

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

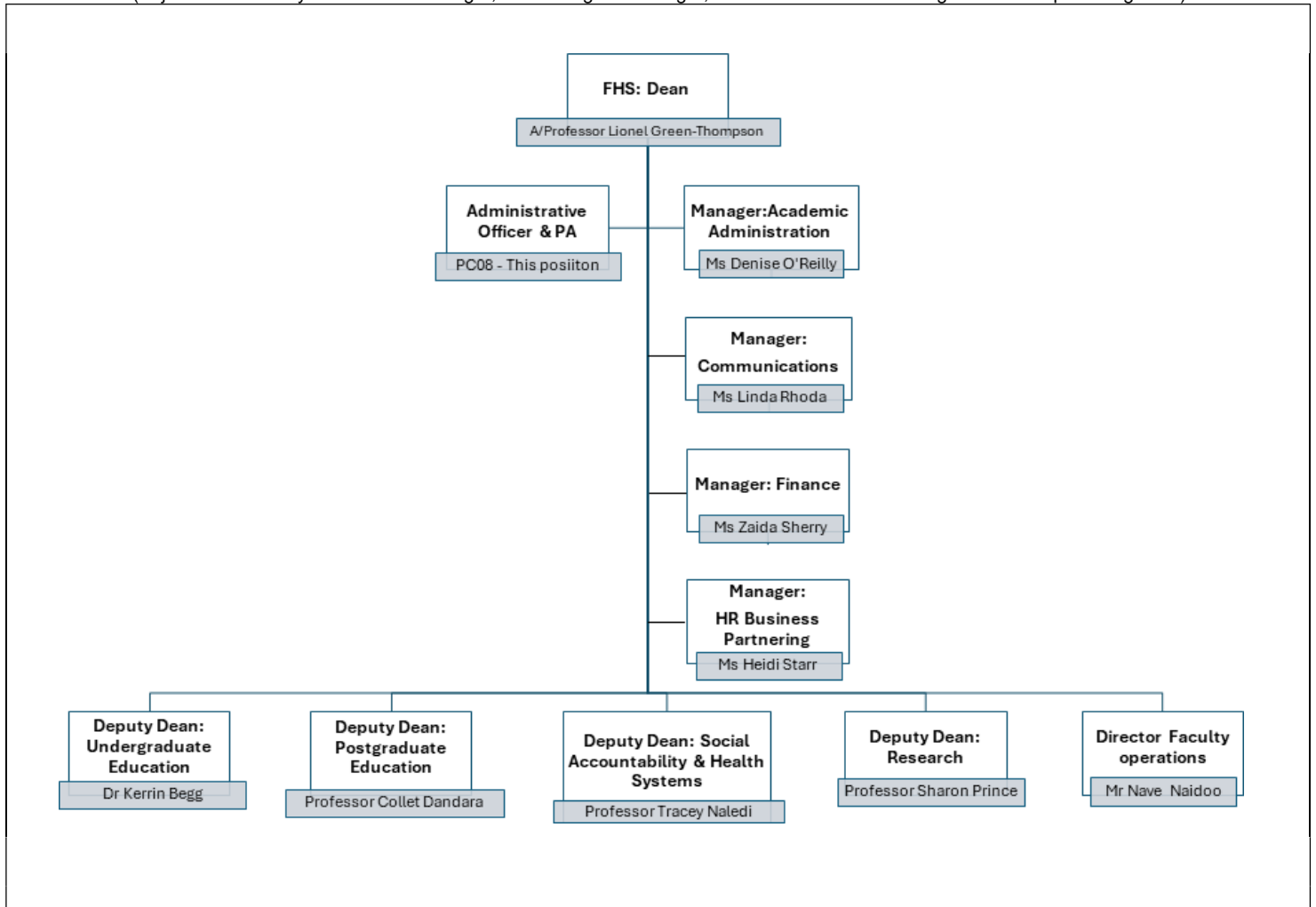
- Forms must be downloaded from the UCT website: <https://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Administrative Officer & Personal Assistant		
Job title (HR Business Partner to provide)	Administrative Officer		
Position grade (if known)	PC08	Date last graded (if known)	Not been graded
Academic faculty / PASS department	Faculty Health Sciences		
Academic department / PASS unit	Dean's Office		
Division / section			
Date of compilation	5 September 2024		

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 the executive support to the Dean. The Administrative Officer and personal assistant is accountable to the Dean; and responsible for client friendly, efficient and effective operational service-delivery to the Deanery Team. The post also includes responsibility for the front-line client interface. The incumbent of this post will be a member of the Deanery Management team and accordingly fulfill management functions in this regard, together with proactively providing executive, secretarial and administrative assistance to the Dean.

CONTENT

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Executive Assistance to the Dean	50%	<p>Correspondence Handling</p> <ul style="list-style-type: none"> • Processing all incoming emails, letters and other correspondence. • Keep records of all correspondence • Prepare responses to correspondence containing routine enquiries • Read and analyse incoming memos, submissions and reports to determine their significance, apply executive judgement and develop appropriate responses and action • Write business correspondence <p>Committee Administration</p> <ul style="list-style-type: none"> • Plan, co-ordinate and schedule executive and other meetings and functions • Prepare meeting agendas and distribute • Take and transcribe minutes and distribute to meeting attendees • Schedule and contract meeting facilities and refreshments • Arrange virtual meetings • Annual review of Deanery related committees <p>Telephone Coverage</p> <ul style="list-style-type: none"> • Managing all incoming calls to the Dean • Screen all calls • Take messages • Respond to voicemail messages <p>Diary Management</p> <ul style="list-style-type: none"> • Manage and maintain with agility the Dean's diary in terms of scheduling appointments, time management and keeping it up to date • Ensure prioritization of meetings for strategic and governance matters • Set up meetings and venues via the electronic diary <p>General Administration</p> <ul style="list-style-type: none"> • Make travel and accommodation arrangements for the executive • Maintain office equipment <p>Personal Secretarial Support</p> <ul style="list-style-type: none"> • Liaise with organisations to which the Dean has association • Provide support for collaborative initiatives • Conduct research and obtain literature for academic presentations and papers <p>General Operations Management</p> <ul style="list-style-type: none"> • Co-ordination and leading of special Deanery projects • Attending to ad hoc requests received by the Deanery • Preparation and circulation of Annual Faculty Calendar 	<ul style="list-style-type: none"> • Correspondence handled within the required timeframe • Accurate records of all correspondence • Appropriate responses prepared • All documents accurately typed within the required timeframe • All required documentation and files available prior to scheduled meetings • Meeting minutes taken, typed and distributed according to the required format and within the required timeframe • Telephone calls answered professionally and within the required timeframe • Voicemail messages replied to within the required timeframe • Dean's diary consistently up to date • Photocopying completed as required and within timeframe • Accurate, prompt travel arrangements made • Executive is appropriately prepared for role on international boards/committees • Up to date information is obtained for inclusion in presentations and paper • Ensure the Faculty's image is improved and by service delivery in special projects • Be proactive in finding ways to lead projects outside the general business ambit of the Deanery e.g. art competitions.

2	Stakeholder Liaison	5%	<ul style="list-style-type: none"> • Coordinate and manage appointments and correspondence with external and internal stakeholders with the Dean • Manage communication relating to queries and complaints directed to the Dean • Central liaison between Internal Stakeholder engagement (Central, other Faculties, other Deans) and the Dean. 	<ul style="list-style-type: none"> • Positive feedback from internal and external clients Queries responded to politely, professionally and within the required timeframe
3	Financial Administration	5%	<ul style="list-style-type: none"> • Assist with the drafting of the office budgets • Place orders for office consumables • Monitor budgetary transactions within the Deans Funds • Manage expenses against the Dean's purchasing card • Manage compliance with finance policies and procedures 	<ul style="list-style-type: none"> • Annual budget • Accounts processed according to required specification and within required timeframe • Accurate financial records available • Maintain paperwork for purchasing card • All finance requests done within UCT policy
4	Events Co- Ordination	5%	<ul style="list-style-type: none"> • Arrange and facilitate small group events and dinners as requested within a reasonable budget as requested by the Dean • Plan, co-ordinate, and schedule visits to the faculty and Dean by internal and external stakeholders (on and off campus) • Coordinate Faculty staff induction 	<ul style="list-style-type: none"> • Successful events and visits are held, as requested • All faculty staff inducted after assumption of duty
5	Development and co-ordination of information, communication and administrative processes and systems	10%	<ul style="list-style-type: none"> • Develop processes and procedures for all work done in direct support of the Dean. Coordinate and participate in weekly Dean Team meetings. <p>Oversee the review of all incoming correspondence. Ensure correspondence is properly coded for electronic filing. Keep track of task made to others for actions to be taken on the Dean Team's behalf and ensure that deadlines for responses are met.</p> <ul style="list-style-type: none"> • Responsible for the on-going development, implementation and review of the internal information, communication and administrative processes. • Develop and maintain an efficient and effective document and information management system and an action tracking facility, including filing and archiving. • Manage the Dean's Office general communications within the faculty, the broader University and with external partners. • Review all processes and procedures for continuous improvement of the Dean's Office service ensuring they are fit for purpose. 	<ul style="list-style-type: none"> • Manage the operation of the Dean's Office. Oversee and direct workflow, independently respond to inquiries, complaints, and concerns from callers and visitors on behalf of the Dean Team. • Act as point person for all staff in the Dean's Office. Coordinate workflow, communications, • Turn-around time is continuously improved and met • All enquiries/communications are dealt with within an 8-hour day – answered, distributed for further action and all clients are informed of progress on matters of enquiry and/or action • Filing systems are concise and easy to follow • Digitisation of archives is up to date.
6	Development and maintenance of intra and inter Faculty and University relationships	5%	<ul style="list-style-type: none"> • Develop and maintain effective working relationships with key stakeholders, internal and external to the Faculty and University to facilitate the tasks and functions required of this role, and with the general purpose of ensuring quality and effectiveness of the Dean's Office. • Liaise with relevant internal and external stakeholders to communicate, consult, instruct, and action activities relevant to the role 	<ul style="list-style-type: none"> • Maintaining good relationships with all stakeholders

7	Decision making support	5%	<ul style="list-style-type: none"> • Facilitate the analysis and co-ordination of large volumes of incoming and outgoing mail and ensuring that the Dean and Deputy Deans are alerted to urgent and important matters and pending deadlines. • Responsible for prioritising requests to Dean/Deputy Deans and obtain instructions from them for action with short turnaround time for response to maintain efficient service delivery levels. • Bring information and issues relating to the affairs of the faculty to the attention of the Dean Team. Define problems, independently conduct research as necessary, formulate solutions and make recommendations. Develop responses as appropriate. • Independently respond to requests and enquiries from faculty, staff, and students regarding Faculty policies and procedures. • Provide analytical and administrative support to the Dean Team on a variety of issues, projects and programs. Compile data solicit and research information from a variety of sources and prepare reports as requested. • Exercise independent judgement to perform special projects as requested by the Dean. • Co-ordinate documentation requiring Dean/Deputy Dean's signature • Convey instructions of the Dean and Deputy Deans with regard to critical and complex issues • Collaborate with the Dean's to respond to requests. 	<ul style="list-style-type: none"> • Ensure that the Dean and Deputy Deans are kept updated with current and sensitive issues on a proactive basis. • Provide service delivery of a high standard particularly for external business. • Ensure that issues are handed to management with research data provided together with suggested solutions to problems
8	Dean Approvals	5%	<ul style="list-style-type: none"> • Ensure Deans approvals for procurement, HR, agreements (MOA's and MOU's) and special projects sign off and finalization from the Dean, record -keeping and approval • Review MOAs and MOUs to ensure legal compliance checklist is completed before Deans Sign off. 	<ul style="list-style-type: none"> • Ensure that necessary steps have been taken before signing off on any agreements
9	HR Administration	10%	<ul style="list-style-type: none"> • Staff administration • Coordinate submission of HR 246/HR174/HR 210 forms for academic staff reporting to the Dean • Coordinate recruitment process for PASS and academic staff reporting to the Dean • Administer all HR forms – changes to appointments, Acting allowances, appointments of HODs and Deputy Deans. • Coordinate department's annual workplace skills • Ensure contracts are in place for part-time PASS and Academic staff • Coordinate Adhom working group meetings and logistical support to servicing officers for the Ad hom meeting. 	<ul style="list-style-type: none"> • Appointments are made at the right level at the right time

MINIMUM REQUIREMENTS

Minimum qualifications	Secretarial or Office Management Diploma/ 3-year degree or diploma (NQF 6) in a relevant field or a with a relevant diploma and/ or qualification			
Minimum experience (type and years)	<ul style="list-style-type: none"> • Minimum of 5 years relevant executive assistance and office management experience • Computer Literate: Microsoft office suite, Internet, email • Knowledge and experience with local and international travel procedures. • Advantage – Relevant experience as an executive assistant within a higher education environment 			
Skills	<p>Communication</p> <ul style="list-style-type: none"> • Knowledge of current issues in the faculty • Information monitoring and management • Excellent Communication skills (verbal & written) • Client Services Orientation • Understanding of branding, image and public relations <p>Interpersonal</p> <ul style="list-style-type: none"> • Teamwork • Building interpersonal relationships • Adaptability and Stress Tolerance • Problem solving and decision Making • Planning and organizing • Detail Orientation, proactive and initiative • Work standards • Personable demeanor and capacity to enhance effective client relationship. <p>Technical</p> <ul style="list-style-type: none"> • Administrative knowledge and skills • Technical / professional / job knowledge/ Knowledge of new technology wrt financial digitization. • Intimate knowledge of the University, Faculty and Stakeholders business • Ability to analyse a situation, identify the underlying problem, conceptualize solutions, consider alternatives and implement the most appropriate action whilst drawing from a range of resources, contexts and experiences • Basic financial accounting skills. Ability to interpret and manage a budget within budgeting guidelines • Record keeping and Data analysis 			
Knowledge	<ul style="list-style-type: none"> • Knowledge of UCT policies and procedures, UCT HR policies and procedures with an intimate knowledge of Faculty requirements • Knowledge of UCT training schedules, ICTS and Vula functions 			
Professional registration or license requirements				
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Ability to handle cash or finances'.)	<ul style="list-style-type: none"> • Financial acumen 			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Adaptability/Flexibility	2	Coaching/Developing others	2
	Analytical thinking/problem solving	1	Resource Management	2
	Building interpersonal relationships	2	University awareness	1
	Building partnerships	2	Teamwork/collaboration	2
	Attention to detail	2		

SCOPE OF RESPONSIBILITY

Functions responsible for	As above
Amount and kind of supervision received	Strategic direction from the Deanery
Amount and kind of supervision exercised	Managerial
Decisions which can be made	Regarding the efficient running of the Dean's Suite
Decisions which must be referred	Strategic, policy and financial

CONTACTS AND RELATIONSHIPS

Internal to UCT	Heads of Departments, other Deans, other Executive Directors, UCT Executive, Staff and students
External to UCT	WCG, NDoH, NHLS, HPCSA, CMSA, Donors and Sponsors