



NOTES

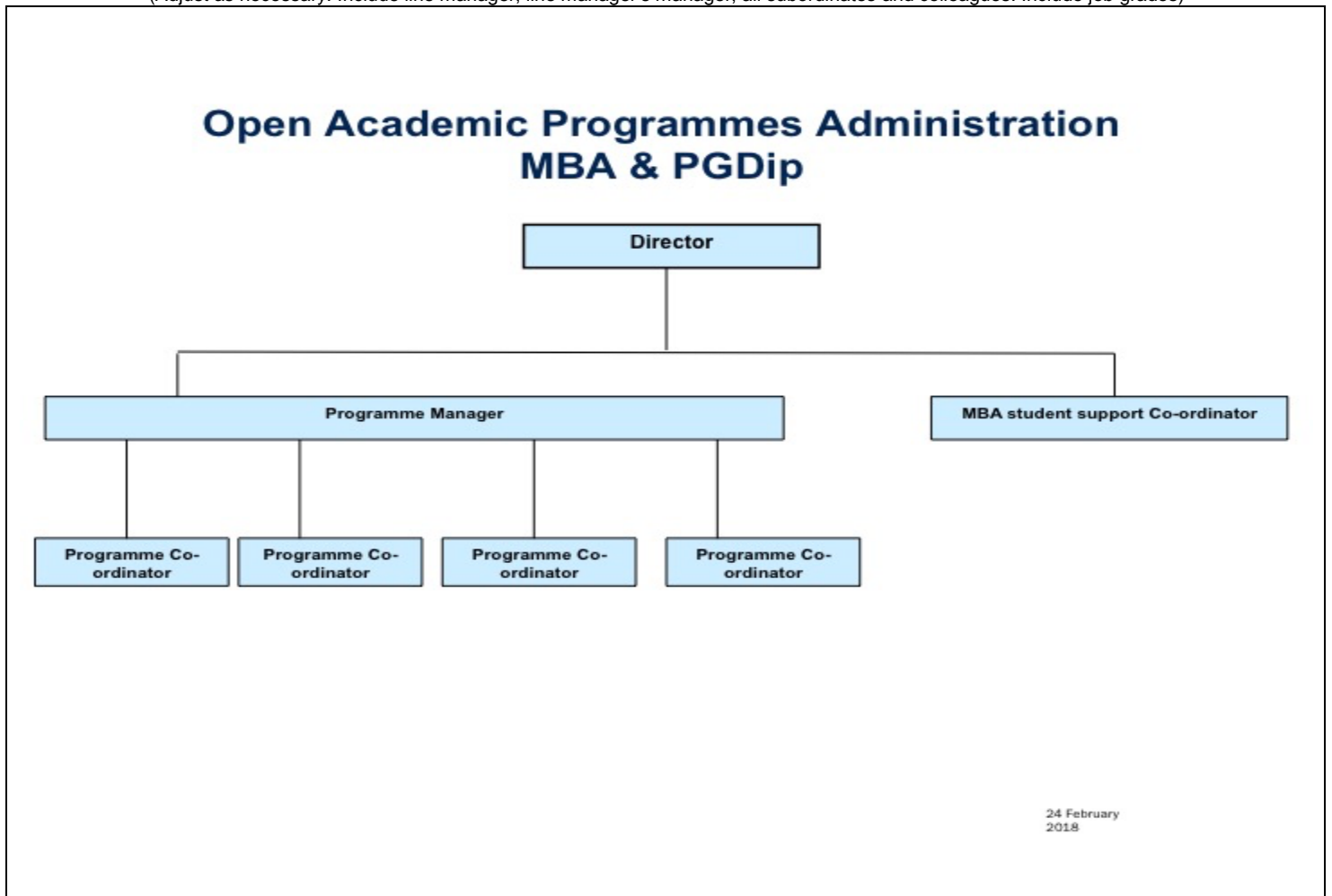
- Forms must be downloaded from the UCT website: <http://www.uct.ac.za/depts/sapweb/forms/forms.htm>
- This form serves as a template for the writing of job descriptions.
- A copy of this form is kept by the line manager and the job holder.

POSITION DETAILS

Position title	Programme Manager / Department Manager
Job title (HR Practitioner to provide)	
Job grade (if known)	10
Academic faculty / PASS department	PASS
Academic department / PASS unit	Open Academic Programmes – Graduate School of Business
Division / section	Commerce
Date of compilation	22 February 2018

ORGANOGRAM

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



PURPOSE

The Programme Manager is responsible for the provision of comprehensive and integrated *management and coordination* of the delivery of programmes via the Programme Co-ordinators that promote the best interests of the students and the Graduate School of Business. Internal and external stakeholder management is a key responsibility for this role.

The Programme Manager's role includes the maintenance and/or development of applicable relations within the GSB, across UCT and with relevant external stakeholders. The Programme Manager is responsible for allocating logistical resources across all programmes (in consultation with the Director), including relevant Programme Co-ordinators for the various programmes.

JOB CONTENT

Key performance areas (4 – 6) (What)		% of time spent	Activities / Objectives / Tasks (How)	Results / Outcomes (Why)
1	Management of Programme Co-ordinators	25%	<ul style="list-style-type: none"> • Take responsibility for workforce planning and fair allocation of work • Contribute to the recruitment process for positions in own department • Take responsibility for new staff induction • Take responsibility for performance agreements for all staff • Manage staff training, development, coaching and mentoring • Manage employment relations (grievance, discipline and conflict resolution) • Manage staff leave • Ensure that staff records are kept up to date 	<ul style="list-style-type: none"> • All human resource functions relating to own staff are carried out timeously and in accordance with UCT HR policy, and relevant legislation • Relevant documentation is correctly completed, signed off and processed • Relevant reports timeously prepared, presented and made available to appropriate role players • Updated job descriptions • Performance contracts for all staff and regular reviews • Staff are well trained and equipped to meet the performance standard expected • PDP's in place for all staff • Positive working relationships • Motivated and empowered staff who demonstrate high levels of accountability, efficiency, productivity and excellence in delivery • Have formal and documented meetings with each staff member every month, addressing developmental issues, training needs and giving feedback
2	Management of academic programme administration	10%	<p>Academic Programmes:</p> <ul style="list-style-type: none"> • In consultation with programme coordinators and the academic officer, ensure that all first time and returning students are registered on PeopleSoft and all the necessary documentation is completed. • Manage the departmental curriculum clean-up and ensure accurate statistical analysis. • Manage leave of absence applications and assist students in resolving fee queries or waivers. • Manage the Year-end process by preparing and checking all qualifier lists and approving all graduation certificates. 	<ul style="list-style-type: none"> • Accessible reports of registration for academic programmes and short courses • Records are accurate and submissions (CHED/HEMIS/FT Rankings) are accurate • Records and certificates are accurate • All short courses will be registered on PeopleSoft and will have course codes to record details of participants.

3	Relationship Management	20%	<ul style="list-style-type: none"> • Manage and maintain good relationships with relevant faculty, markers, GSB & UCT departments and clients. • Oversee all relationships with service providers and suppliers. • Work collegially and productively as part of the Exec Ed team. 	<ul style="list-style-type: none"> • Excellent and efficient service delivery from service providers • Delivery issues are easily resolved with stake holders
4	Operations Management	20%	<ul style="list-style-type: none"> • Ensure efficient operational processes and systems • Together with the Director proactively plan the annual calendar and communicate this with all stakeholders (Faculty, Marketing, Academic Office) • Develop in consultation with the Director and implement and manage policies, protocols and procedures • Develop, implement and manage appropriate administrative control systems • Manage and allocate office space 	<ul style="list-style-type: none"> • Documented administrative and operational processes • Enhanced administrative functioning of the department • Compliance to relevant departmental, faculty and university policies, protocols and procedures • Easily accessible and well organized electronic record/filing system – G Drive • Actively manage staff to ensure that policies are adhered to • Very few logistical issues during programme delivery • Positive feedback from delegate evaluations and Course convenors
5	Oversight of Marketing: OAP Webpages, OAP Programme brochures	15%	<ul style="list-style-type: none"> • Ensure that the website is updated and reflects correct information about the programmes • Work with the Admissions and Marketing Departments to ensure that brochure information is correct and relevant • Ensure that the intranet is updated with correct student information 	<ul style="list-style-type: none"> • Current and relevant information can be easily found on the website • ‘What’s on’ information is accurate and all links lead to the correct pages. • Course packs are professional and meet GSB’s standards of excellence
6	Financial Management	10%	<ul style="list-style-type: none"> • Actively participate in the management of the programme budgets and the maintenance thereof. • Oversee monitoring and reconciliation of programme budgets and report on a regular basis • Manage spend on procurement card to only operational needs • Manage overhead expenditure in collaboration with the Director 	<ul style="list-style-type: none"> • Budgets will be submitted timeously • Costs will be managed closely to ensure desirable profit margins are achieved on each programme.
7	GSB Values	100%	<ul style="list-style-type: none"> • Integrate the GSB values in every decision, execution and interaction. • Provide back up support within the OAP Team or broader GSB team as required. 	<ul style="list-style-type: none"> • Awareness of how values impact everything we do and actively/visibly incorporating in daily operations as well as meeting strategic objectives.

MINIMUM REQUIREMENTS

Minimum qualifications	A relevant tertiary qualification (e.g. Degree)
Minimum experience (type and years)	Minimum experience of at least 5 years at a senior level.

COMPETENCIES

Competence	Level	Competence	Level
Building interpersonal skills relationships	2	Communication	2
Analytical thinking and problem solving	2	Decision-making / Judgement	2
People Management	2	Individual Leadership	2
Planning and organizing / work management	2	Resource management	2