

**NOTES**

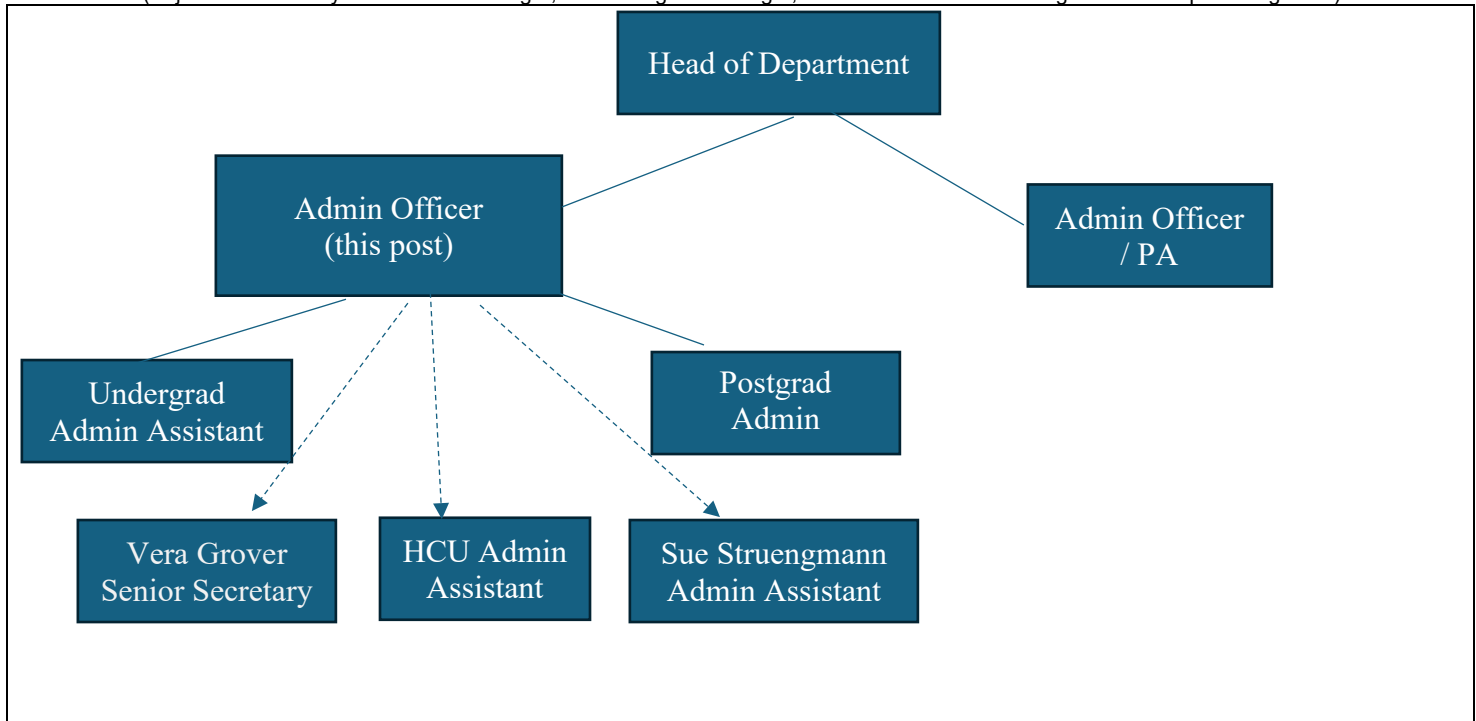
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

**POSITION DETAILS**

Position title	ADMINISTRATIVE OFFICER		
Job title (HR Business Partner to provide)			
Position grade (if known)	8	Date last graded (if known)	2011
Academic faculty / PASS department	HSF, PSYCHIATRY AND MENTAL HEALTH		
Academic department / PASS unit	GOB		
Division / section	Psych & Mental Health: Admin		
Date of compilation	09/07/2024		

**ORGANOGRAM**

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



**PURPOSE**

The purpose of this job is to provide leadership of administrative matters in the Department of Psychiatry and Mental Health, in order to maintain and further strengthen a responsive, and efficient service. The incumbent is responsible for all administrative matters required for the Department to function optimally in the areas of teaching and research, including general office administration, administration of courses, purchasing & finance administration, and HR administration. The incumbent oversees the undergrad and postgraduate administrators, and works collaboratively with the PA to the HOD, with HR staff, and with finance staff. The incumbent serves on the Departmental Exco and is responsible for interfacing with a range of internal and external stakeholders, including members of other Departments, staff in the WC Department of Health, and members of the general public.

**CONTENT**

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
E.g.	General and office administration	25%	<p>Takes, types up and distributes minutes and agendas for monthly departmental meeting.</p> <p>Greets visitors, enquires as to the nature of their visit and directs them to the appropriate staff member.</p>	<p>All staff members receive an electronic copy of accurate minutes and agendas, in the departmental template/format, a week before the meeting.</p> <p>Visitors are directed to appropriate staff member in a professional and efficient manner.</p>
1	<b>General and Office Administration</b>	15%	<ol style="list-style-type: none"> <li>1. Develop and maintain an admin function that serves the department as a whole.</li> <li>2. Management of admin staff to provide leadership, monitor competence &amp; accountability, set objectives &amp; development plans, encourage good interpersonal relationships and team integration.</li> <li>3. Manage the leave for admin staff who report to this position.</li> <li>4. Co-ordinate the department's annual performance development programme.</li> <li>5. Identify training needs and organise relevant training initiatives for performance improvement</li> <li>6. Serve as member of Exco for PASS staff.</li> <li>7. Oversee the tasks and duties of the x2 administrators.</li> <li>8. Provide an annual report to the departmental transformation officer.</li> <li>9. Assist the committee organizing the end of year function with all admin-related tasks and send out invites to the staff if necessary. Handle the payments from staff if necessary.</li> <li>10. Assist visiting and collaborative staff when required.</li> <li>11. Liaise and provide admin support to research and other project leaders and Heads of Divisions when required.</li> </ol>	<ol style="list-style-type: none"> <li>1. Be fully informed and aware of the different admin functions required in the department.</li> <li>2. Arrange team building events. Meet regularly with staff to keep up to date with needs.</li> <li>3. Leave is monitored at all times.</li> <li>4. Staff have performance development plans, performance improvement plans and performance review and appraisal mechanisms in place.</li> <li>5. Improvement of staff performance and maintenance of staff morale</li> <li>6. Draw up a schedule for the Exco meetings for the year. Ensure PASS concerns are raised and addressed. Related presentations</li> <li>7. Stay informed of all the activities of the admin assistants who report to me.</li> <li>8. Be informed of the activities of PASS staff in order to provide such a report</li> <li>9. Liaise with the Year End committee regularly. Committee designs invitation.</li> <li>10. Be available to assist at all times.</li> <li>11. Be available to assist at all times.</li> <li>12. Smooth and efficient purchasing, good monitoring of Departmental funds Be available to stand in.</li> <li>13. Ensure that all appointments take place in a timeous and appropriate way</li> </ol>

			<ol style="list-style-type: none"><li>12. Purchase various items for the department when necessary.</li><li>13. Support the HOD in relation to internal dept. HR &amp; Finance issues and other needs in the department. Stand in for the PA during leave or when the PA is unavailable</li></ol>	
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2	<b>Undergrad Administration</b>	10%	<ol style="list-style-type: none"> <li>1. Ensure that the undergrad administrator has all the necessary spread sheets in place for the smooth running of the undergrad process.</li> <li>2. Ensure that the undergrad administrator is familiar with the psychiatry rotation blocks for 4th and 6th yr. medical students.</li> <li>3. Ensure that the undergrad administrator arranges the end of block exams for 4th, 6th and students.</li> <li>4. Ensure that the administrator attends the marks processing and scheduling of classes courses to ensure that the year-end and registration processes run smoothly.</li> </ol>	<ol style="list-style-type: none"> <li>1. Administrator has drawn up the necessary spread sheets and has downloaded the class lists from Peoplesoft.</li> <li>2. Administrator has received the names of the groups of students for 4<sup>th</sup> and 6<sup>th</sup> year MBChB programmes.</li> <li>3. Administrator has typed up the exam paper and prepared the necessary documents for the end of block exams.</li> <li>4. Administrator receives all the marks so that she can post them on Vula (if required) or captures them on her spread sheet.</li> <li>5. Administrator receives all the marks so that she can post them on Vula (if required) or captures them on her spread sheet.</li> <li>6. Administrators attended the marks processing courses.</li> <li>7. Administrator is familiar with the rotation processes of the registrars.</li> </ol>
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3	<b>Postgraduate Administration</b>	10%	<ol style="list-style-type: none"> <li>1. Oversee the smooth running of the registrar rotation process.</li> <li>2. Oversee the 2-registrar assessment process and ensure that the postgrad administrator has informed all registrars timeously of the dates.</li> <li>3. Ensure that the postgrad administrator keeps the registrar databases up to date.</li> <li>4. Ensure that the registrar files are neatly kept.</li> <li>5. Ensure that registrars are registered every year of their rotation.</li> <li>6. Ensure that the administrator attends the marks processing and scheduling of classes courses to ensure that the year-end and registration processes run smoothly.</li> </ol>	<ol style="list-style-type: none"> <li>1. Administrator knows the start and end of the rotations.</li> <li>2. She has arranged the assessments at the end of the rotation. She received the feedback from registrars and consultants.</li> <li>3. Administrator must check that all databases are up to date and easily accessible.</li> <li>4. Administrator keeps all the registrar files in one place.</li> <li>5. Administrator has attended the relevant courses to ensure a smooth registration and marks processing.</li> <li>6. Administrator must be completely clued up with the marks processing and scheduling of classes processes.</li> </ol>
4	<b>Financial Administration</b>	20%	<ol style="list-style-type: none"> <li>1. Work with Senior Finance Officer to ensure that funds are timeously and appropriately spent.</li> <li>2. Keep a spreadsheet of expenses and income of HOD's funds.</li> <li>3. Arrange monthly meetings with the DFU to report on how funds have been operating.</li> <li>4. Oversee purchases from the Departmental operating fund as well as other Research funds.</li> <li>5. Assist PI's with the filling in of the relevant documents for ethics approval.</li> </ol>	<ol style="list-style-type: none"> <li>1. Work closely with the Senior Finance Officer</li> <li>2. Monitor the HOD's funds in liaison with the Senior Finance Officer</li> <li>3. Regular meetings with the Senior Finance Officer are scheduled timeously.</li> <li>4. Monitor the spending closely in liaison with the Senior Finance Officer.</li> <li>5. Complete forms in liaison with the PI's and submit timeously to the Ethics dept.</li> </ol>

			<ul style="list-style-type: none"><li>6. PCard transactions and reconciliation</li><li>7. Work with the Senior Finance Officer to compile GOB budget submissions.</li></ul>	<ul style="list-style-type: none"><li>6. Clear transactions on perceptive timeously.</li><li>7. Build health relationships with the Senior Finance Officer.</li></ul>
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6.	<b>Human Resources Management and Administration</b>	20%	<ol style="list-style-type: none"> <li>1. Provide assistance for the chair with the completion of the relevant documentation and ensure timely submission to HR.</li> <li>2. Assist line managers of research staff with recruitment.</li> <li>3. Ensure that HR appointment forms are completed correctly and sent to the Finance and HR dept's by the deadlines.</li> <li>4. Receive SIR reports from the HRBP and quarterly reports to distribute to the department.</li> <li>5. Co-ordinate the scheduling PASS Development Dialogues performance review processes</li> <li>6. Provide the HOD with administrative support with the Academic Performance Evaluation review processes when necessary</li> <li>7. Assist the HRBP with disseminating of the performance review ratings, increase and discretionary &amp; exceeds awards spreadsheets</li> <li>8. Send a reminder to the Line managers to meet with staff to assess objectives set in the year from June to May and to set new objectives.</li> <li>9. Set up a development dialogue forum for line managers to discuss ratings of PASS staff members.</li> <li>10. Liaise with the cleaning staff to keep the department's areas neat and tidy.</li> <li>11. Maintain the lists for staff records, directories, organograms, Developments dialogues and academic reviews.</li> </ol>	<ol style="list-style-type: none"> <li>1. Recruitment is discussed with the relevant people. Prepare documents for advertising.</li> <li>2. Provide support to the research staff line managers when call upon.</li> <li>3. Remind staff to submit their HR forms and submit them timeously to the HR dept.</li> <li>4. Check the reports especially for joint and honorary staff and ensure that they have been captured. Disseminate the report and send it to line managers.</li> <li>5. Assist the HRBP with the Development Dialogue process.</li> <li>6. PA arranges meeting with Academic staff assessments.</li> <li>7. Be available to assist the HRBP with the disseminating of the spreadsheets and send to line managers.</li> <li>8. Be proactive when reminding staff to meet to discuss performance reviews.</li> <li>9. Secure a date for the Development Dialogues forum and send reminders to the line managers ahead of time. Ensure that each staff member is represented.</li> <li>10. Communicate in a respectable manner with the cleaning staff and build a good relationship with them.</li> <li>11. Keep databases up to date.</li> <li>12. Respond timeously to the requests to ensure that access is granted</li> <li>13. Provide support where needed.</li> </ol>
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7.	<b>Line management and Supervision</b>	20%	<ul style="list-style-type: none"> <li>1. Lead and manage all direct reports, postgrad and undergrad PC07 (solid line)</li> <li>2. Supervision of adhoc administrative tasks HCU Admin Assist, Vera Grover Senior Secretary, Sue Struengmann Admin Assist (dotted line)</li> <li>3. Manage the leave for administrative staff</li> <li>4. Keep all staff informed of developments within the department</li> <li>5. Co-ordinate the department's annual performance development programme</li> <li>6. Identify training needs and organise relevant training initiatives</li> <li>7. Coach staff to assist with performance improvement</li> <li>8. Allow good and healthy relationships between PASS staff members</li> <li>9. Call regular meetings with all GOB administrators</li> <li>10. Arrange team building events throughout the year</li> <li>11. Assist with directing visitors to the correct offices</li> </ul>	<ul style="list-style-type: none"> <li>1. Keep in constant communication with staff in direct line and enquire how the work is progressing.</li> <li>2. Assist those who have a dotted line to this post and provide support when call upon.</li> <li>3. Relevant online process is correctly followed</li> <li>4. Performance contracts for all staff and regular reviews</li> <li>5. Development dialogues in place for all staff</li> <li>6. Staff are well trained and equipped to meet the performance standard expected</li> <li>7.</li> <li>8. Positive working relationships and keep staff motivated</li> <li>9. Safe space for staff to meet and share</li> <li>10. Staff build closer bonds with each other</li> <li>11. Direct visitors to their correct locations.</li> </ul>



8	<b>Research publications and DRC administration</b>	5%	<ol style="list-style-type: none"> <li>1. Ensure that the 2 administrators (UGrad AA &amp; Sue Struengmann AA) who are responsible to capture <b>all</b> staff publications timeously and by the deadlines as stipulated by the Faculty's Research dept.</li> <li>2. Do an author reimbursement annually once info is received from the Research office.</li> <li>3. Update the departmental entry of the faculty handbook</li> <li>4. Assist the DRC committee with the annual Research Day.</li> <li>5. Send out protocol presentation notices.</li> </ol>	<ol style="list-style-type: none"> <li>1. All publications must be captured by the deadline set by the research office.</li> <li>2. The administrative office ensures that authors are reimbursed.</li> <li>3. Liaise with staff to update all staff entries of the psychiatry entry into the faculty handbook.</li> <li>4. Send out notices and reminders.</li> <li>5. Ensure the postgrad Admin Assist sends out notices timeously.</li> </ol>
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### MINIMUM REQUIREMENTS

Minimum qualifications	A relevant NQF 5 level qualification (Higher certificate)			
Minimum experience (type and years)	5 years relevant experience			
Skills	<ul style="list-style-type: none"> <li>• A relevant NQF 5 level qualification plus 5 years' relevant work experience in an administrative position, preferably in a higher education environment.</li> <li>• Windows &amp; Office, Data management, Email, Internet</li> <li>• The ability to function independently</li> <li>• Capacity to handle many functions, juggle many balls, cope with pressure and meet outcomes</li> <li>• Proven record of systems thinking, information gathering, document compilation and dissemination</li> <li>• Experience and supervising or managing administrative staff.</li> </ul>			
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of the HR and Finance processes of the university.</li> <li>• Peoplesoft, SAP and Vula / Amathuba</li> </ul>			
Professional registration or license requirements	Valid Driver's license or access to reliable transport			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Ability to handle cash or finances'.)	<p>Honesty to handle PCard and finances</p> <p>Confidentiality to handle staff appointment, remuneration, salaries, discretionary bonuses</p> <p>Confidentiality to handle documentation pertaining to disciplinary enquiries</p> <p>Ability to work unsupervised, take ownership and think for oneself, be proactive and think through solutions</p> <p>The ability to use discretion when liaising with external stakeholders</p>			
Competencies (Refer to <a href="#">UCT Competency Framework</a> )	Competence	Level	Competence	Level
	Analytical thinking / Problem solving	2		
	Building interpersonal relationships	1		
	Client/student service and support	1		
	Communication	1		
	Planning and organizing / work management	2		
	Teamwork / collaboration	2		
	University awareness	2		
	Individual Leadership	2		
	People management	2		
Resource management	2			

### SCOPE OF RESPONSIBILITY

Functions responsible for	General Office admin, overseeing u/grad and p/grad processes, overseeing research publications capturing, HR, Financial and procurement assistance, Administration of Year end Function, Team supervision and Transformation report
Amount and kind of supervision received	Direct Line manager to two admin assistants. Three additional overseeing roles with members having their own direct line managers.
Amount and kind of supervision exercised	Attendance of staff who have direct line to Administrative Officer
Decisions which can be made	Purchases for departmental use, liaising with HR/Finance/Procurement/IT. 3 <sup>rd</sup> party authorisation
Decisions which must be referred	Purchases for departmental use but with high amounts.

### CONTACTS AND RELATIONSHIPS

Internal to UCT	
External to UCT	