



ADMINISTRATIVE ASSISTANT

(Payclass 07)

Partnerships, Mobility and Recruitment (PMR)

INTERNATIONAL OFFICE

The Partnerships, Mobility and Recruitment (PMR) section manages both reciprocal and on-reciprocal study abroad (Semester Study Abroad (SSA)) programmes at UCT, providing support services to both incoming SSA students and outbound UCT students, and managing the recruitment, admissions and enrolment processes. In addition, the section is also responsible for the recruitment of all international students and the management of partnerships with other tertiary institutions globally (with the exception of those in Africa).

The main purpose of this position is to provide a full spectrum of administrative support services to the PMR section, working to support partnership approval and the execution of exchange agreements.

We seek to appoint an Administrative Assistant in a permanent capacity to fulfil this key role for appointment commencing as soon as possible.

The Administrative Assistant reports to the Exchange Coordinator.

Requirements:

- An appropriate tertiary qualification (NQF level 6) with 2 years' relevant experience in higher education.
- Excellent verbal and written communication skills in English.
- A demonstrated knowledge of tertiary degree and credit transfer processes.
- Demonstrated experience in supporting students and
- The ability to maintain sound client relations whilst adhering to policy and legal/governance requirements.
- Strong relationship-building skills, client service skills and an understanding of the public relations impact of partnership and exchange work.
- High level of computer literacy and proficiency in Microsoft Office suite including Word, Excel and Outlook; and the ability to use the Microsoft Office/Microsoft 365 suite to manage data and maintain records.
- Proficiency in UCT student record and information management systems.
- An understanding of information management and the ability to manage and implement filing systems.
- Strong interpersonal and presentation skills.
- Excellent organisational, analytical, administrative and problem-solving skills.
- The ability to multi-task while paying attention to detail and achieving accurate results.
- The ability to work independently with minimal supervision, as well as part of a highly motivated and energetic team, to support outbound students in taking up exchange opportunities in a deadline driven environment.
- The ability to provide a professional, knowledgeable and prompt service and maintain a high level of quality service delivery.
- The ability to work outside of normal working hours and provide emergency support when required.

Advantageous skills:

- A Bachelors degree (NQF 7) or higher would be preferable.
- Experience in maintaining records through MS Dynamic CRM.
- A good understanding of internationalisation in higher education and experience in supporting international academic programmes.
- An understanding of visa processing and immigration regulations.

Responsibilities:

- Provide general office administration and administrative support for all processes relevant to the SSA and Exchange programmes.
- Maintain the exchange general email account.
- Liaise with external stakeholders (e.g. exchange partners) and assist in submitting information, nominations, and applications.
- Assist with information sessions and other events for UCT exchange students.

- Liaise with internal stakeholders to support exchange students through application, selection and curriculum alignment (e.g. curriculum advisors, Admissions Office, faculty offices).
- Update and maintain the section's information platforms including paper-based and digital filing, network drive, Microsoft teams, Vula and the marketing materials library.
- Maintain exchange programme information and records in line with standard operating procedures.
- Maintain information platforms for disseminating information about exchange opportunities (e.g. Vula and sharepoint).
- Maintain section databases and update information in institutional databases including the student records database (PeopleSoft) and the partnership database (CRM).
- Provide administrative support for delegations visiting UCT and for conference travel including visa applications, travel and hotel bookings, and information briefings.
- Provide servicing officer support to section meetings and committees.
- Work with other units and departments, using PeopleSoft and CRM to capture data and provide reports.
- Develop a comprehensive understanding of relevant UCT policies, processes and procedures to inform support services provided for the (inbound) SSA and outbound exchange programmes.

The annual remuneration package for 2025, including benefits, will fall between R394 844 – R464 523.

To apply, please e-mail the below documents in a **single pdf file** to Ms Zinzi Nkalitshana zinzi.nkalitshana@uct.ac.za

- UCT Application Form (download at <http://forms.uct.ac.za/hr201.doc>)
- Cover letter, and Curriculum Vitae (CV)

Please ensure the title and reference number are indicated in the subject line.

An application which does not comply with the above requirements will be regarded as incomplete. Only shortlisted candidates will be contacted and may be required to undergo competence and pre placement assessments.

Telephone: 021 650 5820

Website: www.hr.uct.ac.za

Closing date: 3 0 January 2025

Reference number: E25112

UCT is a designated employer and is committed to the pursuit of excellence, diversity and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented designated groups. Our Employment Equity Policy is available at www.hr.uct.ac.za/hr/policies/employ_equity.

UCT reserves the right not to appoint.