



SEMESTER STUDY ABROAD & PARTNERSHIPS OFFICER

(Payclass 8)

Partnerships, Mobility and Recruitment (PMR)

INTERNATIONAL OFFICE

The Partnerships, Mobility and Recruitment (PMR) section manages the Semester Study Abroad (SSA) programme at UCT, providing support services to incoming SSA students and managing the admissions and enrolment processes. In addition, the section is also responsible for the recruitment of all international students, supporting internationalisation committees, hosting international visiting delegations, 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 for the Semester Study Abroad programme (including processing applications, providing advice and registration support, and liaising with partner universities and partner provider agents about the placement of study abroad and exchange students in the programme) and provide administrative support to and maintains records for partnership requests, and associated agreements and support partnership development and stakeholder relations.

We seek to appoint an SSA & Partnerships Officer in a permanent capacity to fulfil this key role for appointment commencing as soon as possible.

The SSA & Partnerships Officer reports to the Coordinator: Semester Study Abroad.

Requirements:

- A university degree (NQF level 7 or above) with 3 years' relevant experience, junior-to-middle level with well-developed administrative and organisational skills.
- Proven experience and knowledge of international student support, tertiary degree processes, academic administration, student services, and application and admission services.
- A good understanding of internationalisation in higher education.
- Knowledge of higher education processes.
- Knowledge of visa processing and embassy requirements.
- Proficiency in UCT student and data management systems (e.g. CRM, PeopleSoft, and Amathuba).
- Strong relationship- and partnership-building skills and client service skills.
- The ability to maintain sound internal and external client relations whilst adhering to policy and legal/governance requirements.
- Excellent verbal and written communication skills and commitment to the provision of excellent client service in a cross-cultural environment.
- High level of computer literacy and proficiency in Microsoft Word (intermediate), Excel (intermediate), Outlook and Teams.
- 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.
- A friendly disposition coupled with sound interpersonal and excellent communication skills (both verbal and written).
- Strong organisational, analytical, planning, presentation, problem-solving and administrative skills.
- The ability to co-ordinate, multi-task, prioritise work appropriately, work under pressure and to work independently and accurately with minimal supervision in a deadline-driven environment.
- Meticulous attention to detail and an uncompromising attitude to meeting deadlines without sacrificing quality.
- A high level of honesty and integrity in handling finances.
- The flexibility to work additional hours on weekends as and when necessary.

Advantageous skills:

- Knowledge of UCT's student services and admissions processes would be an advantage.
- A valid driver's license (Code 8).

Responsibilities:

- Providing administrative support to and maintaining records for partnership requests and associated agreements.
- Process applications for and provide advice and registration support for students in the SSA and similar inbound mobility programmes.

- Liaise with partner universities and partner provider agents about partnership agreements and the placement of study abroad and exchange students.
- Support partnership development and stakeholder relations.
- Administration and support for committees (including arranging logistics, preparing agenda and supporting documents, and taking notes and minutes of meetings).
- Effective administration of the SSA programme, primarily through data capture and reporting in PeopleSoft and CRM.
- Provide a professional, knowledgeable and prompt service and with a high level of quality service delivery.
- Manage administrative procedures in line with relevant University processes, rules and policies.

The annual remuneration package for 2024, including benefits, will fall between R433 709 – R510 246

To apply, please e-mail the below documents in a **single pdf file** to Ms Judith Roberts at judith.roberts@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 competency assessments.

Telephone: 021 650 5821

Website: <https://uct.ac.za/studyabroad>

Closing date: 30 January 2025

Reference number: E25113

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 including candidates with disabilities.

UCT reserves the right not to appoint.