



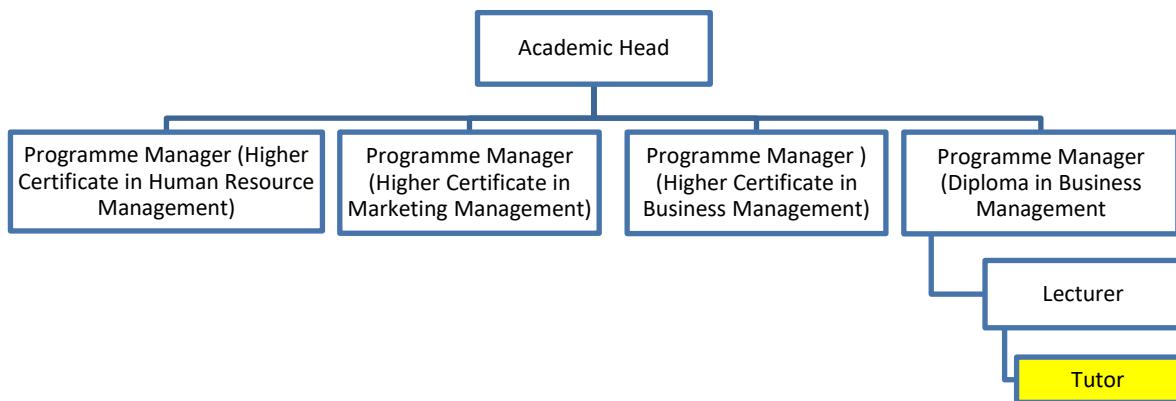
### JOB DESCRIPTION

<b>JOB TITLE:</b>	Tutor: Business and Economic Sciences
<b>ENGAGE:</b>	Grade 5
<b>SALARY BRACKET</b>	Market related, commensurate with relevant experience
<b>DEPARTMENT:</b>	Faculty of Management and Business Sciences: Business Management
<b>LOCATION:</b>	East London
<b>REPORTING TO:</b>	Programme Manager
<b>NO. OF SUBORDINATES:</b>	Nil
<b>TRAVEL</b>	No
<b>OWN TRANSPORT REQUIRED</b>	No

### MAIN PURPOSE OF THE POSITION

- In collaboration with the Programme Manager and/or Module lecturer(s), the incumbent will:
- Provide an online learning support function to students enrolled for selected modules on the Diploma in Business Management and/or Higher Certificate in Business Management.
  - Facilitate online learning activities prescribed by the Module Lecturer and/or Programme Manager.
  - Execute sections of the module(s) teaching and learning plan.
  - Provide students with academic and technical support online.
  - Manage students’ exchanges with peers.

### FACULTY ORGANOGRAM



## KEY PERFORMANCE AREAS

### *Core, essential responsibilities / outputs of the position (KPA's)*

#### **Academic Management and Leadership**

- Module administration e.g. academic performance reporting, and other submissions as required by management and/or regulators, keeping assessment records of students, administer module evaluations.
- Supporting the module lecturer/s by engaging with students through institutional and online platforms.
- Ensure compliance with institutional policies and procedures.
- Support the lecturer/s with preparing academic performance reporting on all aspects of the module(s) / programmes falling within the incumbent's sphere of influence.
- Escalate student queries which are outside of the tutor responsibilities to relevant parties.
- Assist with any other assignments/duties allocated by the academic management structure.

#### **Teaching & Learning**

- Provide online and academic support to module lecturers and students enrolled on accredited programmes
- Under guidance of the module lecturer/programme manager, execute engagement with students and campaigns to encourage active student participation in academic activities e.g. learning progress, submission of assignments, exam registration etc. using multiple channels (e.g. SMS, e-mail, telephonic, LMS platforms).
- Utilise online facilitation skills to encourage student participation in learning activities.
- Assist in the management of ongoing learner assessment processes, including providing constructive feedback to students.
- Assist with marking of formative assessments.
- Design, develop and distribute supporting learning materials under the guidance of the programme manager and/or module lecturer, using technology and multiple learning channels.
- Actively manage and support the learning process of students identified by the module lecturer(s) as being "at risk", through specific engagement initiatives.

#### **Enhance Student experience**

- In collaboration with lecturer establish a clear engagement process with students, setting out the relevant channels and enforce student discipline and utilisation of channels.
- Facilitate continuous engagement with students.
- Encourage, motivate and support students to ensure an enjoyable and rewarding academic journey.
- Resolving student queries efficiently and effectively, identify trends and with the guidance of the lecturer, incorporate appropriate responses into the learning process.
- Report unresolved problems and issues to the relevant module lecturer and/or programme manager for resolution and provide feedback where appropriate.

#### **Academic citizenship/Community engagement**

- Being actively involved in various activities as directed by the Academic head.
- Integrate societal issues into the curriculum and teaching and learning and identify initiatives to address community needs.

#### **Research**

- Participate in Faculty research activities and share research findings with academic peers to facilitate collaborative learning and knowledge expansion.
- Contribution to the bodies of knowledge associated with the incumbent's field of expertise and related disciplines.

## **KEY INTERFACES/CUSTOMERS (INTERNAL & EXTERNAL)**

- Internal: Student Enrolment team, Student Services and Administration, Academic peers, Marketing, Logistics
- External: Students, Industry, Regulators, Academic Peers and Consultants
- Being available on Moodle (iCan) and/or other lecturing channels, during peak times usually nights and weekends before assignment submission and examinations is an essential requirement to support the student experience.

## **ESSENTIAL WORK EXPERIENCE**

- Minimum of 1 year experience in student tutoring or training at a recognised institution.
- Evidence of academic guidance and student learning support strategies.
- Demonstrable skills using relevant digital education technologies, learning management systems and Microsoft Office products or equivalent.

## **BENEFICIAL WORK EXPERIENCE**

Experience in two or more of the following:

- Track record of tutoring at a distance and/or online learning environment using multiple learning channels.
- Familiarity with eLearning methodologies.
- Experience in academic material development, instructional design and assessment design using digital formats and tools, including digital authoring tools (such as Articulate, etc.).
- Previous experience using interactive and collaborative learning tools.
- Previous experience with online facilitation.

## **KEY FUNCTIONAL / TECHNICAL KNOWLEDGE (AREAS OF EXPERTISE)**

- Subject Matter knowledge in one or more of the following business-related subjects:
  - Business Management, Economics, Statistics and quantitative modelling, Leadership, Production and Operations Management, Supply Chain Management, Strategic Management, Management by Projects, Financial Management, Financial Accounting, Business Ethics, Innovation and Creativity, Commercial Law, People Management, Marketing Management, Entrepreneurship, Information Systems, Risk Management and Business Continuity.
- Knowledge of online and internet-based education technologies.
- Ability to communicate and engage with people, with the ability to produce videos and audio-records to support the learning process
- Strong customer service skills and ability to work with people from diverse backgrounds. The ability to communicate in at least one African language (South African) will be beneficial.

## EDUCATION & QUALIFICATION

- A Bachelor's degree with at least one major in Business Management and one in either Economics, Information Systems, Statistics or Quantitative Modelling, Financial Accounting.
- A further relevant teaching qualification will be advantageous.

## COMPUTER AND DIGITAL LITERACY SKILLS REQUIRED

- Demonstrable competencies in Office Productivity Tools such as Spreadsheets, Presentations, Word Processing, etc.
- Proficiency in basic data analytics and reporting.
- Competent in the use of digital authoring tools, or ability to acquire the competency.
- Competency in the use of educational technologies, or ability to acquire the competency.

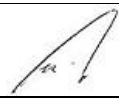
## KEY SKILLS/COMPETENCIES

**Critical skills required to ensure successful performance in the role:**

- Strong digital literacy.
- Effective verbal and written communication.
- Effective team functioning.
- Resilience.
- Basic data analytics

## ONBOARDING TRAINING REQUIREMENTS:

- iQA Onboarding module
- iCan system training
- SUMIT systems training
- ESS sensitisation
- Performance management training
- TILOS training.
- Customer service experience training
- MS Dynamics training

<b>Prepared By:</b>	<b>D. Vlok</b>	<b>Designation:</b>	<b>Academic Head</b>
<b>Date:</b>	<b>08 November 2019</b>	<b>Signature:</b>	
<b>HR Approver:</b>		<b>Designation:</b>	
<b>Date:</b>		<b>Signature:</b>	