



## NOTES

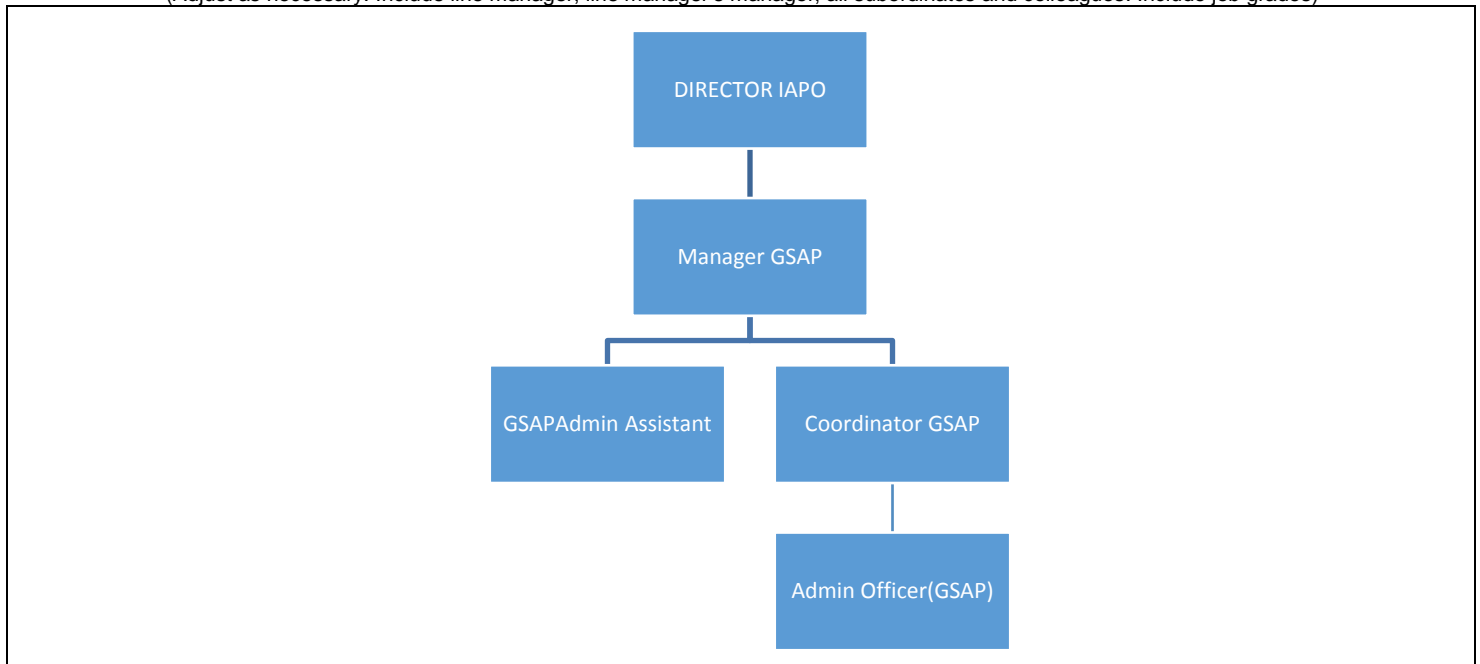
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of job descriptions.
- A copy of this form is kept by the line manager and the job holder.

## POSITION DETAILS

Position title	GSAP Administrative Assistant (3 month contract)
Job title (HR Practitioner to provide)	
Job grade (if known)	PC 6
Academic faculty / PASS department	IAPO
Academic department / PASS unit	
Division / section	GLOBAL SHORT ACADEMIC PROGRAMME (GSAP)
Date of compilation	Nov 2015

## ORGANOGRAM

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



## PURPOSE

The main purpose of this position is to provide secretarial, administrative and logistical support to the operations of the Global Short-Term Academic Programmes.

This is a full time permanent position.

**JOB CONTENT**

<p align="center"><b>Key performance areas (4 – 6)</b> (What)</p>	<p align="center"><b>% of time spent</b></p>	<p align="center"><b>Activities / Objectives / Tasks</b> (How)</p>	<p align="center"><b>Results / Outcomes</b> (Why)</p>
<p align="center">1</p>	<p>Providing a general secretarial and administrative service to the section Manager</p>	<p>40%</p> <p><b>Diary Management</b></p> <ul style="list-style-type: none"> <li>• Coordinate and manage the bookings and electronic diary of the section Manager;</li> <li>• Schedule appointments for section Manager</li> <li>• Service the meetings with section Manager and other UCT and external stakeholders;</li> <li>• Service regular weekly and monthly meetings STIP Manager with their support staff;</li> </ul> <p><b>General Office Administration</b></p> <ul style="list-style-type: none"> <li>• Plan, organise and carry out operations of the section Manager's office;</li> <li>• General administrative tasks such as filing, correspondence and fielding calls;</li> <li>• Take messages and relay them to the section Manager;</li> <li>• Logging and filing staff leave;</li> <li>• Act as liaison for the section Manager with staff;</li> <li>• Liaise with UCT and external stakeholders on behalf of the section Manager;</li> <li>• Keep the section Manager abreast of any urgent developments while they are traveling;</li> <li>• Type and draft documents for the section Manager;</li> <li>• Assist the section Manager to ensure that Human Resources documentation is processed;</li> <li>• Assist in the induction of new staff, when necessary</li> <li>• Assist and support the Managers role in any responsibilities delegated to the Manager by the Director or DVC</li> </ul>	<ul style="list-style-type: none"> <li>• Well organized and concise diary.</li> <li>• Prioritising meetings and diary commitments without any clashes or missed appointments</li> <li>• Record of appointments and meetings in the book and electronic diary</li> <li>• Record of all staff individual meetings and team meetings</li> <li>• Well run organized office</li> <li>• Staff leave records up-to-date</li> <li>• Agenda and minutes up-to-date</li> <li>•</li> </ul>

2	Finance: SAP Purchasing & P-card Processing	25%	<ul style="list-style-type: none"> <li>• Review all invoices received from service providers to ensure that they are correct, prepare request for payment documentation, get approval from section Manager and pass to Finance team for payment. Follow up with Finance team to ensure payment made.</li> <li>• At the request of the section Manager or Coordinator, review journal entries to ensure income and expenditure for STIP assigned to the correct entities</li> <li>• At the request of the Coordinator, work with Finance to ensure that clients / partners are invoiced accurately on SAP and follow up to ensure that payments received from clients / partners by liaising with Finance</li> <li>• At the request of the Manager or Coordinator, work with Finance to reconcile P-card receipts with bank statements on SAP to ensure correct allocations;</li> <li>• At the request of the Manager or Coordinator, prepare paperwork necessary to ensure adequate limits on credit cards, especially for overseas travel;</li> </ul>	<ul style="list-style-type: none"> <li>• Correct paperwork prepared for all invoices from service providers</li> <li>• Payment made to service providers</li> <li>• On request, journal entries reviewed</li> <li>• On request, ensure invoices to clients / partners raised and follow up payment</li> <li>• On request, review P-card transactions and assist Finance to reconcile</li> <li>• On request, paperwork prepared and authorised for increased credit limits</li> </ul>
3	Travel Administration	10	<p>At the request of the section Manager:</p> <ul style="list-style-type: none"> <li>• book international and local travel and accommodation for the STIP Manager, section staff or any other ad hoc travellers and establish business relationships with relevant travel agents, hotels and Guest Houses;</li> <li>• Ensure correct S&amp;T Allowances are issued;</li> <li>• Arrange the necessary visas for international travel and work closely with Consular Offices for the issue of visas;</li> <li>• Organise transport to and from the airport;</li> <li>• Draw up detailed itineraries;</li> <li>• Arrange relevant documentation for travel, e.g. subsistence for processing by Finance section, leave forms, letters of entry, etc.;</li> </ul>	<ul style="list-style-type: none"> <li>• Smooth travel arrangements for all concerned;</li> <li>• All travel queries dealt with successfully and other options provided where necessary;</li> <li>• Satisfied travellers;</li> </ul>

4	General Administration	10	<ul style="list-style-type: none"> <li>• At the request of the section Manager, process and complete all necessary HR documentation and submit the forms to the HR Administrator for capturing purposes;</li> <li>• Provide services as requested by STIP Manager;</li> <li>• Provide administrative and logistical support to projects managed by the STIP Manager (e.g. IARU, Global Academy, Colloquia, strategic planning workshops, conferences, events etc.);</li> <li>• Compile and maintain year plan for STIP and schedule meetings as requested;</li> <li>• Collate all feedback from internal and external customers, informal, formal and from evaluation forms, and, at the request of the coordinator, analyse the response and create reports.</li> </ul>	<ul style="list-style-type: none"> <li>• HR forms completed, as required</li> <li>• Administrative assistance provided, as requested</li> <li>• Logistical support provided, as requested</li> <li>• STIP year plan compiled and maintained at all times</li> <li>• Feedback from clients / partners collated and, on request, analysed and reported</li> </ul>
5	Marketing, Communication and Website Maintenance	10	<ul style="list-style-type: none"> <li>• Update Databases (e.g. CRM) and ensure that STIP all stakeholders are accurately reflected on the database.</li> <li>• At the request of the section Manager or Coordinator: <ul style="list-style-type: none"> <li>○ Arrange for current information to be added to the website and out-of-date information to be removed</li> <li>○ Answer/relay all inquiries from website;</li> <li>○ Proof reading of material for website or other marketing / programme information;</li> <li>○ Ensure stock of all marketing material and course curricula, and on request, arrange for printing of materials.</li> <li>○ Send out seasonal greetings to all stakeholders</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Database / CRM updated with current information</li> <li>• Updated website;</li> <li>• Easy assessable marketing materials;</li> <li>• Proofreading done</li> </ul>

**MINIMUM REQUIREMENTS**

Minimum qualifications	An appropriate business or administrative qualification (Business Diploma or General Administrative Diploma), OR equivalent experience, equating to 4-5 years with similar/same responsibilities as sought for this position.
	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)	<p>A minimum of 2 years relevant work experience, with well-developed financial, administrative, travel and event/organizational skills</p> <ul style="list-style-type: none"> <li>• Excellent verbal and written skills.</li> <li>• Computer literacy – high level of proficiency in MS Word, Excel, e-mail and the internet. Experience on SAP or Microsoft Dynamics would be an advantage (or similar CRM / database experience)</li> <li>• Accuracy and attention to detail</li> <li>• Sound interpersonal and communicative skills</li> <li>• A commitment to the provision of excellent client service in a cross-cultural environment.</li> <li>• Ability to develop and maintain a filing system</li> <li>• Ability to manage time and prioritise tasks</li> <li>• Fluency in both spoken and written English</li> </ul>
	<p>The following will be an advantage, but does not form part of minimum requirements;</p> <ul style="list-style-type: none"> <li>• Previous work experience at a university or comparable educational institution.</li> <li>• A drivers' license</li> </ul>

**COMPETENCIES**

Competence	Level	Competence	Level
Analytical thinking / problem-solving	3	Planning and organizing / work management	3
Building interpersonal relationships	3	Quality commitment / work standards	3
Client/student service and support	2	Follow up	3
Communication	3	Decision-making and judgement	2