an ICT Policy Register. • Assess the current ICT policy landscape and identify and gaps in relation to agreed priorities for IT Process domains for the overall Governance of Enterprise IT. • Oversee and contribute toward the development, review, approval and implementation of new ICT Policies in collaboration with the relevant subject matter experts and governance structures. • Direct and facilitate collaboration with the relevant ICT governance structures to ensure that major work and deliverables of the department are identified, defined, approved, prioritised, resourced, scheduled and delivered in line with the University’s ICT strategy and priorities. • Set or contribute to agendas, meeting structure and meeting preparation within the ICT governance structures as appropriate. • Develop and present business cases, policies, progress and 	<ul style="list-style-type: none"> • Governance systems aligned to the chosen framework are established and operationalised to address gaps identified - these systems shall comprise of the following (where needed): <ul style="list-style-type: none"> • Organisational structures and roles • Principles, policies, standards, processes and procedures • People, skills, and competencies • Data / Information • Infrastructure, services, systems / tools • Culture, ethics and behaviour • Analytics & Reporting • ICT governance structures are understood, contributed to, and applied in planning and directing the work of the division and the ICTS department. • Managers within the department participate in relevant governance and management structures and provide domain-related expertise and recommendations. • Investments in ICT are aligned to the University’s institutional and ICT strategy, and to the departmental strategy. • Value derived from ICT investments is optimised. • Departmental and divisional ICT balanced scorecards are defined and reported to monitor and improve performance across agreed departmental / divisional Key Performance Areas (KPA’s).
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		<p>other reports.</p> <p><u>ICT Strategy</u></p> <ul style="list-style-type: none"> • Remain current with relevant developments, emerging and potential products, technologies, and services relevant to the Higher Education sector. • Participate in peer and industry forums. • Ensure cross functional integration of services within ICTS • Participates in or is represented by managers/team leaders on relevant committees and other governance structures in UCT to: <ul style="list-style-type: none"> ○ Understand significant current and emerging stakeholder requirements. ○ Understand the University Strategy and its implications for ICT strategy. ○ Direct and oversee the investigation and definition of technology solutions and services that fit the ICT strategy and Target architecture to address these requirements or improve services to the University community. ○ Ensure that new project / system proposals are coordinated so as to improve efficiency and avoid unnecessary duplication and complexity. • Contribute meaningfully to the development of the Departmental strategy and the University-wide ICT strategy and to develop a strategy for the GSS division. • Contribute meaningfully toward the definition of the ICTS vision and culture. • Communicate ICTS' vision and strategy to divisional staff, and internal and external stakeholders. • Direct and oversee the definition and prioritisation of the portfolio of pipeline and active projects that ensures alignment with the university and departmental ICT strategies. <p><u>BI / Analytics & Reporting</u></p> <ul style="list-style-type: none"> • Establish and maintain a capability to gather, analyse, synthesise, monitor and report on meaningful metrics / KPAs that provide insight into: <ul style="list-style-type: none"> ○ Operational performance of the various process domains in each division; ○ Overall operational performance of the department 	<ul style="list-style-type: none"> • The ICT Strategy is developed in alignment with the Institutional Vision, Strategy, and Goals • The ICTS vision is communicated and understood by staff within the division. • A Divisional Strategy which aligns with and is encapsulated in Departmental Strategy is developed and is guided by the University Strategy, as well as relevant technology and industry trends and developments. • Divisional Goals and objectives are developed in line with the department's vision and strategy. • The staff of the division, and its stakeholders are aware of the ICT Strategy, the ICT governance structures and processes and understand how to access and participate in them. • Managers and team leaders in the Division contribute to the development of the Divisional Strategy. • A risk-informed approach is adopted to guide the planning, prioritisation and resourcing of the ICT Strategy Implementation plan. <ul style="list-style-type: none"> • ICT Governance, Risk and Compliance Management reports are delivered timeously to the University's relevant Governance and Management structures. • A set of meaningful KPI metrics are defined and reported on for each division to provide insight into the operational
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			<ul style="list-style-type: none"> ○ Implementation / execution of the ICT strategy; ○ Comparative data from peer institutions 	<p>performance of the divisions and of the department as a whole.</p> <ul style="list-style-type: none"> • The execution of the ICT strategy is monitored and reported on using the IT Balanced Scorecard model. • The department has access to comparative data from peer institutions for benchmarking purposes. • The department's performance metrics are transparent and accessible by the university's relevant governance and management structures.
2	Enterprise Architecture	10%	<ul style="list-style-type: none"> • Establish and direct the university's Enterprise Architecture capability including the development and implementation of a fit-for-purpose enterprise architecture governance system comprising of appropriate: <ul style="list-style-type: none"> ○ Organisational structures ○ Principles, policies, frameworks, standards, processes and procedures; ○ Staffing plan ○ Skills and competency framework ○ Mapping of Data / Information Flows ○ Infrastructure / Application Systems • Provide enterprise architecture direction and guidance to the ICTS senior leadership team and to relevant university stakeholders. • Define and implement EA awareness and training program for relevant ICTS staff and key stakeholders in the UCT community. • Direct and oversee the definition and documentation / representation of EA models and views of the baseline Reference (as-is) Architecture and Target (aspirational) Architecture of the University's mission-critical systems, aligned to the university's ICT strategy. • Direct and oversee the definition and implementation of the University's EA taxonomy, standards, guidelines, procedures and templates. • Investigate, select and implement a fit-for-purpose EA tool that meets the department's EA requirements. • Direct and facilitate collaboration between the EA function and the ICT Management Team to evaluate emerging technologies related to current and potential future products, product direction and services relevant to the Department. • Direct and oversee the development of Technology Roadmaps and domain / system-specific strategies and ensure alignment with the EA blueprint. 	<ul style="list-style-type: none"> • UCT's Enterprise Architecture (EA) Governance system is defined, established and integrated with the University's institutional and ICT Governance system. • UCT's Enterprise Architecture Governance Committee (EA GC), EA Design Review Committee (EA DRC) and the departmental EA Technical Design Forum (EA TDF) are established and operationalised in line with their relevant Terms of Reference (ToRs) or guidelines. • A standards-based Enterprise Architecture is established in line with TOGAF, consisting of business, information/data, application, technology, and security architecture layers/domains. • The building blocks that make up the University's mission-critical services/systems and their inter-relationships (integration) are well defined and represented/captured. • EA models and views of the baseline reference architecture are developed and stored in the EA tool providing viewpoints from a business, data, application system, technology and security architecture domain perspective. • The EA Target architecture and various Technology Roadmaps guide the ICT Strategy execution and ensure alignment between the University's institutional strategy and the ICT strategy. • EA resources (policy, principles, standards, guidelines, and templates) are developed, and easily accessible via an EA portal with appropriate role-based access measures implemented. • An EA training plan for key ICTS staff members, aligned to TOGAF, is developed and implemented. • A fit-for-purpose EA tool is implemented, and relevant ICTS staff are adequately trained in the use of the tool in order to maintain / update the Reference and Target Architectures as needed.

				<ul style="list-style-type: none"> EA structures and practices are understood, supported and implemented. EA principles, standards and guidelines are applied in the planning, evaluation, approval, design, costing/budgeting, build, enhancement, risk and security assessments, release/implementation, and integration of ICT services, systems and infrastructure. Application of the EA policy, principles, standards and guidelines reduce complexity, improves operational and cost efficiencies, contributes toward rationalization and elimination of duplication, and improves the overall ICT risk and security posture. Value derived from the investment in ICT services, systems and infrastructure is optimised.
3	ICT Risk & Compliance Management AND IT Change & Release Management	20%	<ul style="list-style-type: none"> Establish and direct relevant Governance & Management structures pertaining to ICT Risk & Compliance Management and IT Change & Release Management within the department. Direct the development and implementation of the IT Change & Release Management policy, processes and procedures in line with international best-practice. Direct and oversee the effective collaboration with technical subject matter experts to identify, assess, manage and report on departmental Strategic, Operational and Project-related risks. Direct and oversee the effective collaboration with technical subject matter experts to assess impact and risk to business operations resulting from planned IT changes to minimise risk and disruption to ICT services and business operations. Ongoing oversight of the management and maintenance of the departmental risk register. Ongoing oversight of the management and maintenance of the departmental forward schedule of change. Develop, facilitate and oversee ICT Risk Management and IT Change & Release management training and awareness programmes within the department. Develop a prioritised roadmap for reviewing, designing and implementing a system of IT Controls (Combined Control Objectives) aligned to the department's priorities and risk profile. Directs and oversees the development, implementation and maintenance of the ICT DR Strategy and DR Plan as approved by RMEC. 	<ul style="list-style-type: none"> A departmental risk management forum is established and operationalised and led by the GSS division. ICTS' management and senior leadership team are trained, understand their role and responsibilities in relation to the Risk Management Forum (RMF), and support the effective functioning of the RMF. An ICT Risk-aware culture is established, supported and maintained by ICTS' management and senior leadership team. ICT Risk management is embedded in the BAU planning and operational practices of the department. A fit-for-purpose IT Governance, Risk & Compliance Management System/ Tool is implemented and administered by the division's subject matter experts. ICTS staff are adequately trained in the use of the ICT GRC system/tool. ICTS' managers and senior leadership team use the approved systems, processes, procedures, and artifacts to manage risks to acceptable levels. The ICTS departmental risk register is established and maintained with regular reviews and updates by ICTS's managers and directors. Risks are clearly defined and captured in the departmental risk register with Risk Owners, Control Owners and Control Stewards identified and appropriately assigned to risks. The GRC unit serves as an interface / co-ordination centre between auditing teams, system owners and technical subject matter experts to ensure that audit requirements are satisfied and completed timeously,

		<ul style="list-style-type: none"> • Actively contributes toward the development and implementation of the Institutional BCP and the ICTS BCP. • Directs and oversees ICT Risk management and IT Change & Release Management analytics and reporting. • Works with counterparts across all business lines to ensure policy/procedure and control standardization • Directs the collaboration of the GRC unit with auditing teams, systems owners and technical subject matter experts to satisfy internal and external audit requirements. • Conducts periodic reviews of existing policies, processes and procedures, identify areas for improvement and provides improvement recommendations. • Oversees the identification and monitoring of non-compliance and escalates when appropriate. 	<ul style="list-style-type: none"> • Domain expertise, guidance and support is provided in the review of audit (assurance) reports and in the compilation of management responses for the remediation of audit findings. • ICT risks and issues emanating from assurance (audit) reviews are identified, assessed, captured in the departmental risk and issues registers, and managed appropriately. • Risk mitigation plans and their constituent risk treatment actions (tasks) are defined, captured, assigned ownership, implemented, monitored and reported on for all residual risks above the department’s risk tolerance level. • Domain expertise, direction and guidance are provided in the appropriate selection, design, implementation, testing and validation of ICT controls for the purpose of risk mitigation. • Departmental ICT Risk Management reports are delivered timeously to the relevant University Governance and Management structures. • A non-compliance register is established, maintained, and reported on. • Consequence management is appropriately implemented and managed in collaboration with the ICTS directorate and the HR department for non-compliance / violation of policies, standards and applicable mandatory processes and procedures. • Progressive improvement is made to the ICT risk and security posture of the department. • All ICT changes to the live production environment is managed in and controlled in a structured approach aligned to agreed policy, processes, standards and procedures that minimise disruptions to infrastructure, systems and services, enhance efficiency and ensure that changes align with the university and department’s ICT goals. • Stability and reliability of IT services are improved through the systematic and controlled approach aligned with IT Change & Release management best practices. • Risks associated with ICT changes are identified, assessed, and appropriately mitigated thereby reducing potential negative impacts on systems, data and overall operations. • ICT changes comply with relevant regulatory requirements
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				<p>and internal policies and improves the department's Compliance posture.</p> <ul style="list-style-type: none"> • An ICT Change Advisory Board (CAB) is established and operated within the department in line with the approved Terms of Reference. • The Management processes and procedures for IT Change & Release Management are defined and implemented including (but not limited to): <ul style="list-style-type: none"> • Submission of IT Change requests with detailed change plans • Categorisation of IT Changes into either a standard, normal, or emergency change. • Assessment of planned IT changes considering business impact, risk of implementation and security implications. • Change Implementation plan • Testing of the planned change • Release planning to identify potential inter-dependency and to minimise potential disruption to business operations and services.
4	IT Demand & Project Portfolio Management (PPM)	25%	<p><u>IT Demand Management and Prioritisation:</u></p> <ul style="list-style-type: none"> • Develop, implement and direct a fit-for-purpose Governance system comprising of appropriate: <ul style="list-style-type: none"> • Organisational structures • Principles, policies, frameworks, standards, processes and procedures; • Staffing plan • Skills and competency framework • Data / Information Flows • Infrastructure / Application Systems • Develop and Implement fit-for-purpose evaluation and prioritisation processes and systems / tools to direct and guide the university's annual ICT Capital Budget Planning process. • Lead and direct the activities of the sub-committee of the IT Strategy and Portfolio Committee and work closely with members of the University's Resource Allocation and Advisory Group (RAAG) to ensure the smooth functioning of the IT Demand and Portfolio Management processes. • Lead and direct the review and continual improvement and maturing of the Business Analysis processes and practices in line with industry best-practices and international standards (e.g. BABOK). 	<ul style="list-style-type: none"> • The University's IT Strategy & Portfolio Committee (ITSPC) is established and operationalised in accordance with its approved Terms of Reference (ToR). • Serves as a member of and works closely with the university's IT Strategy & Portfolio Committee (IT SPC) to continually mature the Governance system and Management practices and processes pertaining to IT Demand & Portfolio Management. • Decision matrices, guidelines and tools are implemented to direct and enable the evaluation, approval, prioritisation and sequencing of ICT investment / project requests. • Relevant decision forums are presented with well-developed proposals and/or business cases supporting informed decision-making. • Thorough and accurate information is provided timeously to the university's Resource Allocation and Advisory Group (RAAG) to support informed decision-making pertaining to the university's ICT Capital Budget Planning process. • Timeous feedback and communication is provided to stakeholders on the outcome of the ICT investment / project requests.

		<ul style="list-style-type: none"> • Direct the requirements elicitation and stakeholder engagement processes by the Business Analysis team to validate, clarify, analyse and synthesise stakeholder and business requirements. • Direct and oversee the development of business cases and project briefs, by the business analysis team, that outline the viability of ICT investment / project requests and which are used to authorise the initiation of new ICT projects. • Direct the engagement of university stakeholders, ICTS' technical teams and third-party service providers / vendors to identify appropriate solutions that meet business requirements and are aligned with Enterprise Architecture, Risk and Security standards/requirements. • Direct and oversee the management, monitoring and forecasting of the demand for ICT products and services. <p>Project Portfolio Management:</p> <ul style="list-style-type: none"> • Develop and implement a fit-for-purpose project portfolio governance system comprising of appropriate: <ul style="list-style-type: none"> ○ Organisational structures ○ Principles, policies, frameworks, standards, processes and procedures; ○ Staffing plan ○ Skills and competency framework ○ Data / Information Flows ○ Infrastructure / Application Systems • Direct the planning, scheduling and resourcing of the approved portfolio of projects in line with the agreed prioritisation and sequencing determined by the IT Strategy & Portfolio Committee (IT SPC). • Lead the design, implementation and maintenance of a benefits register for the portfolio of projects. • Lead and direct the review and improvement of the Project Management processes and procedures to align with industry best practice within UCT's context. • Coach the project management team and mentor direct reports in the PMO to grow and mature project/program management skills and expertise. • Direct the management of benefits realisation for projects. • Stay abreast of current trends and developments in the project management domain. <p>Direct and oversee the design, development, publication / distribution of relevant KPI metrics and reports for the</p>	<ul style="list-style-type: none"> • Sound Business Analysis practices, aligned to industry best-practices, are used to elicit business, stakeholder, functional, non-functional and informational requirements. <ul style="list-style-type: none"> • A register of pipeline projects is established and maintained. • Proposals, project briefs and business cases are developed appropriately (based on the level of complexity of the initiative) and evaluated, approved and prioritised by the relevant management structures including the IT Strategy & Portfolio Committee. • Approved projects are registered, scheduled and resourced in line with the agreed level of priority / ranking. • A fit-for-purpose project governance framework including methodologies, processes and procedures suited to UCT's context and aligned with international standards (e.g. PMBOK, AGILE etc.) is defined, implemented. • The project governance framework defines project management approaches adapted to the various levels of project complexity (Low, Medium and High-complexity projects) with relevant processes, procedures and artifacts to be used for each. • A fit-for-purpose Project Portfolio Management (PPM) application system (including integrated project resource and project risk management) is selected, implemented and configured in line with defined processes and procedures for various levels of project complexity. • Project managers are assigned according to the level of
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			<p>relevant Governance and Management structures.</p>	<p>complexity of the initiative – i.e.</p> <ul style="list-style-type: none"> • Project managers from the ICTS PMO are assigned to medium and high complexity projects. • All ICTS staff providing a project management function (including line managers) are aware of and trained in the use of the various project management approaches, processes, procedures, tools/systems and artifacts to be used in the project management lifecycle. • Projects are appropriately managed according to defined scope, budget, schedule and quality, to deliver the defined benefits / business value. • A Benefits register is established and maintained by the PMO team with Benefit Owners and Custodians clearly defined. • Benefit Custodians provide timeous feedback to the PMO regarding realisation of planned benefits, which are reported to the relevant ICT governance and management structures (e.g. the IT Strategy & Portfolio Committee). • Stakeholders are effectively engaged and managed • Project goals, objectives and milestones are defined and accomplished. • Work plans and staffing for each phase of a project have been established. • External project personnel / resources are timeously acquired / recruited and assigned when required. • Accurate project status and progress reports are produced and distributed timeously to the university's relevant governance and management structures. <p>Approaches to ICT project and portfolio management are reviewed and kept current and appropriate to meet the institution's requirements as part of continual improvement initiatives.</p>
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5	Divisional / Team Leadership	15%	<ul style="list-style-type: none"> • Develop and sustain strong, collegial and professional working relationships within the ICTS department, relevant ICT Governance and Management structures, and with the broader University stakeholder groups. • Lead and motivate divisional staff in line with the vision values, principles and goals of the University and the department. • Coach and mentor direct reports in relation to the relevant skills and competencies required to succeed across the various process domains. • Provide domain leadership in the IT Governance & Strategy, IT Risk & Compliance Management, Project Management, Business Analysis, Demand & Portfolio Management, IT Change & Release Management, Enterprise Architecture and BI / Reporting process domains. • Provide Human Resource Management of direct reports with support from the ICTS HR business partner. • Recruit, select and facilitate the orientation of new staff in line with HR practices. • Ensure divisional staff have clear goals set annually that are aligned to KPA's in the respective Job Descriptions. • Develop appropriate plans to achieve the agreed objectives and performance levels. • Manage performance of direct reports against agreed goals and performance levels and • Identify and establish, in consultation with the ICTS HR business partner, a set of core competencies to develop and mature for each functional domain in the division, in line with industry good practice and the University's competency framework (SFIA). • Develop and manage the division's annual budget. • Perform the duties of the ICTS executive director as and when required. • Exercise decision-making and approvals within the defined delegation of authority. 	<ul style="list-style-type: none"> • Service Continuity within the GSS division is established and maintained. • A values-based, inclusive and supportive high-performance team culture is established and maintained that is aligned with divisional, departmental and institutional vision, goals, values and principles. • Staff members comply and conform with university policies, standards and procedures. • The division implements appropriate strategies to attract and retain the necessary ICT skills. • The division is adequately staffed with suitably qualified and experienced team members with the requisite breadth and depth of skills and competencies. • Relevant Job Descriptions are defined, appropriately graded and kept current for the roles / posts within the division. • Staff have role clarity, and clear goals and objectives that are aligned with the divisional and departmental strategy, goals and objectives. • Staff are adequately equipped and supported to meet agreed deliverables linked to their roles. • Areas for growth and improvement are identified for staff who fail to meet expected deliverables and/or who wish to grow the breadth / depth of relevant skills and competencies. • Agreed Learning and Development goals and plans are in place for staff as part of the annual development dialogue process that are aligned to the university's approved competency framework (SFIA). • The division's budget is formulated and approved, with a focus on cost saving and income generation. • Expenditure is in line with budgets. • The division's staffing, learning and development and other operational costs are adequately catered for and managed optimally through robust budget planning and management of operational costs. • ICTS is effectively represented at university meetings and peer forums. • Divisional and departmental deliverables are prioritised and accomplished through effective delegation. • Operational continuity for the GSS Division is maintained. • Ethical leadership is modelled and maintained in line with the University's values, statute and policies. • The structure of the division is appropriately designed to meet the current and future ICT skills needs across the relevant functional / process domains.
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				<ul style="list-style-type: none">• Vacant posts are filled promptly in line with EE targets.• New staff are effectively onboarded with appropriate orientation support and training.• The division's ethos fosters collegial team-work and co-operation amongst staff members within the division, the department and the broader UCT community.• Staff are engaged, involved and well-informed.
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MINIMUM REQUIREMENTS

Minimum qualifications	Relevant qualification at NQF level 8 (Training and/or current certification in industry frameworks relevant to two or more of the main KPAs of the role – i.e. IT Governance, Enterprise Architecture, IT Risk Management, IT Service Management & IT Project/Portfolio Management.)?			
Minimum experience (type and years)	10 years relevant <i>industry and discipline</i> experience, including at least 5 years in a senior managerial role in an enterprise (large, complex) ICT environment.			
Skills	Leadership; domain-relevant technical skills; strategy development and execution; excellent written and verbal communication and presentation skills; inter-personal skills, analytical thinking and problem solving; planning, co-ordinating and time management; project management; information gathering, analysis and interpretation, business analysis, business case development, IT financial management and budgeting; team building and motivation; HR management; coaching and mentoring; Report writing;			
Knowledge	Broad spectrum of ICT knowledge; ICT trends in the Higher Education sector; IT Governance, IT Risk Management, Information Security and Enterprise Architecture standards; ITIL and IT Service Management; IT Project management methodologies (incl. Waterfall and AGILE); Software Development Lifecycle (SDLC); HR and Team/departmental management, IT Disaster Recovery, Vendor/Supplier & Contract management, IT Change & Release Management.			
Professional registration or license requirements	Not required			
Advantageous	Knowledge / experience in Organisational Change Management (OCM). Active membership of relevant professional bodies			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	Integrity, honesty, and good financial stewardship to manage budgets within the delegation of authority. Discretion, confidentiality and good judgement dealing with confidential and/or sensitive information. Professional disposition to represent the ICTS department and the University appropriately in various committees and forums.			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking / problem solving	3	Facilitating change	4
	Client / student service and support	3	Resource Management	3
	Communication / Written communication	4	Strategic Leadership	3
	Planning and organising / work management	3	Decision-making / Judgement	3
	Teamwork / collaboration	3	Strategic thinking and planning skills	3
	People management	3	Building interpersonal relationships	3
	University awareness	3	Impact / influence	3
	Building partnerships	3		





SCOPE OF RESPONSIBILITY

Functions responsible for	Governance of Enterprise IT, Enterprise Architecture, Business Systems Analysis, IT Demand & Portfolio Management, IT Risk & Compliance Management, IT Project & Programme Portfolio Management, IT Change & Release Management, Departmental BI, Analytics and Reporting; divisional Leadership and Human Resource Management.
Amount and kind of supervision received	Prioritization and confirmation of the portfolio of approved ICT-related investments / projects.
Amount and kind of supervision exercised	Full supervision over all teams in the division. Has defined authority and accountability for actions and decisions within the process domains that fall within the division. Directs and leads cross functional teams in relation to the process domains within the division.
Decisions which can be made	Operational decisions pertaining to the process domains that fall within the division. Approval of financial transactions and contracts within the delegation of authority.
Decisions which must be referred	Significant financial decisions beyond the delegation of authority. Approval of policies, standards, frameworks and procedures that have inter-departmental and/or university-wide applicability.

CONTACTS AND RELATIONSHIPS

Internal to UCT	All PASS departments (including the Finance, HR and Properties & Services departments); departments and units within the executive portfolios of: the DVC: Teaching & Learning, the DVC Research & Internationalisation, the DVC: Student Affairs, Transformation and Social Responsiveness; Internal audit, Central Risk & Compliance Management Office, Office of the Registrar, Office of the VC,
External to UCT	Auditors, vendors, colleagues at other Higher Ed Institutions

AGREED BY

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
Job Holder	Vacant (updates include input from previous incumbent)			
Line Manager	Richard van Huyssteen		x4079	01 March 2024
HOD	Richard van Huyssteen		x4079	01 March 2024
Dean / ED	Richard van Huyssteen		X4079	01 March 2024
HR Practitioner	Abigail Overmeyer		X5376	01 March 2024

APPENDIX A – GSS Organisational Structure

