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

NOTES

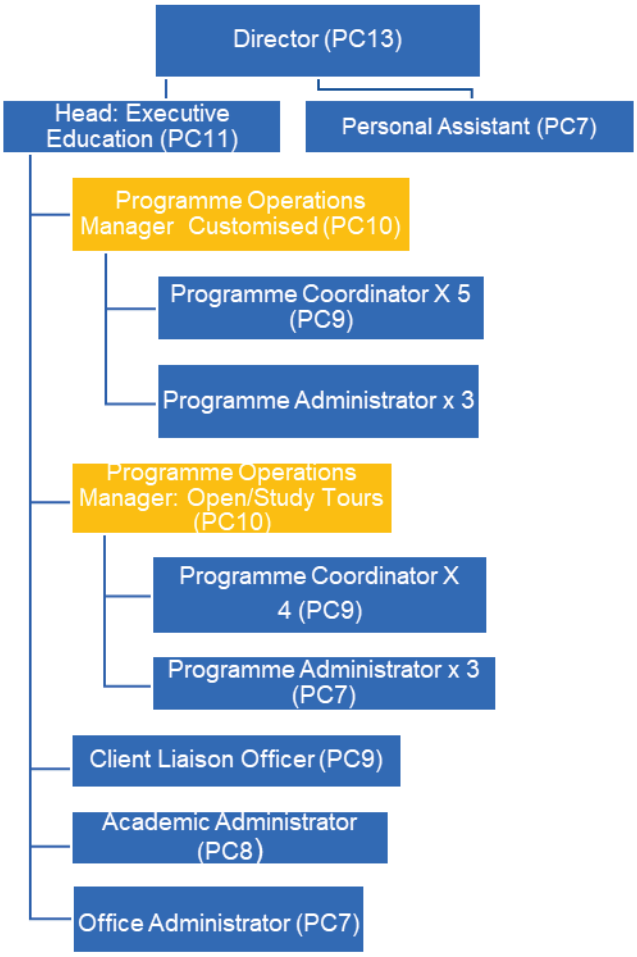
- Forms must be downloaded from the UCT website: http://forms.uct.ac.za/forms.htm
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	**Programme Administrator**		
Job title (HR Business Partner to provide)	Programme Administrator		
Position grade (if known)	Payclass 7	Date last graded (if known)	
Academic faculty / PASS department	Commerce		
Academic department / PASS unit	Graduate School of Business		
Division / section	Executive Education		
Date of compilation	2025		

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 purpose of this position is to provide quality administrative assistance and support to the Executive Education department. The role covers support on open, customised, and accredited programmes, working closely with the Programme Co-ordinators.

This role is client-facing therefore it is essential that the Programme Administrator promotes the best interests of the client and the Graduate School of Business

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. Greets 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	General Programme Administration	15%	Process applications and invoices for assigned programmes. This includes: • Updating and maintaining records • Keeping delegates informed • Responding to delegates timeously Receive and arrange for the printing of all course material timeously Oversee the quality of all material printed Manage information for all assigned programmes by: Filing information (electronic copy). This includes: • Course material • Applications • Personal Details forms • Course invoices • Proof of payments • Evaluation reports Maintaining the Executive Education website and programme notice boards Preparing and overseeing the completion of Personal Details forms and attendance registers Capturing delegate details onto the GSB database and PeopleSoft Maintaining delegate records Preparing reports Creating and maintaining Vula (e-learning platform) sites Creating evaluation templates Managing the completion of evaluation forms Managing the compilation of evaluation reports	Ensure delegate satisfaction Ensure delegate satisfaction Ensure programmes are administered according to predefined standards Ensure a record-keeping system that is logical, methodical and easily accessible Ensure comprehensive feedback is received on programmes

2	Logistical Co-ordination	35%	Organise and co-ordinate all logistical aspects of the assigned programmes. This includes: • Venue bookings • Textbook ordering • Stationery orders • Catering requirements • Equipment bookings • Special function arrangements • Set-up of venues • Group photo arrangements • Collation and distribution of course material Co-ordinate travel for the assigned programmes. This includes: • Checking itineraries carefully ensuring dates, times and reservations are correct • Making flight, car, shuttle service and accommodation reservations for lecturers and Programme Co-ordinators timeously • Forward travel details to lecturers and Programme Co-ordinators	Ensure lecturer and Programme Co-ordinator satisfaction Venues booked correctly Flights booked efficiently, timeously and correctly Itineraries sent to traveler
3	Delegate/Student support	30%	Provide logistical support and assistance to delegates/students whilst on campus by: • assisting delegates/students with login issues, wi-fi access, library access, etc. • responding to queries professionally and timeously	Ensure delegate/student satisfaction Attend to delegate queries efficiently Ensure speedy problem-solving Escalate urgent matters if not able to action Set-up of venues Ensure promotional items (journals, pens, bags) are in place for delegates
4	Relationship Management	10%	Build and maintain relationships with internal and external stakeholders by keeping in regular contact, interacting in a polite and professional manner, and responding to queries professionally and timeously Work collegially and productively as part of the Executive Education team Attend relevant functions/events	Ensure internal and external stakeholders' expectations are met/exceeded Ensure efficient delivery of programmes in collaboration with the Programme Co-ordinator Ensure proactive communication and management of any stakeholder issues in conjunction with the Programme Co-ordinator

5	Financial Administration/Support	10%	Assist in monitoring the expenses of programme budgets in collaboration with Programme Co-ordinators and keep relevant information in relation to: • course material • textbooks • student photographs • functions and events • lecturer travel • stationery • other sundries Understand the relationship between Executive Education and GSB Finance and UCT Finance policies and procedures Invoice delegates timeously and follow up on payments/debt Attend monthly debtors meetings and report on debtors issues	Assist in ensuring programme budgets are well managed (budgets are not exceeded) and all expenses are accounted for Assist in ensuring cost-effective delivery of programmes Ensure compliance with UCT/GSB policies and procedures
6	GSB Values	100%	Abide by and uphold the values of Executive Education and the GSB at all times. Become an ambassador of the brand and promote the Executive Education programmes	

MINIMUM REQUIREMENTS

Minimum qualifications	NQF level 4. A relevant administration/office management qualification would be advantageous			
Minimum experience (type and years)	3 years appropriate/relevant administration and co-ordination experience			
Skills	Logistics: booking of venues, flights, car hire. Clear communication skills (email, telephone, in-person)			
Knowledge	MS Office (Word, Excel, PowerPoint)			
Professional registration or license requirements	n/a			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Ability to handle cash or finances'.)	n/a			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking / Problem solving	1	Information Management	1
	Building interpersonal relationships	1	Initiating action / initiative	1
	Communication	2	Planning and organising / Work management	2
	Creativity and innovation	1	Quality Commitment / Work standards	1
	Decision-making / Judgement	1	Stress Tolerance	1
	Delegate / student service and support	1	Teamwork / Collaboration	1
	Individual leadership	1	University awareness	1

SCOPE OF RESPONSIBILITY

Functions responsible for	Bookings, Database, GSBOnline, Vula
Amount and kind of supervision received	Minimal
Amount and kind of supervision exercised	Monthly check-ins
Decisions which can be made	Applicants, Invoice requisitions
Decisions which must be referred	Out of work scope

CONTACTS AND RELATIONSHIPS

Internal to UCT	Various departments	
External to UCT	Various companies	

AGREED BY