

NOTES

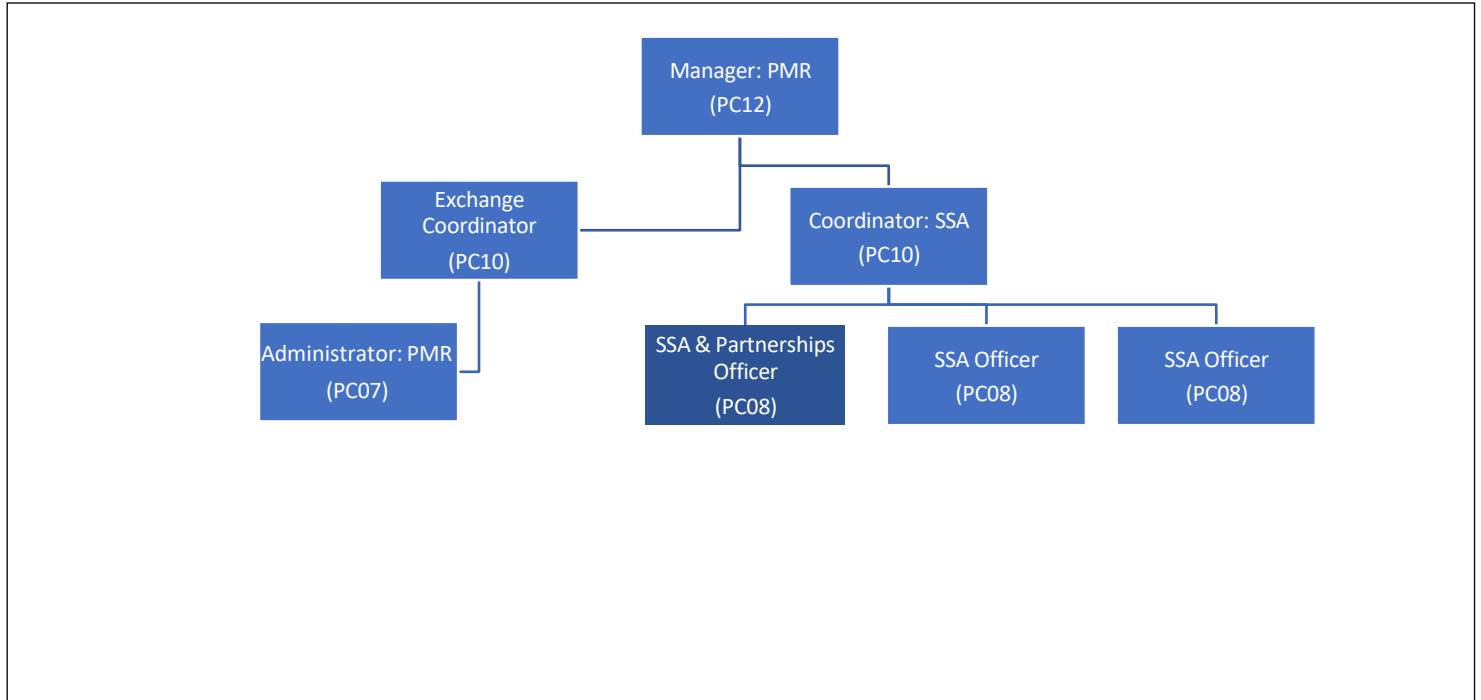
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	SSA & Partnerships Officer		
Job title (HR Practitioner to provide)	Administrative Officer		
Position grade (if known)	PC08	Date last graded (if known)	January 2022
Academic faculty / PASS department	PASS		
Academic department / PASS unit	International Office (IO)		
Division / section	Partnership, Mobility and Recruitment		
Date of compilation	Sep 2016; Jan 2022 (amended and regraded) Amended 2024.07.01		

ORGANOGRAM

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



PURPOSE

The main purpose of this position is to provide hands-on administration as part of a team which

- provides administrative support to and maintains records for partnership requests and associated agreements;
- processes applications for, and provides advice and registration support for, students in the Semester Study Aboard (SSA) and similar inbound mobility programmes;
- liaises with partner universities and partner provider agents about partnership agreements and the placement of study abroad and exchange students;
- supports partnership development and stakeholder relations.

CONTENT

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Administration of the inbound mobility programmes known as Semester Study Abroad (SSA), covering exchange and study abroad at undergraduate, postgraduate and postdoctoral level	35%	<p>Admissions</p> <ul style="list-style-type: none"> Process applications for admission through the student records system (PeopleSoft); Assist with maintenance of comgen letters and enclosures in PeopleSoft; Link applicants to their respective partner institutions in PeopleSoft and maintain offline nomination lists from partner institutions and partner provider agents; Assess whether applicants meet the admission requirements by evaluating English language proficiency and academic attainment as presented in the transcript and GPA (grade point average); Review eligibility for admission in the current cycle by checking the exchange ratio in the partnership agreement; Under the guidance of the SSA Coordinator, manage admissions in relation to faculty targets and caps; Place applicants in a faculty for registration purposes, ensuring faculty placement corresponds with the initial course selection; Issue letters of undertaking for visa applications; Advise and guide students and partner institutions/ providers about the application process and deadlines for admission; Coordinate discretionary cases with academic departments/faculties and collate appeals; Coordinate deferred application requests with Admissions Office; Confirm student admission and acceptance of offers with partners. <p>Course pre-approval</p> <ul style="list-style-type: none"> Coordinate and administer students' selections for course admission pre-approval from the academic department/ faculty; Review the initial course selection against course availability and course entry requirements (academic level and pre-requisites) including any enrolment caps; Source and dispatch details on courses as required (e.g. detailed course outlines); Compile and regularly update course selections, by faculty, for management against enrolment caps/ class availability; For research candidates, administer course admission in liaison with the faculty; Liaise with students and partner institutions/ providers about course selections and notify them when course selections are approved; Maintain PeopleSoft course pre-approval info/ components including nominated approver details Liaise with SSS and ICTS to update course pre-approval records. 	<p>Admissions</p> <ul style="list-style-type: none"> Admission to the programme is aligned with institutional admission policies and procedures, and those of partner universities/ institutions; Applications are evaluated and processed in line with UCT's and IO's policies and procedures; Applications are evaluated with reference to faculty and institutional admission requirements; Applications are processed within the mandated timeframes and accurately entered in the system; Applicants are assigned to the correct faculty (based on the initial course selection and on course pre-approvals); Admissions give effect to the exchange ratio outlined in the partner agreement (the correct ratio is maintained) and billing is correct; Applicants/ students are linked to the correct partner institution and/ or partner provider in PeopleSoft; Offer and visa letters are accurate and reflect correct faculty; Applicant records are comprehensive and accurate and maintained in line with established procedures; <p>Course pre-approval</p> <ul style="list-style-type: none"> Where possible, lists of available courses and/ or course materials (outlines and syllabi) are maintained for the forthcoming cohort; Course selections are reviewed for appropriateness and accuracy in faculty assignment; Course selections are submitted to departments/ faculties with follow up to ensure pre-approval is completed within a reasonable timeframe; Course selections are monitored against enrolment caps/ class availability; Pre-approval of course selections is communicated to students/ partners in a timely manner; Courses are available in PeopleSoft Course Approval for SSA Online Registration. <p>Billing</p> <ul style="list-style-type: none"> IO Finance section informed of fee-paying and exchange students requiring invoices to allow for tracking of fee payments and lifting of fee blocks for pre-registration. <p>Orientation and registration</p>

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
			<p>Orientation and registration</p> <ul style="list-style-type: none"> • Maintain lists of expected, withdrawn and late arriving students; • Liaise with partner providers, faculties and academic departments to ensure the smooth and timely registration and orientation of students; • Work alongside faculty staff during registrations periods to ensure that blocks have been correctly lifted on Peoplesoft; • Assist with data capture and maintenance of student records in PeopleSoft; • Assist with pre-registration clearance and registration, including data capture and providing accurate and timeous information to international university partners, students and UCT faculties; • Advise and assist at registration and orientation; • Prepare and compile orientation materials (posters, guide documents, and videos) for students, including establishment and maintenance of Amathuba sites; • Coordinate and distribute mass communication to incoming students for pre-registration, orientation and registration; • Advise incoming students of the curriculum change process, with necessary faculty or academic advisor referrals. <p>Transcript dispatch</p> <ul style="list-style-type: none"> • Create and maintain contact and mailing lists for partner institutions and fee-paying students for transcript dispatch; • Monitor registration lists to confirm student transcript requirements and fee blocks on student accounts; • Resolve identified transcript errors with the faculty or Student Records Office; • Order transcripts from Student Records; • Arrange for official transcripts to be dispatched to students, partner institutions and partner provider agents via email or courier; • 	<ul style="list-style-type: none"> • Prospective students and partner institutions receive comprehensive and relevant information about the registration and orientation process; • SSA students are registered according to UCT policies and procedures and within the agreed timeframes; • All SSA students are oriented and inducted into UCT processes and services; • Pre-registration is smooth and orderly; • Students understand the curriculum change process and are supported in making changes within the published timeframes and in by the applicable deadlines. <p>Transcript dispatch</p> <ul style="list-style-type: none"> • UCT transcripts are dispatched within agreed timeframes using established protocol. <p>General</p> <ul style="list-style-type: none"> • Information is relevant, current and easily accessible; • Files are accurate, accessible and available on demand; • Appropriate communication is maintained with students, partners and faculties throughout the application, registration, orientation processes.
2	Information management	30%	<ul style="list-style-type: none"> • Manage generic shared email accounts; • Maintain accurate lists of partnerships and of inbound mobility students and their academic journeys; • Undertake desktop research on proposed partners as required; • Assist in processing partnership requests, maintaining up to date records and ensuring agreement requests are supported by a completed application form; 	<ul style="list-style-type: none"> • CRM records are maintained in line with agreed processes and timelines; • Information is relevant, current and easily accessible; • Files are accurate, accessible and available on demand; • Data for the programme is relevant, accurate and current; • SSA student database is accurate and current; • Files are maintained in a user-friendly manner so that they can be shared;

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
			<ul style="list-style-type: none"> Maintain partnership records in the CRM, ensuring collaboration and stakeholder contact details are current, accurate and up-to-date; Assist in setting up workflows for automated correspondence with internal and external stakeholders; Create and maintain an accessible and user-friendly filing system; Provide accurate data regarding application, billing and enrolment data as requested; Ensure all records for inbound mobility students are accurate and current; Update and maintain the pre-departure booklet, ensuring all sections are accurate and current, and consulting with other sections/ departments as necessary (e.g. UCT student housing); Update and maintain partner contact lists (general contacts, transcript dispatch, online communication platforms, and newsletters); Contribute to maintenance of accurate and up-to-date (inbound) partnership implementation information sheets; Assist in updating SSA marketing materials and newsletters; Assist with SSA website updates; PeopleSoft testing and development. 	<ul style="list-style-type: none"> Credits transferred correctly for SSA students; Information in pre-departure booklets is correct and disseminated to partners.
3	Stakeholder relations	20%	<ul style="list-style-type: none"> Build and maintain strong collegiate relationships with internal and external stakeholders including students, partner institutions, partner provider agents, embassies/ consulates, the Admissions and Student Records Offices, faculties and academic departments, and vendors; Assist internal and external stakeholders with partnership queries; Attend meetings with partners when needed; Offer presentations to partners, visitors, delegations and students as required; Assist the section Manager or programme Coordinator with administration and support for committees by arranging venues and catering, preparing audio-visual or conferencing equipment, preparing agenda and supporting documents, and taking notes and minutes of meetings; Attend and service meetings as required, providing a professional and comprehensive service; Create and maintain Amathuba sites for partner provider agents, including dissemination of notices; Assist in the review of student mobility agreements [periodic review], including collating information, compiling reports and making recommendations; 	<ul style="list-style-type: none"> Stakeholders receive professional, courteous, informative and timely responses to their queries; Committees are professionally serviced through room bookings, timely notification and electronic invitations, and dissemination of committee documents; Comprehensive notes are taken and draft minutes prepared of each meeting, and agreed actions are monitored and implemented; Schedules of committees meetings are appropriately planned and disseminated; Visitors are appropriately hosted; Strong relationships are formed with partners; Positive relationships are fostered with faculties and departments to ensure smooth registration of students and management of their academic records; Faculties and departments receive comprehensive, accurate and current admissions information and student lists to support registration and orientation. Engagement in meetings and other forums is professional and presentations and participation supports the SSA programme; Come and See Programme planned, organised and implemented.

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
			<ul style="list-style-type: none"> Work in a team to coordinate the Come and See programme which includes booking of accommodation, transport, catering, venues, and excursions. 	
4	Student advice and support	10%	<ul style="list-style-type: none"> Answer queries and provide information to prospective inbound mobility students and their colleges and their institutions via email, telephone and walk-ins; Source syllabi and course information from academic departments on request; Provide pre-departure and arrival information; Update pre-departure documents and arrival information in consultation with other units for dispatch to students and partner provider agents; Email and courier visa letters and pre-departure information to students / partner institutions / partner provider agents when needed. Accompany students on excursions; Advise and assist inbound mobility students at UCT, particularly during Orientation and pre-registration Assist with monitoring students' safety and well-being; Provide ongoing general advice and support to SSA students as required. 	<ul style="list-style-type: none"> Queries are answered promptly, professionally and courteously; Queries are followed up or referred where necessary; Pre-departure and arrival information is relevant, accurate and current; Information is provided in a timely manner; Visa letters <u>invoices</u> and pre-departure information are dispatched promptly; Programme-sponsored excursions are supported and facilitated; Students are correctly advised and feel supported; Support is available to students on the programme at all times.
5	Team work and ad hoc functions	5%	<p>All team members provide ad hoc support for</p> <ul style="list-style-type: none"> Pre-registration of international students; SSA orientation; Parents' orientation; Open Day; The Come and See programme; Processes and functions for recruitment of international students; Back-up emergency support for international students; and ongoing support, advice and guidance to SSA students (or their families) who are distressed or injured; Any ad hoc duties/ projects / tasks / conference attendance as and when required. 	<ul style="list-style-type: none"> Team operates effectively; Back-up is in place for staff shortages and emergency situations; Projects dealt with and executed timeously.

MINIMUM REQUIREMENTS

Minimum qualifications	A university degree (NQF 7).			
Minimum experience (type and years)	<ul style="list-style-type: none"> • 3 years relevant work experience, junior-to-middle level with well-developed administrative and organisational skills. • Proven experience and knowledge of international student support, academic administration, student services, and application and admission services. 			
Skills	<ul style="list-style-type: none"> • An understanding of tertiary degree processes. • A friendly disposition with sound interpersonal skills. • A dedicated and good team player who has the ability to interact successfully with individuals from a wide range of professional and non-professional backgrounds, including internal (UCT) and external stakeholders. • Excellent verbal and written communication skills and commitment to the provision of excellent client service in a cross-cultural environment. • The ability to maintain sound stakeholder relations whilst adhering to policy and legal/governance requirements. • Proven high level computer literacy in the use of MS Suite with a particular focus on MS Word and MS Excel at intermediate level. • Proficiency in UCT data management systems (particularly CRM, PeopleSoft and Amathuba). • Strong organisational, planning and administrative skills. • The ability to multi-task, prioritise work appropriately, work under pressure and to work independently and accurately with minimal supervision. • Meticulous attention to detail and an uncompromising attitude to meeting deadlines without sacrificing quality. • A high level of honesty and integrity in handling finances. • Must have sufficient flexibility to work additional hours and on weekends as and when necessary. 			
Knowledge	<ul style="list-style-type: none"> • A good understanding of internationalisation in higher education; • Knowledge of higher education processes; • Knowledge of visa processing and embassy requirements. • Knowledge of UCT's student services and admissions processes would be an advantage. 			
Professional registration or license requirements	A drivers' license would be an advantage.			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)				
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking and problem-solving	2	Information management	2
	Attention to detail	2	Initiating action/ initiative	2
	Building interpersonal relationships and partnerships	2	Planning and organizing / work management	2
	Client / student service and support	2	Quality commitment / work standards	2
	Communication (written and verbal)	2	Stress tolerance	2
	Decision-making / judgement	2	Teamwork/ collaboration	2
	Follow up/ results focus	2	University awareness	2
Honesty and integrity	2			

SCOPE OF RESPONSIBILITY

Functions responsible for	General administration, data management, committee servicing, student applications, pre-registration and orientation, student advice and support, and stakeholder engagement/ relationship management
Amount and kind of supervision received	Regular in respect of work delegated or assistance needed, but expected to use own initiative to get tasks done or know when to revert with a query. Broad supervision.
Amount and kind of supervision exercised	Broad / General / Direct supervision.

Decisions which can be made	Decisions relating to own work such as tasks allocated and prioritising daily workload. Deterministic, process, system decisions.
Decisions which must be referred	All decisions where management intervention and discretion are to be applied, particularly of a financial nature.

CONTACTS AND RELATIONSHIPS

Internal to UCT	Finance Manager, PASS staff in academic departments, faculties and central departments, UCT academics, IO staff, students, the broader UCT community.
External to UCT	External stakeholders including students, partner institutions and organizations, service providers/vendors, government departments (e.g. DHA, DHET, DIRCO) and embassies.

AGREED BY

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
Position Holder				
Direct Line Manager/ Supervisor				
Area Line Manager				
HOD				
Dean / ED				
HR Business Partner				