



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.

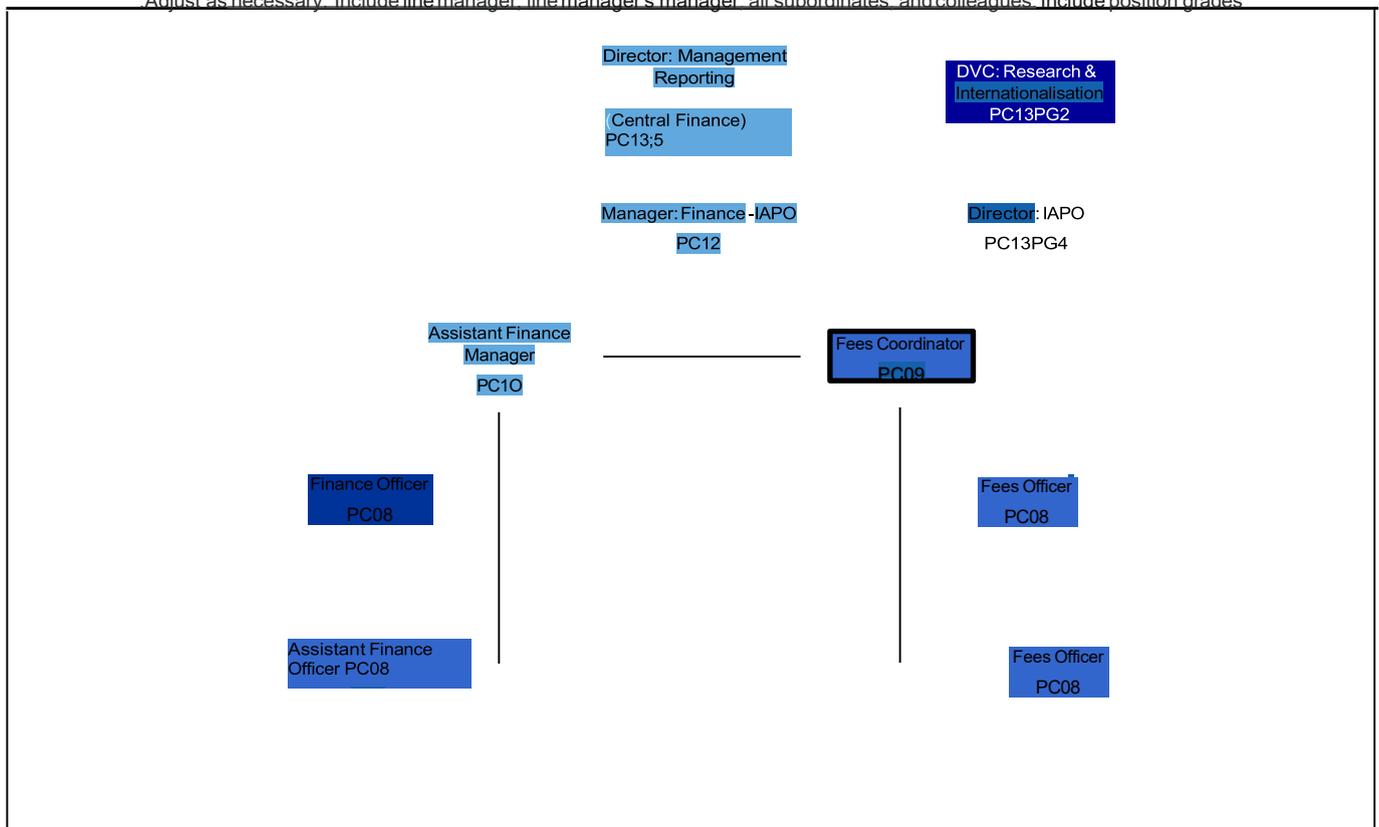
A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

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|--|------------------------|-----------------------------|----------|
| Position title | Fees Coordinator: IAPO | | |
| Job title (HR Business Partner to provide) | Fees Coordinator | | |
| Position grade (if known) | PC09 | Date last graded (if known) | Nov 2022 |
| Academic faculty/ PASS department | PASS | | |
| Academic department/ PASS unit | IAPO Finance | | |
| Division / section | IAPO Finance | | |
| Date of compilation | 31 January 2022 | | |

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 coordinate and manage International Fees by effectively overseeing resources and improving systems and providing an excellent end -to-end experience for students and parents.

CONTENT

| Key performance areas | % Of time soent | Inputs (Responsibilities/ activities / proce'sses/ methods used) | Outputs (Expected results) |
|--|-----------------|--|--|
| 1 International Fees Administration | 50 % | <ul style="list-style-type: none"> • Provide Monthly reports on registered students with outstanding debt after 2nd payment date • Ensure that the balances are valid and inform the Fees Office • Update Fee Proposals for reviewing by Finance Manager • Provide input to Fees Handbook for review by Finance Manager • Ensure that All Fee Policies are adhered to by staff • Update all fees related documentation/flow charts and ensure that website is updated and synchronized with all communication • Provide first line escalation for fees queries. • Update Frequently asked questions • Identify gaps in the system and request reports and or changes to the PeopleSoft system to ensure minimizing of adjustments • Implement controls to manage Fee Blocks <ul style="list-style-type: none"> ▪ Implement controls for the management of ITF adjustments • Provide Finance Manager with regular reports during Pre-Registration • Provide feedback and suggestions for improvements • Manager General Fees Mailbox • Ensure Management of Pre-Registration is optimized through efficient resource allocation • Report on All Admin Fee and ITF reversals • Provide report of "IAPO Community" from PeopleSoft to Assistant Finance Manager for reconciliation to SAP • Provide Fees Administrators with Housing information for International Students • Provide reports to Finance Manager on Service requests, General Mailbox and telephonic aueries received by staff | <ul style="list-style-type: none"> • International Student fees are invoiced correctly, and balances are valid • Control of International Administration Fee Waivers • All fees communication is synchronized • Fees Policies are implemented and adhered to by all staff • Documentation related to International Fees Administration processes and procedures is maintained according to established protocols and is available on demand |
| 2 SSA Fees Administration | 5% | <ul style="list-style-type: none"> • Ensure that all student related fees are moved from student account to IAPO Fund • Resolve technical issues between PeopleSoft and SAP • Ensure all Active Agreements with Partners are imolemented and invoiced by Finance Administrator | <ul style="list-style-type: none"> • SSA fees are managed, and all fees are collected timeously • Documentation related to SSA Fees Administration processes and procedures is maintained according to established protocols and is available on demand |
| 3 Occasional Studies Fees Administration | 5% | <ul style="list-style-type: none"> • Ensure that all student related fees are moved from PeopleSoft to IAPO | <ul style="list-style-type: none"> • Occasional Fees are efficiently managed • Documentation related to Occasional Studies Fees Administration processes and procedures is maintained accordina to established orotocols and is available on demand |
| 4 US Fed Aid Administration | 20 % | <ul style="list-style-type: none"> • Ensure that all Policy changes are adhered to • Amend policies and develop new policies as required by USFedAid • Provide information to External Auditors as reauested | <ul style="list-style-type: none"> • No Audit Findings • Access to USFED Aid Systems is updated • Documentation related to US Fed Aid Administration processes and orocedures is maintained accordina to established nrotocols |

| | | | | |
|---|---|------|---|--|
| | | | <ul style="list-style-type: none"> Update and ensure that access to all USFed Aid Systems is implemented and kept up to date Update the website with any changes Provide Fees Administrators with Cost-of-Living calculation Responsible to complete documentation for renewal of USFED Aid Agreement (every 10 years) Refunds to USFed Aid to be calculated as per the policy and submitted to Assistant Finance Officer for processing Be the designated point person for US Fed Aid system updates | and is available on demand |
| 5 | System Improvements | 5% | <ul style="list-style-type: none"> Develop all Standard Operating Procedures for Fees transactions and maintain as required Identify opportunities to improve systems and procedures and propose to the Finance Manager example refining or developing new or existing reports Pro-actively address any changes in processes | <ul style="list-style-type: none"> Processes are documented and up to date Fees Management is optimized |
| 6 | Resource Management | 10 % | <ul style="list-style-type: none"> Manage Fees Administrators and ensure that all queries are addressed and resolved. Identify training needs and ensure that staff are trained Ensure fair allocation of workloads. <ul style="list-style-type: none"> Ensure job descriptions for each position and regular updates. Take responsibility for new staff induction Provide regular feedback on performance Ensure fair allocation of workloads. Promote Ethical behavior by leading by example Maintain Finance Mission and Finance Code of Conduct Take an active role in mentoring and development of subordinates | <ul style="list-style-type: none"> Staff are clear on roles and responsibilities Staff function optimally and feel valued in their roles |
| 7 | Governance, documentation, and Information management | 5% | <ul style="list-style-type: none"> Create all standard operating procedures and advise on improvements Create CRMs and or ACA04's for new reporting as required for improved governance Oversee the management of documentation Provide input to improvement of document handling Update the website for current information Manage generic email accounts Provide reports on emails and telephone queries received and advise on improvements to be implemented | <ul style="list-style-type: none"> Processes are documented Documents are easily accessible Processes are standardised |

MINIMUM REQUIREMENTS

| | | | | |
|---|---|-------|-------------------------|-------|
| Minimum qualifications | NQF 5 - Diploma or advanced Certificate in Administration | | | |
| Minimum experience (Type and years) | 5 years' experience in a similar role | | | |
| Skills | <p>High level of proficiency in PeopleSoft or similar ERP systems</p> <p>Demonstrable experience in human resources/people management</p> <p>Intermediate to advance proficiency in Ms Excel and Ms Word.</p> <p>Ability to communicate with internal and external clients at all levels regarding fee's matters is essential</p> <p>Attention to detail</p> <p>Proven high level analytical and interpretive abilities</p> | | | |
| Knowledge | <p>Excellent knowledge of UCT Fees Policies and USFed Aid Policies</p> <p>Excellent organizational skills and the ability to establish priorities.</p> <p>Excellent oral and written communication skills.</p> <p>Ability to exercise judgement and work with minimal supervision.</p> <p>A commitment to the provision of excellent client service in a cross-cultural environment.</p> <p>Demonstrated ability to interpret legislation, regulations, policies, and guidelines.</p> <p>A team player.</p> | | | |
| Professional registration or license requirements | None | | | |
| 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 and finances | | | |
| Competencies (Refer to UCT ComQetency Framework) | Competence | Level | Competence | Level |
| | Analytical thinking/Problem Solving | 2 | Planning and organising | 2 |
| | Building Interpersonal Relationships | 2 | Teamwork/collaboration | 2 |
| | Client-student service and support | 2 | University Awareness | 2 |
| | Facilitating Change | 2 | Resource Management | 2 |
| | Communication | 2 | People Management | 2 |

SCOPE OF RESPONSIBILITY

| | |
|--|---|
| Functions responsible for | Administration of International Fees |
| Amount and kind of supervision received | Broad Supervision. Assisted in management of complicated queries and improvement of systems |
| Amount and kind of supervision exercised | Direct Supervision of Fees Administrators leave and workload |
| Decisions which can be made | Deterministic, process and system decisions within parameters of Fees Policies |
| Decisions which must be referred | Any decisions required that are outside of the Fees Policies |

CONTACTS AND RELATIONSHIPS

| | |
|-----------------|-----------------------------|
| Internal to UCT | Faculties, Fees Office |
| External to UCT | Students, External Auditors |