



JOB DESCRIPTION

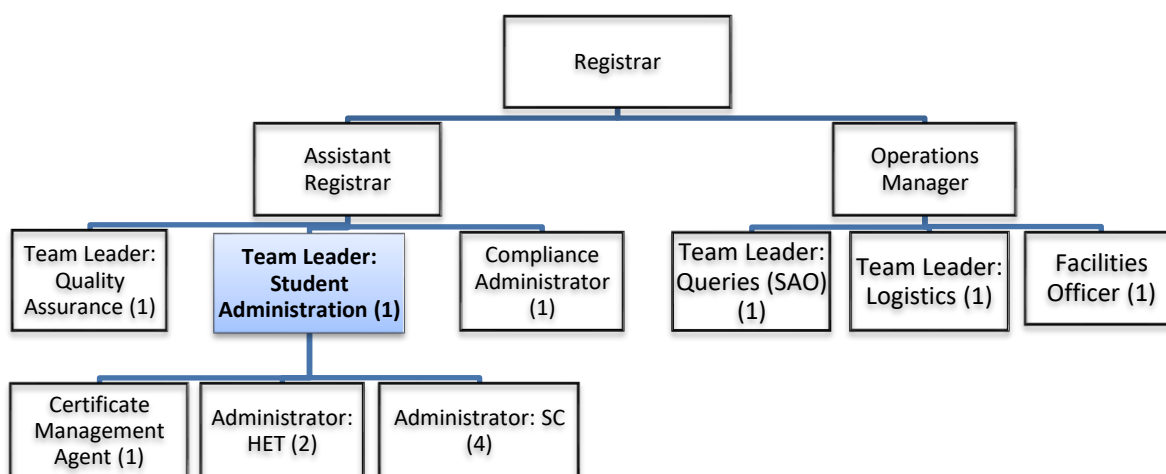
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| JOB TITLE: | Team Leader: Student Administration (HET & SC) |
| ENGAGE: | Grade 5 |
| SALARY BRACKET | Market related, commensurate with relevant experience |
| DEPARTMENT: | Student Administration Office |
| LOCATION: | East London |
| REPORTING TO: | Assistant Registrar |
| NO. OF SUBORDINATES: | 7 |
| TRAVEL | No |
| OWN TRANSPORT REQUIRED | No |

MAIN OBJECTIVE OF THE POSITION

In collaboration with the Assistant Registrar, the Team Leader is responsible for:

- ❖ Supervising and managing the student administrations operations in the department.
- ❖ Providing superior customer service to students and employees of the institution by the SAO department.
- ❖ Assumes overall responsibility for the administration of the department and the successful implementation of all institutional policies and processes.
- ❖ Driving efficiency improvements across the department whilst continuously enhancing the student experience.
- ❖ Providing wide-range leadership support to SAO department stakeholders.

DEPARTMENT ORGANOGRAM



KEY PERFORMANCE AREAS

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

The incumbent will be required to deliver in each of the following areas:

1. ADMINISTRATION MANAGEMENT IN DEPARTMENT

Management of student administration processes and operations performed by the department relating to:

1.1. HET Formative Assessment submissions

- Responsible for the effective and efficient management of the formative assessment submissions process, in collaboration with the Academic faculty.
- Ensure that capturing / batching of formative academic assessments are completed timeously online (SUMMIT) and no backlog occurs.
- Ensure capturing of results is completed timeously online with no backlogs.
- Ensure class marks are released to students timeously via email, iCan, SMS.

1.2. HET Examination sessions

- Responsible for the effective management of examination sessions.
- Ensure student registration forms are accurately captured online as per student selections (SUMMIT).
- Ensure venues are booked and paid for timeously.
- Ensure students are notified of examination venues timeously via email and SMS communication.
- Ensure invigilators are appointed and trained timeously.
- Ensure couriers are booked for collection and drop-off of scripts at the examination session.
- Ensure examination scripts are printed and packed with stationery required at examination venues.
- Ensure verification of exam scripts with invigilators and when received back from venues.
- Ensure capturing / batching of examination scripts is completed timeously and no backlog occurs.
- Ensure capturing of results is timeously completed with no backlogs.
- Ensure result letters are released to students timeously via email, iCan, SMS.
- Responsible for adherence to policies and procedures governing the HET examination sessions.
- Ensure 2nd year registrations take place timeously
 - Organising of relevant campaigns
 - Relevant documentation sent to students
 - Liaising with relevant departments for raising of fees
 - Liaising with relevant departments for module registrations

1.3. HET Graduation

- Responsible for the effective management of the graduation process to ensure venue booking, invites are prepared and send to students timeously, programmes and scrolls are timeously prepared via marketing and ensure attendance register is updated.
- Ensure ordering of certificates and made available to Programme Managers.
- Ensure any other tasks or campaigns are completed for the successful running of the graduation process.
- Responsible for adherence to policies and procedures governing the graduation process.

1.4. Short Course Assessment Process

- Responsible for the effective management of Short Course assessment processes, in collaboration with the Academic faculty.
- Ensure timeous online capturing of SC assignments received from students with no backlogs.
- Ensure marking is completed and returned from markers within specified time periods.
- Ensure timeous capturing of results completed online, with no backlogs, and ensure verification of results.
- Responsible for adherence to policies and procedures governing the short course assessment processes.

1.5. SC Certification Process

- Responsible for the effective management of the SC certification, in accordance with policies and procedures governing the certification process.
- Management and co-ordination of campaigns to assist with collection of outstanding documentation.

1.6. Communication with Students

- Responsible for the management and co-ordination of all student administration communication being sent to students
 - Welcome SMS / Email
 - Registration letters
 - Assessments
 - Examination
 - Graduation
 - Certificates
- Resolving student queries effectively, report unresolved issues to the relevant Tutor or Lecturer and provide feedback where appropriate.

1.7. Reporting

- Weekly reporting to the Assistant Registrar on HET:
 - Assignment submissions
 - Examination planning
 - Graduation planning
 - Certificates
 - Total number of qualifying students
 - Number of students eligible to receive certificates, number of students' ineligible receive certificates and provide reasons.
 - Number of certificates issued
 - Steps put in place to improve on targets.
- Weekly reporting to the Assistant Registrar on Short Courses:
 - Assignment turnaround time and tracking.
 - Number of queries received (incl. query type), and queries resolved.
 - Certificates
 - Total number of qualifying students
 - Number of students eligible to receive certificates, number of students' ineligible receive certificates and provide reasons.
 - Number of certificates issued
 - Steps put in place to improve on targets.

2. GOVERNANCE, COMPLIANCE & RISK MANAGEMENT

- Ensuring adherence with institutional policies and procedures
- Providing statistical and qualitative reporting to governance meetings in the department.
- Support departmental risk management by identifying department process risks, potential causes and take corrective action.
- Ongoing review of institutional processes, identify process gaps and associated risks and recommend corrective action for consideration by management
- Support management with any risk management projects as may be allocated from time to time.

3. PROJECT EXECUTION

- Effective management of allocated projects within the department through to execution.
- Facilitate innovative ideas for improvement and implementation of changes (i.e. system changes, process changes, etc).

4. PEOPLE MANAGEMENT

- Holding effective weekly team meetings with action minutes.
- Ensure effective communication channels with team members, build team morale and establish a supporting department culture.
- Implement effective resource planning and controlling in order to ensure efficient workload execution.
- Implement effective performance management in the department with regular performance reviews and at least quarterly check-ins.
- Determine skills development requirements, implement individual development plans and track completion of development against plans.
- Provide coaching and on-job training to team members.
- Ensure organisational discipline is complied with and initiate disciplinary action where applicable.
- Managing absenteeism and sick leave by instituting control processes.
- Ensuring that excellent customer service is delivered by the department and that queries and / or requests are dealt with in the agreed period.

5. OFFICE MANAGEMENT

- Responsible for financial expenses being managed in line with budget.
- Ensure invoices and claims are submitted timeously to Finance.
- Responsible for posting and collection of mail from relevant post office.
- Effective and efficient management of the Library and ensure adherence to policies and procedures governing the Library.
- Responsible for the administration of stationary orders and levels.
- Oversee logging of IMS incidents.
- Responsible for any other outputs/tasks as may be allocated from time to time by senior management.

KEY INTERFACES/CUSTOMERS (INTERNAL & EXTERNAL)

- External: Students, Courier services, External service providers.
- Internal: Registrar, Academic Heads, Programme Managers, Other service departments.

ESSENTIAL WORK EXPERIENCE

- Three years relevant experience in a Student/Faculty Administration environment.
- Demonstrate knowledge in and previous experience of management in the following areas in a student/faculty environment:
 - Assessments and Examination sessions
 - Graduation ceremonies
 - Certificate processing
- Previous experience in people management.
- Experience in business communication (e.g. report writing, presentations, business letters, email communication).
- Previous experience in managing improvement projects.

BENEFICIAL WORK EXPERIENCE

Experience in the following:

- Familiarity with educational technologies and eLearning methodologies.
- Previous exposure and knowledge of Higher Education and Training in SA
- Previous experience in working with student management information systems.

KEY FUNCTIONAL / TECHNICAL KNOWLEDGE (AREAS OF EXPERTISE)

- Administration experience in a Student/Faculty Administration environment.
- Understanding how a HET institution operates and has knowledge of the systems, procedures, information sources and financial priorities and how these are inter-related.
- Providing superior levels of student service and administration.
- Ability to communicate and engage with individuals at different levels.
- Strong customer service and ability to work with people from diverse backgrounds. The ability to communicate in at least one African language (South African) will be beneficial.
- Working knowledge of the Higher Education Act and other relevant statutes and rules.
- Knowledge of SAQA and NQF.

EDUCATION & QUALIFICATION

- Grade 12/Matric
- A further qualification in Business Management will be advantageous.

COMPUTER AND DIGITAL LITERACY SKILLS REQUIRED

- Demonstrable advanced 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.
- Excellent administration skills
- Strong goal setting and drive for achievement
- Detail orientated
- Effective verbal and written communication.
- Effective team functioning.
- Assertiveness and Resilience (working under pressure).
- Strong decision making and problem-solving abilities
- 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

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| Prepared By: | M Pratt | Designation: | Registrar |
| Date: | 5 November 2019 | Signature: | |
| HR Approver: | | Designation: | |
| Date: | | Signature: | |