

NOTES

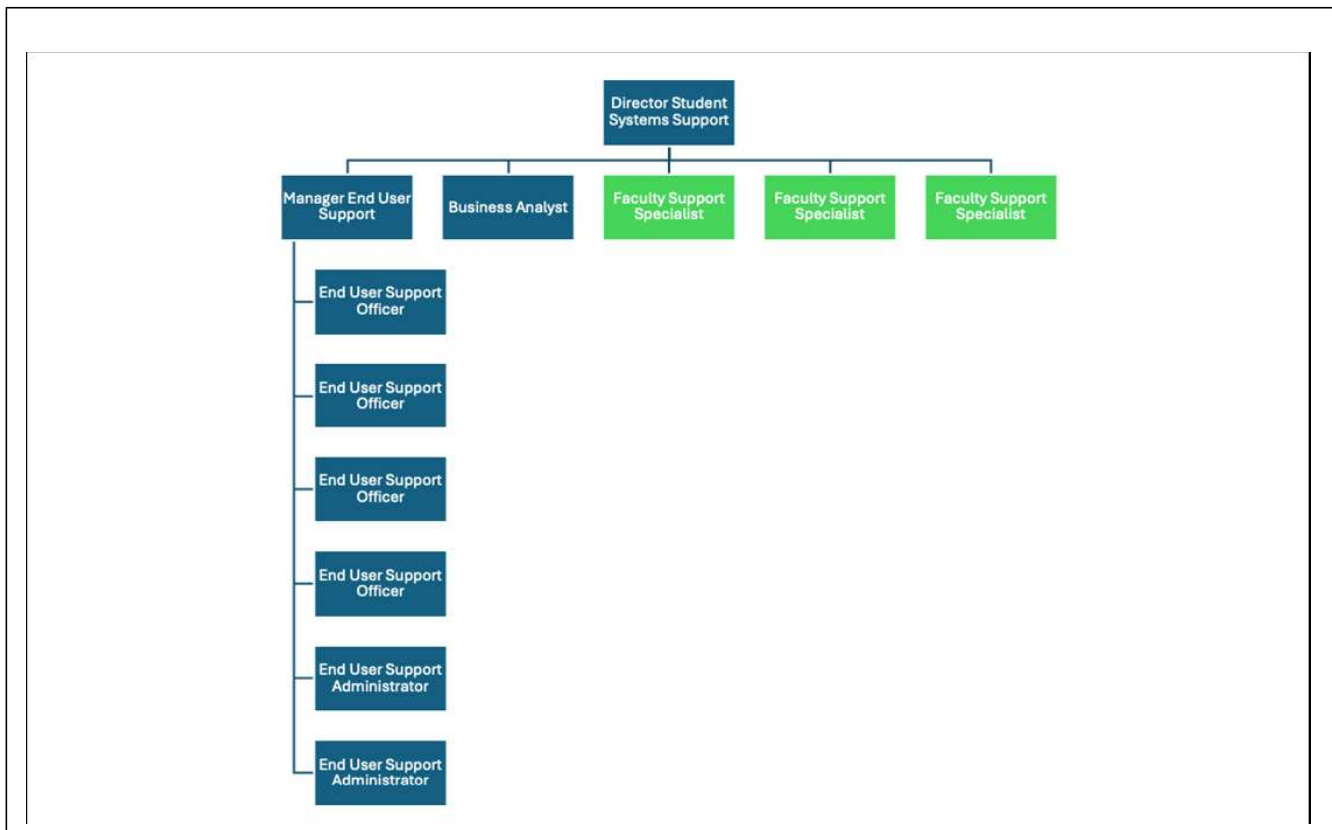
- Forms must be downloaded from the UCT website: <https://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Faculty Support Specialist		
Job title (HR Business Partner to provide)			
Position grade (if known)	10	Date last graded (if known)	
Academic faculty / PASS department	Student Systems Support		
Academic department / PASS unit	Student Systems		
Division / section			
Date of compilation	November 2024		

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: The Faculty Support Specialist will provide essential functional, administrative and project implementation support to faculty members, ensuring the smooth operation of academic administrative systems through optimal configuration and maintenance. This role requires a strong understanding of university systems, processes, and procedures, as well as excellent problem-solving and communication skills.

CONTENT

Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
E.g. General and office administration	25%	Takes, types up and distributes minutes and agendas for monthly departmental meeting. Greet visitors, enquires as to the nature of their visit and directs them to the appropriate staff member.	All staff members receive an electronic copy of accurate minutes and agendas, in the departmental template/format, a week before the meeting. Visitors are directed to appropriate staff member in a professional and efficient manner.
1 Student Systems Support	20%	<ul style="list-style-type: none"> Provide ongoing high level student system support and maintenance Respond to system inquiries and resolve issues in a timely manner Conduct user training and workshops to enhance system adoption and efficiency. Collaborate with Systems Division (SD) to ensure system integration and compatibility Including student support 	Functional and administrative support to faculties provided <ul style="list-style-type: none"> Timely Resolution of System Issues: System inquiries and issues resolved promptly. High-Quality User Support: Students, faculty, and staff received expert guidance and support, enabling them to effectively utilise student systems. Facilitate User training and workshops to increase system adoption, efficiency, and productivity among users. Collaborate with SD to ensure seamless integration and compatibility of student systems, facilitating a cohesive and efficient student experience. Ongoing system support and maintenance and a faculty level
2 Annual programme enrolment setup, maintenance and other system setup	30%	<ul style="list-style-type: none"> Assist faculty in configuration and maintaining accurate and up-to-date qualification information, including curriculum outlines and programme rules. Collaborate with academic departments and faculty offices to ensure that the setup matches the governance approval. Assist in the coordination of faculty meetings, workshops, and other academic events relating to registration setup and other automated processes Updating the curriculum outline including the PE rules and working closely with relevant academic advisors and administrative offices. Assist with comprehensive quality assurance testing of setup and system data, including facilitating user acceptance testing Assist with Academic Progress Tracker (APT) management and reconciliation Provide support to the faculty manager when requested to ensure adherence to relevant business process requirements 	<ul style="list-style-type: none"> Accurate and up-to-date qualification information is maintained (within the PeopleSoft Programme Enrolment module) in setup and configuration of faculty processes. Compliance with university standards, faculty business requirements and processes. Qualification changes or faculty-owned processes are thoroughly checked, documented, and configured in the system. New qualifications are successfully onboarded for faculty-owned processes into the system. Knowledge and expertise are effectively transferred to Faculty administrators, ensuring their ability to manage and maintain APT information. Comprehensive understanding of faculty business processes and programme rules to enable effective support and guidance. Adherence to business process requirements and rules Improved system data quality and integrity

			<ul style="list-style-type: none">• Ensure governance procedures are adhered to in programme maintenance and onboarding	
--	--	--	---	--

3	Business Process analysis for System improvements	10%	<ul style="list-style-type: none"> Elicit and document detailed business requirements, functional specifications, and use cases Identify system process improvement opportunities for faculty-owned processes 	<p>In collaboration with Systems Division (SD):</p> <ul style="list-style-type: none"> Accurate and comprehensive documentation of business requirements, functional specifications, and use cases. Clear and concise documentation that meets stakeholder needs. Identification of system process improvement opportunities that increase efficiency and enhance user experience. Stakeholder Engagement: effective collaboration with stakeholders to elicit business requirements and identify process improvement opportunities. Ensuring that business requirements documentation and process improvement recommendations meet quality standards.
4	Training, Development and Documentation	15%	<ul style="list-style-type: none"> Conduct training sessions and workshops for faculty on student system usage, configuration, and other relevant topics. Develop and maintain user guides and documentation for student systems and processes. Stay current with emerging technologies and trends in higher education and share knowledge with faculty and staff. 	<ul style="list-style-type: none"> Conduct training sessions and workshops for faculty on student system usage configuration, and other relevant topics. Develop and maintain user guides and documentation for student systems and processes. Stay current with emerging technologies and trends in higher education and share knowledge with faculty and staff. Increased User confidence and independence, through effective training and support

6	Administrative Support and Reporting	10%	<ul style="list-style-type: none"> • Provide general administrative support to faculty members, such as system reporting on student system readiness and coordinating documentation for qualifications and information in system • Maintain accurate project records and documentation related to faculty activities, and system enhancements. • Assist faculties with running Scheduling of Classes (SOC) recon reports and resolving with issues identified in the reports <p>Faculty Specific Reporting:</p> <ul style="list-style-type: none"> • Weekly reporting on the progress of implementation of project plans • Highlight and inform the relevant stakeholders of potential barriers to implementation and risks regarding systems • Provide support to the faculty manager when requested to ensure adherence to relevant business process requirements and rules for student administration. • Attend the Records User Group and Prioritisation meetings • Assist with Academic Progress Tracker (APT) management, reconciliation and reporting 	<ul style="list-style-type: none"> • Accurate and timely administrative support provided to faculty stakeholders • Comprehensive and up-to-date project records and documentation related to faculty activities, and system enhancements, within the PeopleSoft Programme Enrolment module and other system configuration. • SOC recon reports run, and issues identified in the reports resolved promptly. • Faculty updates reported weekly in meetings, line manager progress reports provided monthly. • Potential barriers to implementation and risks regarding the system identified, highlighted, and communicated to relevant stakeholders in a timely manner. • Informative and data-driven reports provided to line manager to support informed decision-making and strategic planning. • Adherence to business process requirements and rules • In collaboration with Systems Division, track and monitor change requests 	<ul style="list-style-type: none"> • Develop and maintain strong relationships with all stakeholders to ensure their needs and expectations are met. • Collaborate with stakeholders to ensure effective communication and issue resolution. • Foster a culture of open communication and transparency with stakeholders.
7	Stakeholder Management	10%	<ul style="list-style-type: none"> • Build strong relationships with faculty, staff and audiences, both orally and in writing. • Resolve issues and address concerns in a timely and professional manner • Stakeholder management is embedded in all the key performance areas 	<ul style="list-style-type: none"> • Develop and maintain strong relationships with all stakeholders to ensure their needs and expectations are met. • Collaborate with stakeholders to ensure effective communication and issue resolution. • Foster a culture of open communication and transparency with stakeholders. 	<ul style="list-style-type: none"> • Develop and maintain a deep understanding of Faculty business processes, staying up-to-date on changes and improvements. • Stay informed about university-wide initiatives, policies, and procedures. • Collaborate with colleagues to share knowledge, expertise, and experiences, promoting a culture of continuous learning. • Reflect on experiences and lessons learned, applying insights to improve performance and contribute to team growth.
8	Continuous Learning	5%	<ul style="list-style-type: none"> • Actively participate in team and department meetings to stay informed and contribute to a collegial workplace. • Engage in self-directed learning to enhance technical skills and knowledge, staying current with industry trends and best practices. • Participate in mentorship programs, either as a mentor or mentee, to foster growth and development. 	<ul style="list-style-type: none"> • Develop and maintain a deep understanding of Faculty business processes, staying up-to-date on changes and improvements. • Stay informed about university-wide initiatives, policies, and procedures. • Collaborate with colleagues to share knowledge, expertise, and experiences, promoting a culture of continuous learning. • Reflect on experiences and lessons learned, applying insights to improve performance and contribute to team growth. 	<ul style="list-style-type: none"> • Develop and maintain a deep understanding of Faculty business processes, staying up-to-date on changes and improvements. • Stay informed about university-wide initiatives, policies, and procedures. • Collaborate with colleagues to share knowledge, expertise, and experiences, promoting a culture of continuous learning. • Reflect on experiences and lessons learned, applying insights to improve performance and contribute to team growth.

MINIMUM REQUIREMENTS

Minimum qualifications	A relevant university degree OR post-secondary certification in adult education (NQF 7) Advantage; relevant Honors or postgraduate degree			
Minimum experience (type and years)	3 Years in university student/academic administration at an administrative level, with 2 Years in end user/functional support. Proven experience in providing functional and systems support and administrative assistance in a higher education setting Strong understanding of university systems, processes, and policies. Strong understanding of project management methodologies and tools.			
Skills	<p>Strong analytical and problem-solving/troubleshooting skills. Ability to think critically and creatively</p> <p>Organisational and time management; ability to prioritise tasks and manage multiple projects effectively, meet deadlines, and meticulous attention to detail.</p> <p>Strong interpersonal and communication skills, both written and verbal. Effective presentation and negotiation skills</p> <p>Ability to work independently and as part of a team.</p> <p>Proficiency in relevant software applications, including Microsoft Office Suite and learning management systems</p> <p>Ability to manage multiple tasks and prioritize effectively.</p> <p>Highly motivated with a passion for technology and a commitment to supporting faculty success</p> <p>Some experience in documentation, preferably technical or training-related</p> <p>Ability to cope with deadlines and multiple working relationships, some of which are “dotted line” relationships.</p> <p>Attention to detail and accuracy.</p> <p>Advantageous: Understanding of relational database principles, data structures, logic and SQL-type queries</p> <p>Advantageous: experience working on PeopleSoft</p>			
Knowledge	<p>Technical knowledge</p> <p>University awareness</p> <p>Database and system development</p>			
Professional registration or license requirements				
Other requirements (If the position requires the handling of cash or finances, other requirements must include ‘Ability to handle cash or finances’.)				
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking / Problem Solving	2	Communication	2
	Continuous learning	2	Information management	2
	Building interpersonal relationships	2	Teamwork/Collaboration	2
	Planning and organising	2	Initiating Action/Initiative	2
	Negotiation	2	Conceptual thinking	2
	Results Focused	2	Client /student service and support	2
	Stress Tolerance	2	Formal presentation	2
	University Awareness	2	Individual leadership	2
Follow up	2	Adaptability/Flexibility	2	

SCOPE OF RESPONSIBILITY

Functions responsible for	Annual curriculum management and maintenance, identify opportunities that improve business processes through the introduction of new or revised system solutions. Training, development and knowledge transfer to end-users.
Amount and kind of supervision received	Minimal supervision, weekly work review by line manager
Amount and kind of supervision exercised	n/a
Decisions which can be made	Decisions on how to resolve and follow up faculty change requests or issues, troubleshoot and training.

Decisions which must be referred

Queries relating to business deadlines, policies and or programme rules.

CONTACTS AND RELATIONSHIPS