HR191	**POSITION DESCRIPTION**	UNIVERSITY OF CAPE TOWN IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD

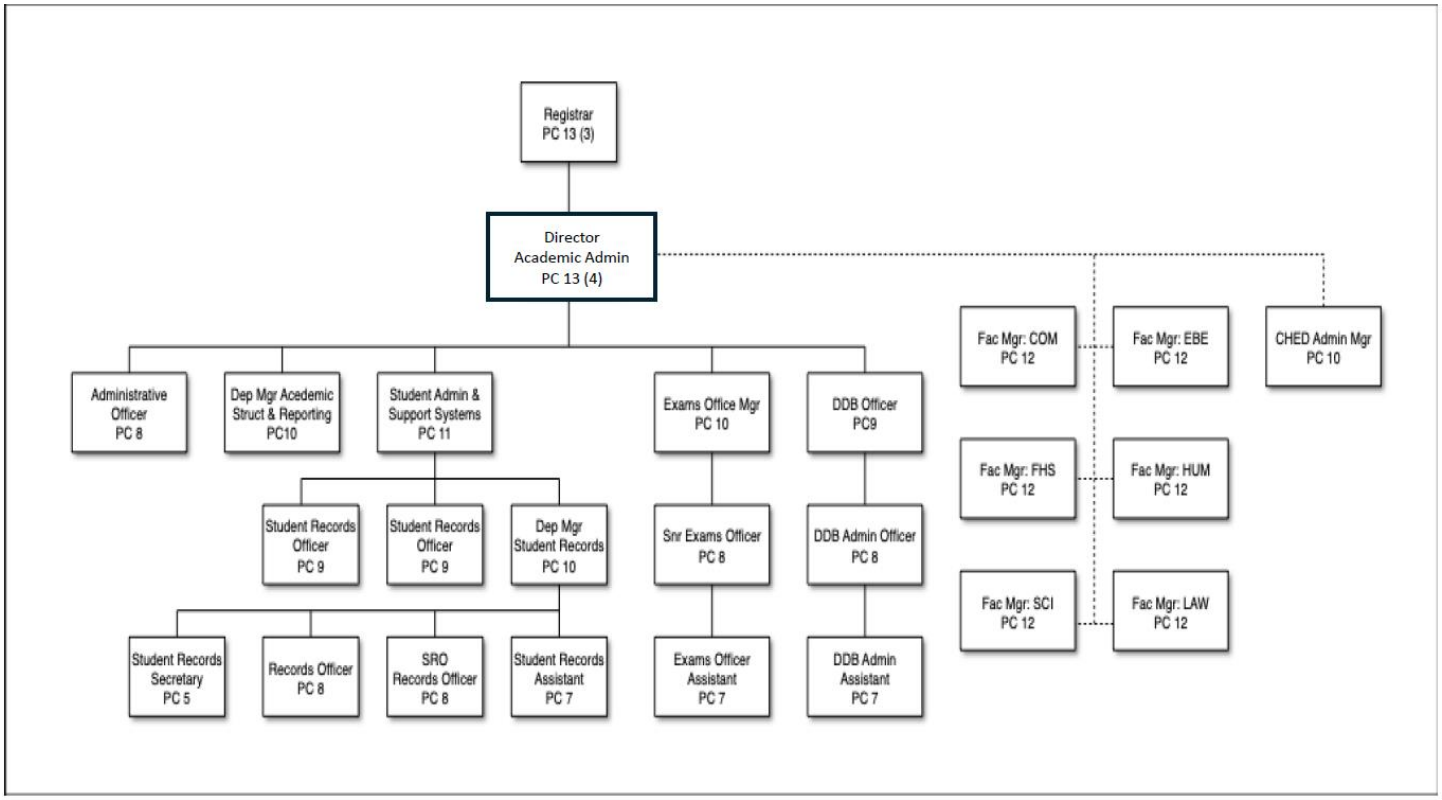
NOTES

- 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	Director: Academic Administration		
Job title (HR Practitioner to provide)			
Position grade (if known)	PC13 (4)	Date last graded (if known)	2021
Academic faculty / PASS department	PASS		
Academic department / PASS unit	Office of the Registrar		
Division / section	Office of the Director, Academic Administration		
Date of compilation	2024		

ORGANOGRAM



PURPOSE

The main purpose of the job is to ensure effective academic administration across the University in support of the teaching enterprise so that academic staff and students can teach and learn supported by reliable administrative processes, and in such a way that each student's record, for which the Director, Academic Administration, is responsible, has integrity.

With this in mind:

- to lead (in a dotted-line, staff role) the six faculty academic managers and the academic administrators in the Centre for Higher Education Development;
- to lead the Student Records Office; the Examinations Office; the Doctoral Degrees Board Office;
- to liaise closely with deans, deputy deans, heads of academic departments and academic staff giving such leadership, advice and information on academic practice and policy as they need;
- to enable a positive experience (for students and staff) through rationalised and standardised administrative processes, systems and governance across the university realising the strategic objective of UCT as a global university in Africa
- to work closely with colleagues responsible for related services, especially those responsible for admissions, for systems supporting academic administration, for student affairs (student housing and financial aid) and institutional planning; and

  to provide leadership in and advice to academic decision-making bodies and committees of Senate.

CONTENT

	Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	**Academic Administration** Providing leadership and detailed support to academic administration in faculty offices by managing (in a dotted line,) the six faculty managers. Strategically positioning student academic administration within a rapidly changing environment Contribute to leadership in developing and implementing the business processes needed to give effect to Senate policy and institutional strategic priorities. Ensuring coherence and consistency in practices across faculty academic administration to ensure accuracy of the student record in all faculties by developing governance strategies and systems. contribution and impactful co-ordination and leadership of role-relevant sub-processes in support of an institutional effort towards business continuity during times of business disruption.	25%	Fulfilling a strategic role in systems renewal and innovation regarding student administration processes, which include student-centred communication and service delivery. Developing a thorough knowledge of all internal and, where applicable, also external policies, processes and procedures within the sphere of responsibility of the Registrar as they relate to academic administration Business process development, planning and monitoring for progress and compliance of all functions performed in the faculty offices to enhance the student experience. : • income budget projections • admissions processing and criteria setting • registration and accuracy of the record • examination and progression codes • graduation	Standard operating procedures and business processes developed and adhered to across all faculties. Admissions over-offer targets set appropriately and without undue risk. Admissions processing follows policy and does not cause risk. Procedures followed and performed as scheduled. All dealings with students are procedural and fair. Supportive and efficient academic administrative services delivered to students. Senior staff development and mentoring. UCT keeps abreast with national and global developments. Continuity of operations in adverse circumstances without loss of integrity

2	**Advising** Leadership contribution and advice on academic practice and policy to individuals (HoDs, deans, deputy deans academic staff), and designated University Committees (either as member or assessor member) Investigating appeals to the VC for the nominated DVC and to make recommendations for consideration by the DVC. Contributing to institutional responses in commenting on drafts of national policies, guidelines etc. as appropriate	20%	Advise VC, DVCs, Deans, HoDs, academics, administrators, students and committees (on content and procedure). Monitoring trends (local and international) in the basic and tertiary education sectors, the Council on Higher Education, and the Higher Education Qualifications Sub-Framework. Providing leadership relating to student academic administration and support within the learning and teaching environment. Advisory support to Senate and its subcommittees on the application of UCT rules and policies, national regulations or frameworks and statutory requirements. Review and revise policies and rules to meet changing needs. Prepare (a) appeals or (b) review documentation from students to the VC or nominee with recommendations on action needed. To act on cases referred by the Ombud for investigation and resolution (liaising with Deans to resolve where the University has been at fault).	Risk to the institution minimized University community and committees well served by advice that is responsive to circumstance, factually correct and covers all aspects and eventualities. Rules for degrees and diplomas and policies meet UCT's needs and are up to date

3	**Integration across functions** Directing the work of academic administration and student by ensuring integration as it interacts with other services: admissions, housing admissions, the Directorate of Postgraduate Studies, fee administration, financial aid administration, the IPD, the Library, Physical Planning Unit, and the International Academic Programmes Office (IAPO). Integrating business processes and services across student service departments.	10%	Develop strategies to monitor the implementation of policies and procedures and the adherence to processes that will enhance the student experience which will in turn promote the image of UCT in the Higher Education Sector and reduce the risk to the University as a whole Act to ensure the integration and alignment of the roles of the various offices and their roles as regards the student academic record	Collaboration across multiple intersecting points. Seamless student -focused delivery of service Time-lines adhered to across the institution (administrators and academics). All attributes of new courses and qualifications approved by senate correct.
4	**Quality assurance** Ensuring the integrity of the student record, by developing strategies that will provide critical information for strategic decision-making to and providing, through the Student Records Office and the faculty offices, student records services to academic staff, Senate and Senate committees, students and former students. Ensuring compliance with national requirements in the management of the student record. Contributing to CHE reviews (typically for SER for institution audits or programme reviews) in the appropriate domains as needed.	20%	Develop and apply principles for the governance and structure of all elements of the student record (all qualifications and courses and their attributes, as well as continuing education courses). Develop and implement controls and protocols to ensure the integrity of processes (graduation and certificates) and the quality and integrity of all data held. Ensure the appropriate protocols are in place for all aspects, including certification. Engage with internal audit for regular audits of functions and the improvement of controls Oversee the completion and ensure accuracy of the annual HEMIS submission and interaction with external auditors	HEMIS data set-up is maintained accurately. Academic structure is coherent and consistent, complete and correct in all regards. All records accessible in perpetuity. Certification impeccable such that there is universal confidence in UCT's qualification certification and transcripts Handbooks complete and correct in all regards, and correspond with system data. Data in Handbooks correspond to records on PQM and HEQC, SAQA. HEMIS data complete accurate, and loss of income is avoided or minimized.

5	**Examination services and support** Leading the functions that provides the full service required for University examinations including but not limited to producing examination timetables that are clash-free and coherent, arranging the secure logistics of examinations, and managing the PhD examination process. Anticipate risks to examinations and mitigate as appropriate. Regularly review and update practices and protocols to ensure best practice in a fast changing environment. Contribution and co-ordination and leadership of role-relevant sub-processes in support of an institutional effort towards business continuity during times of business disruption.	10%	Lead and oversee: • the examinations section; • the examination timetable production process; • deferred examination processes; and • extra time processes • the administration of PhD examinations Develop and implement security and other protocols for all aspects of examinations (includes distance and online examinations). Monitor risk, and intervene to mitigate. Provide advice and develop protocols for examinations of joint degrees at PhD and Master's level	Integrity of the UCT examination process assured. Exams run as scheduled and without delay. Invigilators and students are fully informed of procedures. Records of examination attendance and sessions kept as prescribed. Integrity of deferred examination and extra time awards is assured. Appropriate control environment exists and is managed. PhD examination process is tightly managed to avoid delays Continuity of operations in adverse circumstances without loss of integrity
6	**Graduation** Arranging congregations (principally all the graduation ceremonies, and congregations for the installation of a Chancellor or a Vice-Chancellor).	5%	Manage annual scheduling and preparation of ceremonies, notification to graduands, and liaison with faculties. Ensure the appropriate protocols are in place for all proceedings. Manage the presentation of all ceremonies Manage the arrangements for graduation ceremonies (and other congregations) in collaboration with other sections/departments across the institution and external providers	Ceremonies are professionally presented and the reputation of the University enhanced. Accurate and formal printed programmes are produced for each congregation.

7	**Servicing the Honorary Degrees Committee.**	5%	Service and advise the HDC and the informal 'search group'. Liaise with nominators, referees and assessors Support the chair of the HDC Prepare documentation	Council and Senate choose appropriate candidates for honorary degrees. Confidentiality is maintained. Procedure is reviewed as needed and followed.
8	To be one of the officers who will act, under delegated authority, when required , as Registrar, in the absence of the Registrar for whatever reason .		Sign contracts as delegated by Council. Exercise judgment in considering appeals. Deal with relevant litigation or related requests (Public Protector, SAHRC) or requests for information under PAIA.	Continuity and congruence with activities and decisions of the Registrar.
9	**Resource management and people management** Manage the budget for own operational costs and Uni-wide budget for examinations, external examinations copyright and graduation. Providing effective mentorship for and management of staff to ensure continuous optimal service delivery (own line and across faculty offices)	5%	• Design and plan staffing structure to Office of the Director, Academic Administration, to ensure appropriate services can be delivered • Recruit, select and induct staff • Manage performance • Delegate responsibility and allocate work • Recommend remuneration • Manage staff training, development, coaching and mentoring • Manage employment relations (grievance, discipline and conflict resolution)	• All human resource functions relating to own staff are carried out timeously and in accordance with UCT HR policy, and relevant legislation • Relevant documentation is correctly completed, signed off and processed • Relevant reports timeously prepared, presented and made available to appropriate role players • Updated job descriptions

			• Manage leave • Ensure a productive climate for staff, including nurturing of, and respect for, diversity • Ensure compliance with HR procedures and guidelines • Prepare and monitor the annual budget of the section • Plan, manage and report on the budget and expenditure • Manage procurement and payment within the budget, ensuring compliance with spending rules and reviewing and authorizing expenditure	• Staff are well trained and equipped to meet the performance standard expected • PDP's in place for all staff and staff performance is regularly reviewed • Positive working relationships • Motivated staff EE Targets are met

MINIMUM REQUIREMENTS

Minimum qualifications	Master's degree (HEQSF level 9)
Minimum experience (type and years)	At least 10 years' management experience in a University, of which 5 years in a senior management capacity. University experience in a senior management role is required.
Skills	Leadership, negotiation, communication, project management, strategic insight and integration of related functions/services (SWS / funding UG and PG / academic planning/ Fees / etc with academic administration) and ability to think on your feet (to reply to a complex question in a meeting and propose a solution)
Knowledge	In depth understanding of the national landscape and legislative frameworks that apply to HEIs, as well as of the internal governance and academic administration of a research intensive HEI.
Professional registration or license requirements	N/A
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	Integrity (responsibility for the student record) Confidentiality – honorary degrees /matters referred by Ombud/ and other sensitive issues.

Competencies (Refer to UCT Competency Framework)

Competence	Level	Competence	Level
Facilitating change	4	Building partnerships	4
Decision making/judgement	4	Initiation action/Initiative	4
Creativity and innovation	4	Impact/influence	4
Student service and support	4	Information Management	4

SCOPE OF RESPONSIBILITY

Functions responsible for	Examinations PhD examinations Student records (including HEMIS accuracy) Graduation Readmission Appeals process (not hearing appeals) Faculty-based academic administration Honorary Degrees Committee Handbooks (all) and proposal of changes to the general rules annually
Amount and kind of supervision received	Minimal – rather to seek advice /approval of proposed solutions from the Registrar
Amount and kind of supervision exercised	Supervision and co-ordination of all faculty based academic admin, (six FMs) direct supervision of three offices in section (DDB, Exams and Records) and supervision of certain functions delivered by Senate Committees, e.g. Deferred Exams Committee, the Fit for Study Panel, the Readmissions Appeals process
Decisions which can be made	Planning the work of academic administration within the rules and national frameworks Business processes for the six faculties to ensure consistency (with consultation) Proposing rules and academic year pattern to Senate for approval Advising others who are formally delegated to make decisions (e.g, chairs or committees, deans, deputy deans, faculty managers, HoDs, academics staff)
Decisions which must be referred	Tenders

CONTACTS AND RELATIONSHIPS

Internal to UCT	DVCs (Research and T&L), academic departments and faculty offices, HODs, deans, deputy deans and academic staff. SRC, Student Financial Aid, Fees, PG Funding Office, SWS, Disability Services, ICTS, CMD, IAPO, P&S , Internal Audit Other sections in the Office of the Registrar (Admissions, SSS, Secretariat and Legal Services)
External to UCT	MIE (verification service) External Auditors (for student records only, not financials) Parents and attorneys where students choose to involve them (in the case of attorneys, this will be in conjunction with Legal Counsellor)