



## NOTES

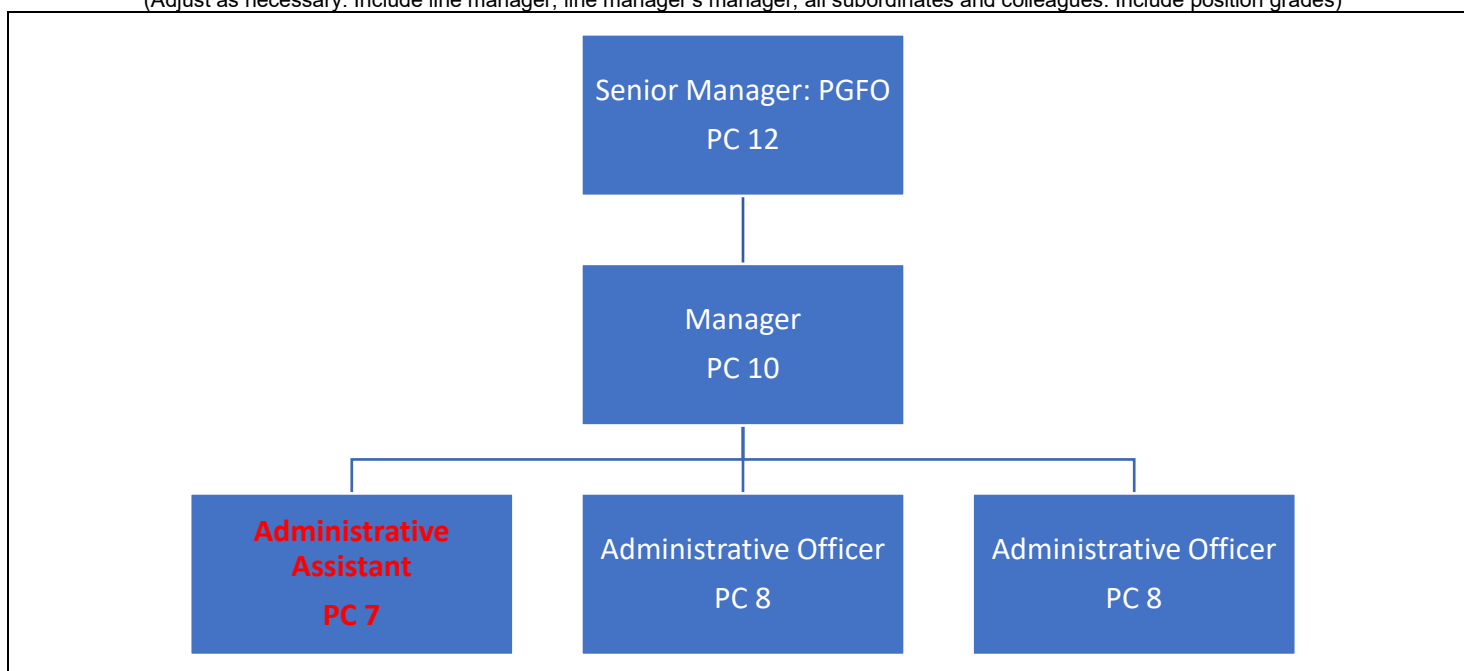
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

## POSITION DETAILS

Position title	Administrative Assistant		
Job title (HR Practitioner to provide)	NRF and Research awards Administrative Assistant		
Position grade (if known)	7	Date last graded (if known)	
Academic faculty / PASS department	Research Office		
Academic department / PASS unit	Postgraduate Funding Office		
Division / section			
Date of compilation	September 2019		

## ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)



## PURPOSE

The Postgraduate Funding Office (PGFO) is responsible for the management and administration of postgraduate and postdoctoral awards at the University of Cape Town (UCT). It also monitors the postgraduate and postdoctoral sectors and the development of policies and procedures for financial and other types of support.

The main purpose of this position is to contribute to the overall service provided by the Postgraduate Funding Office, with focus on **providing high-level support to the Administration Officer (AO)** of scholarship funding awarded through UCT funds, external funders and donors and statutory bodies for example the National Research Foundation and Research Awards (scholarship funding raised by individual academics).

**CONTENT**

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Postgraduate awards administration	25	<p>Assisting with pre- and post-award of postgraduate scholarship administration. This includes:</p> <ul style="list-style-type: none"> <li>• General admin processing</li> <li>• Checking applications for completeness and eligibility</li> <li>• Follow up on outstanding documentation</li> <li>• Data capturing on student and funder administration systems</li> <li>• Assisting with the preparation of documentation for internal review committees</li> <li>• Assisting with annual progress reports administration and renewal applications</li> <li>• Assist with the uploading of documents on the system for release of funds</li> <li>• Assist with preparation of nominations for validation and approval</li> <li>• Assist with deferral, transferring of funds cancel/withdrawn awards</li> <li>• Assist with clearance for IAPO and Fees Office</li> <li>• Responsible for maintaining and updating the Faculty cohort information for NRF</li> <li>• Responsible for the preparation of the departmental posting schedules and related information</li> <li>• Assisting with reviewing and preparing student information according to NRF/Departmental and State eligibility for the payment of award to UCT fees accounts</li> <li>• Responsible for the monitoring, reviewing of and student information on the PGFO work centres and ensuring timeous follow ups for relevant documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate processing of applications and reports.</li> <li>• Accurate schedules for ease of selection and allocation of awards.</li> <li>• Correct data capturing.</li> <li>• Committee meeting documentation are accurately processed and uploaded online.</li> </ul>
2	Front desk administration and student support	25	<ul style="list-style-type: none"> <li>• Provide (or refer where applicable) a service to students, postdoctoral fellows and academics by answering walk-in, email- and telephonic enquiries regarding award programmes, eligibility, appeals and general enquiries.</li> <li>• Resolve and respond to student queries and problems to ensure student satisfaction, in accordance with office standards. This includes telephonic, in-person and email enquiries.</li> <li>• Escalate unresolved queries or problems to the senior officer or manager.</li> <li>• Acquire and maintain knowledge of relevant processes and policies in order to provide accurate solutions to students.</li> </ul>	<ul style="list-style-type: none"> <li>• Advice is timeous, accurate and courteous.</li> <li>• Email queries are responded to within 24 hours.</li> <li>• Unresolved queries are escalated to line manager.</li> </ul>
3	Support for student administration systems	25	<ul style="list-style-type: none"> <li>• Assist with technical support to stakeholders (students, applicants, grant holders, fund holders) working on funding and student administration platforms.</li> <li>• Trouble-shoot and assist with solving technical issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Technical queries resolved in a timeous, accurate and courteous and empowering manner.</li> <li>• Unresolved technical issues are escalated.</li> </ul>

			<ul style="list-style-type: none"> <li>• Empower stakeholders to effectively use of online systems or funding platforms.</li> <li>• Acquire and maintain knowledge of relevant systems in order to provide accurate solutions to students.</li> <li>• Keep up to date with technologies deployed and how it impacts service delivery.</li> <li>• Actively participate in projects and meetings that enhance the quality of the student system.</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback is provided to the manager regarding common system problems.</li> </ul>
4	Administration and processing of payments	10	<ul style="list-style-type: none"> <li>• Receive and check claim forms for completeness and follow up on outstanding documentation for payments.</li> <li>• Capture relevant information online.</li> <li>• <del>Support in assigning funds to students</del></li> <li>• Help stakeholders with payment-related enquiries.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate assistance is provided with student payments and refunds.</li> </ul>
5	General administration	10	<ul style="list-style-type: none"> <li>• Assist with setting up of meetings.</li> <li>• Filing and record keeping.</li> <li>• Supervising annual archiving activities.</li> <li>• Responsible (or assist/support) with donor reporting on an annual basis by completing the graduation reports for former recipients.</li> <li>• Assisting with any other activities or tasks as required by the manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Committee meetings are scheduled.</li> <li>• Tasks are executed as required.</li> </ul>
6	Teamwork and transformation	Overarching principle	<ul style="list-style-type: none"> <li>• Ensure good communication with colleagues and stakeholders.</li> <li>• Adhere to all policies and procedures that form part of your conditions of service.</li> <li>• Anticipate change and proactively seek to build on opportunities for change.</li> <li>• Attend training identified by your line manager.</li> <li>• Keep other team members informed of relevant issues in a timely manner.</li> <li>• Contribute to team spirit.</li> <li>• Attend all team and office meetings.</li> <li>• Contribute to the transformation goals of the office.</li> </ul>	<ul style="list-style-type: none"> <li>• There is good communication with colleagues and stakeholders.</li> <li>• All policies and procedures are adhered too.</li> <li>• Change is anticipated and opportunities for change have been sought out and built on.</li> <li>• Training has been attended.</li> <li>• Team members are kept informed of relevant issues in timely manner.</li> <li>• Team spirit is contributed towards.</li> <li>• All team meetings have been attended.</li> </ul>

### MINIMUM REQUIREMENTS

Minimum qualifications	Matric with 4 years' relevant experience or post matric qualification with 3 years relevant experience			
Minimum experience (type and years)	3 years' relevant experience in a university postgraduate student funding or research council environment Advantageous: Working in a postgraduate funding environment, Knowledge of UCT policies and Procedures, Experience with Peoplesoft, <u>or similar student administration system, experience with NRF online system or similar student funding platform</u>			
Skills	Demonstrable client servicing skills, with a strong student-oriented focus Proven organisational and planning skills Ability to multi-task and meet competing deadlines Meticulous attention to detail Ability to work under pressure Excellent Interpersonal and teamwork skills Proficiency in MS Office Suite and database management Excellent written and verbal communication skills <u>Exposure and experience with an online student funding</u> Proven organisational and planning skills			
Knowledge	Student funding environment, including relevant policies and procedures			
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'.)	Maintain high level of confidentiality Honesty to handle cash or finances			
Competencies (Refer to <u>UCT Competency Framework</u> )	Competence	Level	Competence	Level
	Communication	2	Problem solving	2
	Client/student service and support	2	Quality commitment	1
	Professional knowledge and skill	1	Teamwork and collaboration	2
	University awareness	2	Planning and organization	2

### SCOPE OF RESPONSIBILITY

Functions responsible for	Postgraduate awards administration; student support; financial administration; general administration; team work and transformation
Amount and kind of supervision received	Supervised by unit manager
Amount and kind of supervision exercised	Assisting ad hoc staff
Decisions which can be made	Limited to own job
Decisions which must be referred	Any escalated queries which cannot be resolved and which requires manager's input or approval

### CONTACTS AND RELATIONSHIPS

Internal to UCT	Students, academics, administrators, PGFO
External to UCT	Funders, donors, potential students, parents