HR191	**POSITION DESCRIPTION**	UNIVERSITY OF CAPE TOWN IYUNIVESITHI YASEKAPA · UNIVERSITEIT VAN KAAPSTAD

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

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Position title	Director: Faculty Operations/Senior Manager: Operations		
Job title (HR Practitioner to provide)	Director: Faculty Operations/Senior Manager: Operations		
Position grade (if known)	PC13 (4)	Date last graded (if known)	11 April 2022
Academic faculty / PASS department	Humanities		
Academic department / PASS unit	Dean's Office		
Division / section			
Date of compilation	October 2021		

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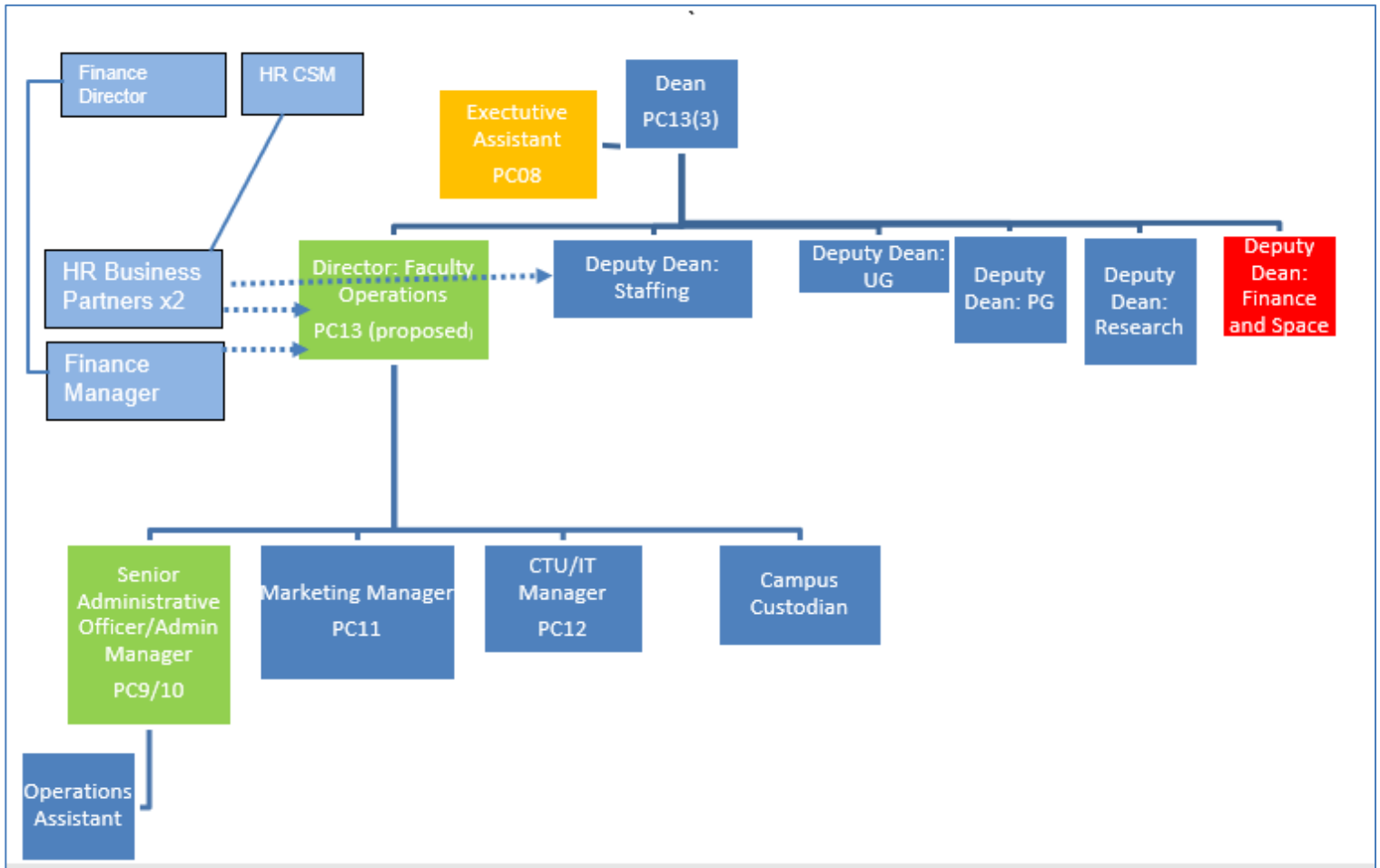
Legend:

New posts	
New posts	(green)
Earmarked for disestablishment	(red)
Proposed changes to role	(orange)
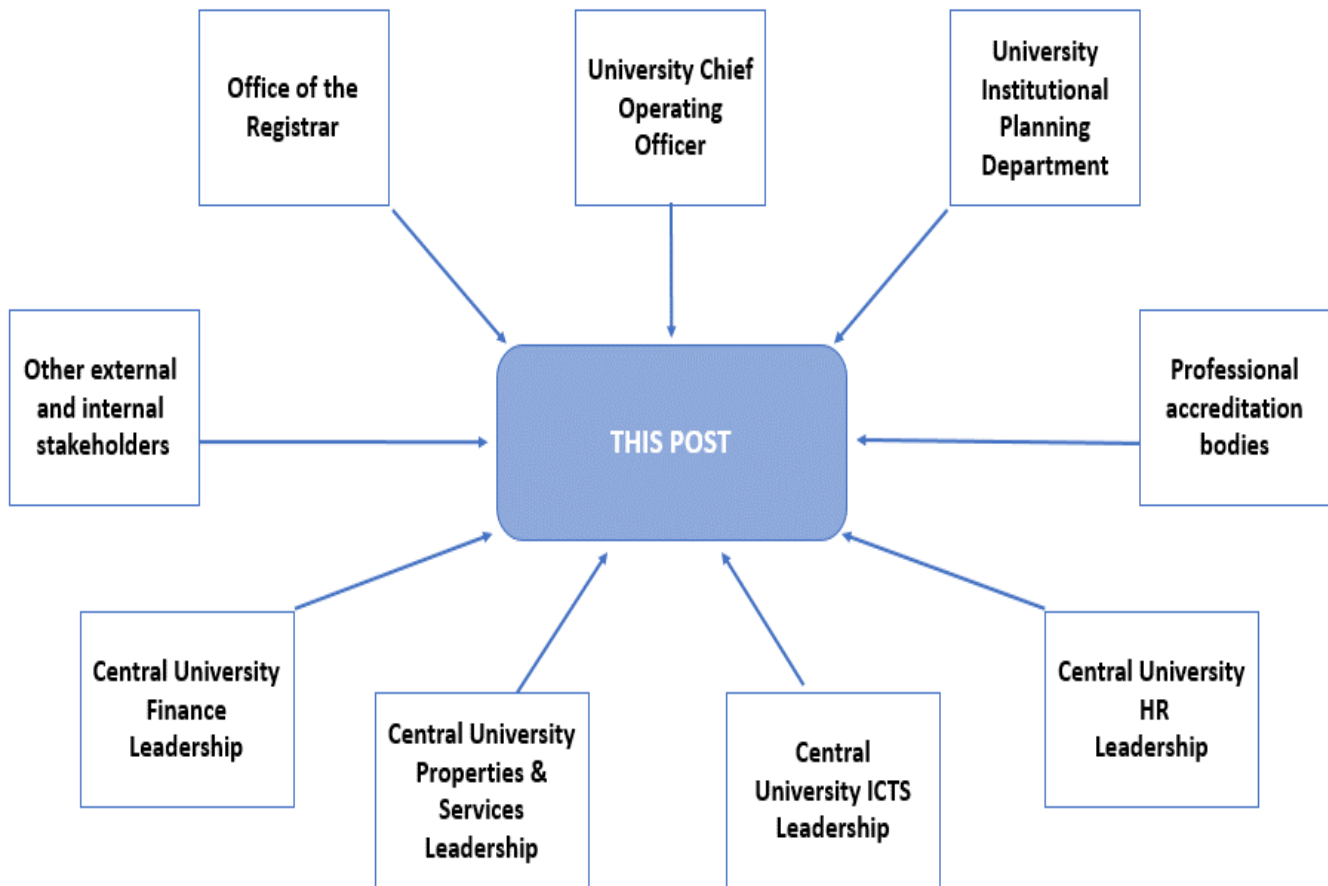
The Director: Faculty Operations is a member if the Humanities Faculty Executive Committee and has both external and internal responsibilities in the faculty and university. This post is a key support role to the Dean who manages and leads the Faculty. The main purpose of this position is to provide strategic and effective leadership in the planning, management and oversight of the Faculty's resources through a transformed and sustainable operation that is in line with the Faculty's vision and long-term goals. This is necessary to ensure that the Faculty has the proper systems and controls in place for efficient and effective operation that are guided by sound legal considerations and business management approaches so as to support the delivery of the Faculty's Strategy. As part of the Deanery this position contributes to the overall Faculty strategy and the strategic direction and development of this portfolio.

The primary aim of this position is to manage operational excellence and the incumbent will work in close collaboration with other portfolios within the Deanery to provide executive oversight for the cluster of activities related to all operational functions, including IT, Support Services, Finance, Human Resources and Special Projects. The portfolio includes the line reports for the IT Manager, Marketing Manager, with dotted line oversight of academic administration. This position reports into the Dean of the Faculty.

The scope of the Faculty operations encompasses 7589 students (5348 undergraduate and 2241 postgraduate students), approximately 450 staff on UCT conditions of service. The Faculty has a General Operating Budget (GOB) expenditure (budget) of R500 million rand and a research income of R150 million. There are 18 academic Departments.

	Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Strategic development and oversight of Faculty resources, and integration of operations, in collaboration with the senior leadership group of the Faculty, reporting to the Dean	15%	• Contribute to Faculty Strategy as part of the Deanery (identify Faculty priorities and resources) • Develop an innovative and comprehensive Deanery approved operations strategy and implementation plan to support the needs of the Faculty ensuring cohesion and optimal integration between the academic project and operations • Improved integration of the service aspects of the Faculty (Faculty Operations and Support Services, IT, HR, Finance, Infrastructure) • Effect transformation in the cluster of activities related to all operational functions • In collaboration with other members of the Deanery, develop an innovative and comprehensive Deanery approved business development strategy according to needs of the Faculty to drive sustainable growth	• Identification of needs and key priority areas • A Deanery approved comprehensive operations and business strategy • An implementation plan • An approved Monitoring and Evaluation Framework of the strategy and implementation plan for the Faculty and documented evidence of regular reviews of the framework • Timeous reports to the Deanery • EE targets met and conducive climate

| 2 | Operations management: HR/Finance/Space/IT/Faculty Operations and SupportServices/Business Development | 30% | • Accountable for Information Systems, Faculty Operations and Support Services, as determined from time to time
• Executive oversight for Human Resources as Dean's designate for PASS staff
• Executive oversight for Finances
• Lead and oversee a comprehensive Deanery approved operations plan according to needs of the faculty
• Develop and regularly review a comprehensive monitoring and evaluation framework for the Faculty Operations
• Oversee financial forecasting and resource management to aid strategic planning and decision making including supporting Faculty Business Plans
• Support the Faculty Finance Manager to develop the Annual Budget, meet budget goals, and to devise and implement a model of allocating non-recurrent funding, operating budgets, course expenditure and fieldwork budgets.
• Monitor, analyse and review the Faculty financial performance and improve budgeting and reporting practices.
• Co-ordinate and where necessary direct the Faculty Operations to meet budgetary and other financial goals.
• Receive and evaluate additional budget requests in consultation with the Dean.
• Lead and inform the Faculty enrolment planning exercise.
• Develop a dashboard of key indicators for the Deanery and Heads of Departments to analyse trends over time and guide strategic departmental decisions and Deanery resource allocation
• Provide regular progress reports in accordance with the monitoring and evaluation framework that address amongst other matters the efficiency and effectiveness of various Operations and other initiatives.
• Identify new operating initiatives and opportunities
• Develop a Faculty Operations Continuity Plan
• Evaluate all requests for space allocation/reallocation within the faculty's current space envelope.
• Dean's Designate for delegated Human Resource matters e.g., approval of PASS contracts and PASS selection committees
• Serve on relevant University and Faculty committees eg BPEC, University Space Committee, Physical Planning Unit, Faculty Space Committee and others.
• Manager Faculty Refurbishment budget | • Internal operational systems effectively managed (in liaison with UCT systems as appropriate), including, information systems, infrastructure management/support services, Finance and HR processes
• Efficiencies in operations
• Professional expert advice and support
• Cohesion between operations, business activities and the academic project.
• Faculty Operations Continuity Plan
• Ensure systems operate to support the strategic goals of the Faculty and University
• Best HR practice is upheld and HR risk mitigated.
• Review and commentary of Quarterly and annual Financial Report on Continuing Operations
• Review and commentary of Quarterly and annual Financial Report on Non-Continuing and Investments |

3	Line-management	10%	• Responsible for ensuring effective line management of direct reports as well as creating and building productive working relationships • Provide leadership and develop direct reports • Ensure effective performance management in line with the University's performance management system • Guides, mentors and develops people by encouraging and motivating direct reports to engage in continuous learning, and empowers them by delegating responsibility for work.	• Ensure appropriate delegation of authority for decision making by staff within portfolio • Staff members are empowered to take personal responsibility for their work and committed to delivering high quality work to agreed deadlines • Strong performance culture developed with all team members having a strong client care focus and all feel proud of the quality of work they deliver • Staff have clear goals which they own andare accountable for • Staff are regularly informed of best practice and are aware of any developments relating to service provision
4	Contracts Management and Compliance	10%	• As delegated by the Dean, oversight of legal agreements. • Oversight of faculty logistics and operations such as buildings, space, maintenance, information technology, equipment, laboratories, teaching spaces, workshops, facilities. • Management of faculty service level agreements with university service departments such as Properties and Services, ICTS. • Enter into Service Level Agreements for the service and maintenance of major equipment and buildings. Develop a comprehensive planned service maintenance programme for and of the building including deep cleaning. Develop and implement a malfunction reporting, repair, and tracking system. • Health & Safety (OHS Act) operational and strategic initiatives in the Faculty and Dean's Office, such as the COVID-19 (DM Act) Faculty plans. Ensure that all labs comply with the relevant protocols. • Ensure that the signage is current. • Appoint Safety Officers for different areas. Establish an incident reporting and investigation process in line with the UCT process.	• Audit Compliance • Contract agreement signed and expected outputs met • Ensure policies and guidelines are communicated effectively to all staff members. • Planned Annual Maintenance and Service Programme. Breakdown maintenance tracking system. • Service level Agreements with major equipment suppliers. • Service agreements with UCT service departments. Incident Reporting and tracking procedure. • Health and Safety plans and protocols are in place and monitored. • H&S Reps and volunteers are appointed and trained. • Risk or problem areas requiring attention are escalated to the Maintenance Departments. • Incumbent demonstrates knowledge of H&S matters and communicates these to staff as appropriate.

5	Risk management	10%	- Develop a Faculty Risk Management Strategy that is aligned to the University Risk Management Framework - Responsible for identifying and documenting risks (e.g. occupational health and safety), mitigation strategies and where appropriate developing and implementing controls for core institutional processes - Embed risk awareness throughout the Faculty - Oversee the undertaking of risk assessments, improvement strategies and internal controls to manage and reduce identified risks - To facilitate, implement and maintain mitigation strategies and systems of internal control to minimize exposure to financial, reputational, occupational health and safety risks	- Faculty Risk Management Strategy - Faculty Risk Register where risks are identified, mitigated and managed. - Develop, implement and maintain effective control reports (including operational KPIs and statistics) that clearly identify risk areas, inform and guide appropriate corrective action - Timeous appropriate corrective actions in place.
5	Marketing and communications	10%	- Work with the Marketing & Communications Manager to: - Develop and drive the marketing strategy of the faculty - Ensure that marketing reach to students, applicants and other stakeholders is achieved - Assess the appropriateness of the faculty marketing strategy and make recommendations when appropriate for improvement. - Consider and implement innovative marketing strategies and implement them. - Ensure that the Faculty keeps track of social media trends and makes optimal use of social media to communicate with internal and external stakeholders.	- Marketing strategy is innovative and effective - Faculty and departmental website are current and effective.
6	Information Technology	5%	- Work with the Faculty IT manager to: - Assess the appropriateness of technological infrastructure in terms of faculty priorities and making recommendations when appropriate for improvement. - Consider and implement ICTS innovations in teaching, research, and service delivery in consultation with management of the Faculty. - Keep abreast of new developments in academic computing to inform policy and planning. - Oversee the purchase of specialised teaching and research equipment. - Oversee the annual Faculty IT budget.	- IT hardware and software systems operating effectively and efficiently. - Produce and keep current all IT policies, guidelines, and manuals. - Queries attended to in a timely manner. - Lab bookings confirmed and arranged. - Maintenance issues resolved. - Project-related issues resolved. - Software renewals completed as and when required.
7	Special Projects	10%	- Develop, implement and monitor strategic projects/interventions in respect of this portfolio as designated by the Dean from time to time - Any other role assigned to the Dean.	For identified special projects, to oversee the project proposals ensuring that it is appropriately designed to deliver within a specified accountability framework

Minimum qualifications	Has a minimum qualification at a Master's level (NQF9).
Minimum experience (type and years)	Has at least ten years' experience in management positions; within this, at least 5 years of management should have been at a senior level. At least 5 years' experience in higher education would be an advantage. Has a demonstrated track record managing a complex portfolio, running a large operation with experience in management (people and financial management)
Skills	Has a successful record of leadership and team work Has the ability to mobilise and inspire others towards shared goals Demonstrates effective communication skills, negotiation skills, persuasive skills, good interpersonal skills, and well-reasoned decision making ability Can think strategically and operationalise this thinking into plans and projects An individual who can operate confidently and sensitively across cultures. An individual who is approachable, flexible and change oriented. An individual with a high level of personal motivation, energy and enthusiasm. A resilient individual who is able to work effectively under pressure. Works well under pressure, can handle and delegate workload effectively Ability to build and foster relationships with fellow executive team members, board members, and key stakeholders Outstanding communicator, both written and orally Excellent interpersonal and public speaking skills Ability to lead by example and inspire confidence Proven track-record in optimizing business strategy, identifying and developing new business.
Knowledge	Knowledge in business functions such as HR, finance, Operations, facilities management Profound Knowledge of data analysis and performance/operation metrics; ability to report on metrics Understands the operations and core functions of a university environment
Professional registration or license requirements	
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	Honesty to handle cash or finances

	Competence	Level	Competence	Level
Competencies (Refer to UCT Competency Framework)	Analytical thinking / Problem solving	3	Resource management	3
	Building interpersonal relationships	3	Individual Leadership	3
	Building partnerships	3	Facilitating change	3
	People management	3	Creativity and innovation	3
	Decision-making/ Judgement	3	Impact/Influence	3
	Negotiation	3	University awareness	3
	Results focus	3	Initiating action	3
	Client-student service and support	3	Communication	3

SCOPE OF RESPONSIBILITY

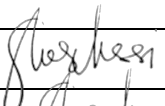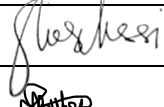|	
Functions responsible for	Part of PASS Department/Faculty

Amount and kind of supervision received	General Direction/Broad Direction
Amount and kind of supervision exercised	Direct Direction
Decisions which can be made	Interpretive, probabilistic decisions
Decisions which must be referred	Programming, long term strategy, strategy execution decisions

CONTACTS AND RELATIONSHIPS

Internal to UCT	Staff/Students
External to UCT	Partners Employers/Funders

AGREED BY

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
Position Holder	Vacant			
Direct Line Manager/Supervisor				
Area Line Manager				
HOD	A/Prof Shose Kessi		3059	
Dean / ED	A/Prof Shose Kessi		3059	
HR Business Partner	Mr Gavin Matthee		4388	