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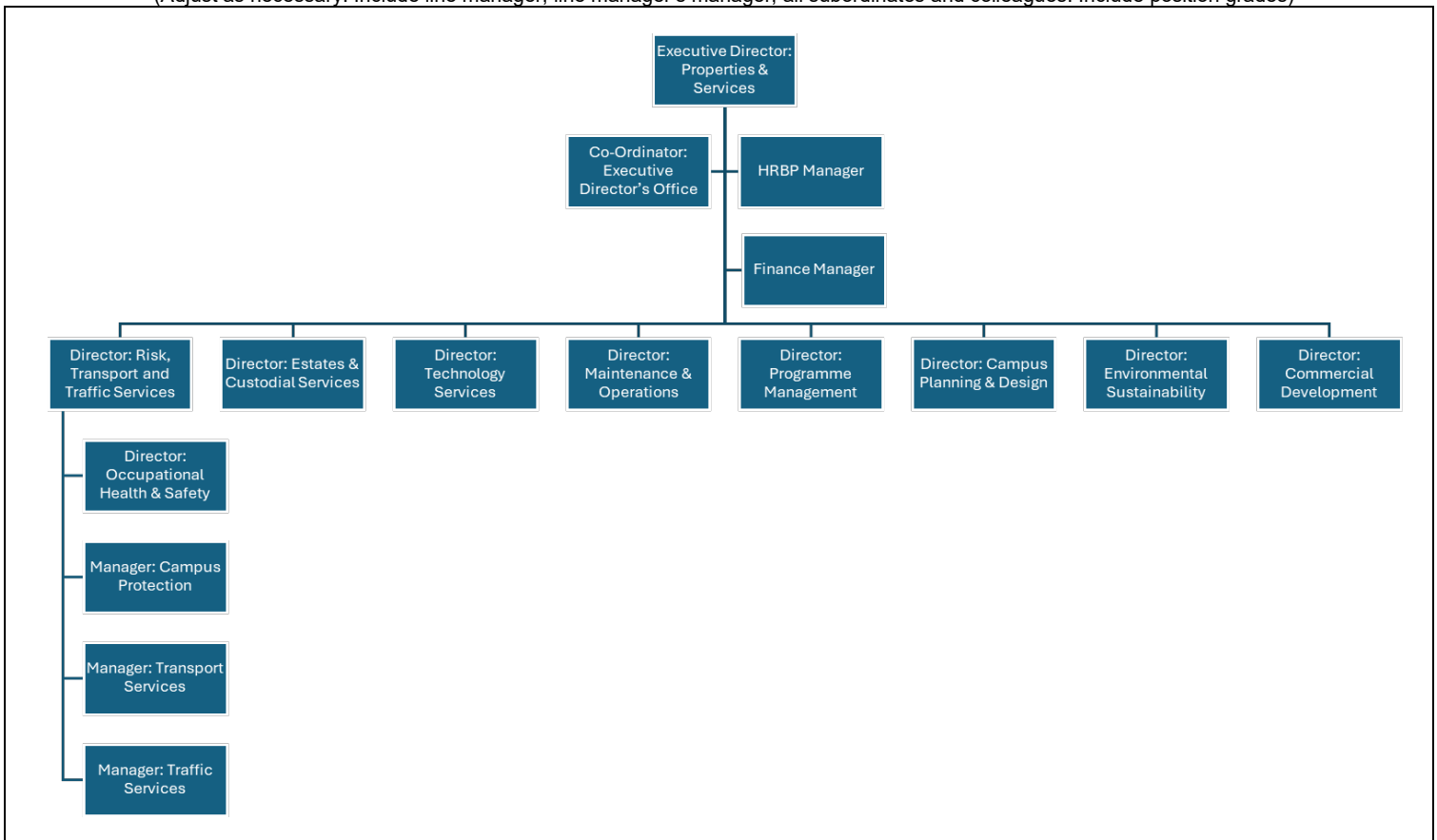
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Director, Risk Services		
Job title (HR Practitioner to provide)	Director (PASS)		
Position grade (if known)	PC13 PG4	Date last graded (if known)	
Academic faculty / PASS department	PASS		
Academic department / PASS unit	Properties & Services		
Division / section	Risk Services		
Date of compilation	August 2017 - updated Dec 2024		

ORGANOGRAM

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



PURPOSE

Reporting to the Executive Director: Properties and Services, the **Director: Risk Services** makes a significant contribution to campus life, through the planning and coordination of physical risk management. The incumbent must thus ensure effective, full-scope management of the physical risk and safety of the University, its employees, customers, reputation, assets and the interests of stakeholders by identifying and managing all threats to the achievement of its objectives.

The Director: Risk Services oversees and manages the various units within Risk Services; i.e. Campus Protection Services, Investigations, Traffic, Transport and Safety, Health and Environment units.

The incumbent is expected to:

- Oversees Emergency Response planning and management to ensure business continuity, Close Circuit Television Network (CCTV), and relationship building with Groote Schuur Improvement District.
- Provide strategic advice to the Executive Management Group.
- Be responsible for and have oversight for managing resources including financial control and operations budgets within the units that fall within/under Risk Services.
- Ensuring effective communication and stakeholder management. This includes serving on planning and project committees, representing the University at external forums and managing relationships and the work of external specialists and consultants.

Managing the workload and resources within the department for efficient operational and project implementation.

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Strategic Planning, Partnerships and implementation	10%	<ul style="list-style-type: none"> Provides the vision, strategic oversight and leadership for the overall university's security and physical risk plan. Develop and implement a rolling 5-Year Risk Strategy mapped to the goals of the P&S department as well as the broader vision of UCT to ensure physical risk, safety, transport and traffic is efficiently and effectively managed across the university. Provides guidance and takes overall accountability for implementation of appropriate risk mitigation and emergency/disaster protocol decisions made by the university. Identify and report on all trends and potential risk matters which could affect the operations of the university. Represent Properties and Services on committees, in meetings or negotiations within the university and with external parties. <p>Strategic partnership and stakeholder management:</p> <ul style="list-style-type: none"> Foster an environment of partnerships with the relevant stakeholders (SAPS, Metro Police, COCT, Private security companies). Initiate and build relationships across the University of Cape Town's organization, engaging with relevant stakeholders in relation to physical Risk requirements. Groote Schuur Community Improvement District (GSCID) – Stakeholders: <ul style="list-style-type: none"> - Collaborate with GSCID to enable achievement of the UCT crime strategy and ensure UCT's interested are represented. - Run joint operations with GSCID and CPS. - Run joint operations with GSCID and SAPS. - Serve on Board of Directors 	<ul style="list-style-type: none"> 5-year Risk strategy approved with annual operational plans in place to achieve the strategy. Qualitative and quantitative monitoring. Client feedback. Liaise with Residence Associations. Smooth operation of the GSCID as well as financial. Regular formal stakeholder engagements.

2	Crime and Investigations	10%	<ul style="list-style-type: none"> • Accountable for investigations and reporting. • Analyze crime and strategize on crime prevention. • Report to the various Physical Risk Management Committees). • Ensure that the consolidated report is presented to the Risk Management Executive Committee (RMC). • Line manage the Investigations unit and staff. • Have oversight for the compilation, collection and reporting of crime statistics. 	<ul style="list-style-type: none"> • Identification of trend analysis, and timeous strategizing on crime prevention. • Accurate and timeous reporting to the Physical Risk Coordinating Committee (PRCC) and the Risk Management Committee (RMC).
3	Campus Protection Services	30%	<p>Manage the outputs and accountability of Campus Protection Services (CPS):</p> <ul style="list-style-type: none"> • Line manage CPS department and managers. • Ensure the provision of security measures for events and student protests. • Introduce and manage crime awareness programs. • Assess and evaluate crime risks and develop mitigating measures, tactics and strategies to ensure safety of staff, students and third party users on campus. • Liaise and co-ordinate with surrounding South African Police Services (SAPS), in joint operations and assistance in ensuring safety of staff, students and third party users on Campus. • Perform security risk assessments. • Responsible for the implementation and putting in place processes plans and control for on Campus protest and unrest. • Responsible for the implementation of applicable risk control objectives, standards and specific recommendations. <p>Close Circuit Television (CCTV) management:</p> <ul style="list-style-type: none"> • Manage operations of CCTV. • Direct co-ordination of CCTV operations with CPS. • Prepare CCTV Specification and Standard with a view to improving provision. • Perform risk assessments. • Move from retrospective CCTV approach to proactive/pre-emptive CCTV, i.e. "Stop and Frisk. • Utilize performance management techniques to monitor the achievement of agreed service levels and to lead on improvement initiatives within the service level agreement. • Strategic planning, budgeting and control of expenditure. 	<ul style="list-style-type: none"> • Qualitative and quantitative monitoring. • Timeous Client and survey feedback. • Intelligent reporting and the identification of trend analysis. • Comprehensive and timely Risk Assessments. • Successful prevention and reactive strategies and tactics identified and implemented. • Successful events and Operations Liaison meeting (including CoC Manager) • Regular and current crime awareness. • Continuous and successful evaluation of CCTV in combating of crime and successful mitigation.

4	Traffic and Parking Management	10%	<ul style="list-style-type: none"> Accountable for the smooth operation of the Traffic Operations/Services and Parking. Provide traffic advice for daily operations, events and special occasions. Ensure the effective policing of Traffic violations and have oversight for such transgressions. 	<ul style="list-style-type: none"> Allocation of parking discs. Traffic Court, traffic services are running smoothly and transgressors are dealt with accordingly.
5	Student and Staff Transport Services (Jammie buses) and Fleet Management	10%	<ul style="list-style-type: none"> Accountable for the Jammie Operations including management of staff, fleet reliability and compliance, tracking and ensuring efficient and timeous service to staff and students. Checking, vetting and approval of auxiliary bus service for ad hoc transport requirements. Monitoring and evaluation of Jammie Routes and implementation of operation route changes as and when demand requires these changes. Manage Park and Ride operations. Accountable for UCT P&S fleet management Managing pool car fleet. 	<ul style="list-style-type: none"> Providing a safe and reliable passenger service. Tracking and monitoring of fleet Monitoring and reporting of student and/or staff passenger trips. Ease of parking demands and traffic flow on Campus. Reduction of traffic flow on Campus. Monitoring and control of P&S fleet.
6	Safety, Health and Environment (SHE)	10%	<ul style="list-style-type: none"> Managing and accountability of the SHE Department. Ensures legal compliance of SHE as per legislation. Ensure that adequate and appropriate insurance cover, health and safety measures and business continuity plans are in place. 	<ul style="list-style-type: none"> Qualitative and quantitative monitoring. Health, Safety and Environment Plan in place.
7	Reporting, monitoring and controlling	10%	<ul style="list-style-type: none"> Collate information from all Risk Services units and prepare assessment documents. Develop and maintain relevant reports as and when required on instructed by the Executive Director: Properties & Services. Manage the University's Emergency/Disaster Plan and co-ordinate any ground operation. Oversee and ensure compliance of all legal Acts and Regulations applicable to physical Risk Management. Consult with relevant stakeholders, for new projects, building extensions and requirements relating Risk Management. Frequent consultation with SAPS, Insurance Brokers, Risk Management, Senior/Executive staff of other institutions and local government on relevant matters. Consult with SAPS, Metro Police, Traffic, local police forums, Fire, Safety, Health and Emergency Services. 	<ul style="list-style-type: none"> Departmental evaluation. Relevant and accurate operational records maintained. Relevant reports timeously and accurately prepared, presented and made available to appropriate role-players.

8	Operations Management	5%	<p>Budget, Finance and Procurement management:</p> <ul style="list-style-type: none"> • Oversee the budgets of the 5 units within Risk Services and reporting and providing required information to the Executive Director: Properties & Services. • Ensure compliance with spending rules and financial thresholds. • Direct and control budget for University CAPEX projects. • Accountable for managing the budget for all deliverables and services. • Strategic planning, budgeting and control of income and expenses. • Effectively manage overtime spend within the units <p>People Management</p> <ul style="list-style-type: none"> • Providing effective leadership of the 5 units within Risk Services • Building a positive culture by ensuring: <ul style="list-style-type: none"> - Optimal staffing plans are in place - regular staff engagements and sharing of information; - management visibility within the units; - contributing to transformation goals and initiatives; - training and development plans are in place • Perform personnel functions (e.g. interviewing and supervising) for the purpose of maintaining adequate staffing and enhancing productivity of personnel. 	<ul style="list-style-type: none"> • Accurate, relevant and timeous reporting Budgets drafted in accordance with University guidelines and specifications. • Procurement and payment processes are performed accurately and according to policy and procedure. • Compliance with annual financial audits. • Assets are correctly procured, recorded and insured. • Operating budgets of R million per annum is managed. • Regular staff engagements and communication. • Performance management in place
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MINIMUM REQUIREMENTS

Minimum qualifications	<ul style="list-style-type: none"> • NQF 7 qualification 			
Minimum experience (type and years)	<ul style="list-style-type: none"> • NQF 7 qualification, with at least 10 years relevant experience, of which at least 5 at a senior management level in an organization of similar complexity and unionized environment. Or • NQF 6 qualification, with at least 15 years' relevant experience, of which at least 5 is at a senior management level in an organization of similar complexity and unionized environment. • Expert knowledge of Security Management at both a strategic and tactical level. • Knowledge of regulatory frameworks which govern safety and security. • Knowledge of the transport and logistics system. • Contracts management experience. • Knowledge of the transport and logistics system. • Contracts management experience. • Proven experience in managing budgets and/or finances. • An ability to interact successfully with individuals from a wide range of professional and non-professional backgrounds, including internal (UCT) and external clients. • Project management experience. 			
Skills	<ul style="list-style-type: none"> • Strong Strategic and leadership capability. • The ability to interpret legislation, regulations, policies and guidelines. • An ability to interact successfully with individuals from a wide range of professional and non-professional backgrounds, including internal (UCT) and external clients. • A commitment to the provision of excellent client service in a cross-cultural environment. • Excellent verbal, written and presentation skills. • Computer literacy - high level of proficiency in the MS Suite at an intermediate to advanced level. • Good judgement and decision-making skills. • The ability to work independently, be a self-starter. 			
Knowledge	<ul style="list-style-type: none"> • Knowledge and experience of the Higher Education environment. • Knowledge and experience of organized labour. • Knowledge and experience of security and physical risk management. • Knowledge of the Public transport system. • Knowledge of Administrative Adjudication of Road Traffic Offences Act (AARTO Act). • Knowledge of the various legislative documents pertaining to physical risk, compliance, insurance. 			
Professional registration or license requirements	<ul style="list-style-type: none"> • Code EB Driver's License • Medically fit, experiencing no difficulty with walking, hearing, eyesight, climbing steps or entering confined spaces with no fear of heights. • Physical Risk Management 			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	<ul style="list-style-type: none"> • Honesty and integrity. • Professionalism • Team player 			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking / Problem Solving	4	Negotiation	4
	Building interpersonal relationships and partnerships	4	Resource management including people management	4
	Client / Student service and support	4	Research support skills	4
	Coaching / Developing others	4	Strategic leadership	4

	Communication (written and verbal)	4	University awareness	4
	Facilitating change	4	Stress tolerance	4
	Managing conflict	4	Resilience	4

SCOPE OF RESPONSIBILITY

Functions responsible for	Campus Protection Services, Investigations, Risk Operations Centre and CCTV, Transport, Traffic, Occupational Health and Safety, and operations thereof including insurance, physical risk, maintenance and compliance.
Amount and kind of supervision received	Limited supervision as the incumbent will be expected to operate independently and without supervision.
Amount and kind of supervision exercised	Provide guidance, direction to the Direct reportee's/management/senior leadership group including the Executive Director: Properties and Services/supervisory team.
Decisions which can be made	Decisions relating to own job and to that of others (direct reportees) once the Executive Director: Properties and Services has provided input and once required approval has been sought. Negotiate on behalf of the University for contracts agreements and procurement of vehicular fleet and all other procured goods and services relating to physical risk services. Decisions regarding security measures and health and safety measures that needs to be implemented.
Decisions which must be referred	The final decision for negotiated rates, contract agreements and all physical risk related services and final sign off on budget, the decision to purchase vehicular fleet and other major equipment to be approved by the Executive Director: Properties and Services.

CONTACTS AND RELATIONSHIPS

Internal to UCT	Internal Auditors, University community (various departments and faculties), Student Bodies, Unions, Senior Executive Group, Risk Management Executive Committee (RMEC), various Physical Risk Coordinating Committees (PRCC).
External to UCT	DoHET, External Auditors, AARTO, Bidvest, City of Cape Town, Traffic Services, SAPS, Metro police, private security companies, GSCID etc.