


HR191	POSITION DESCRIPTION	 UNIVERSITY OF CAPE TOWN IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD
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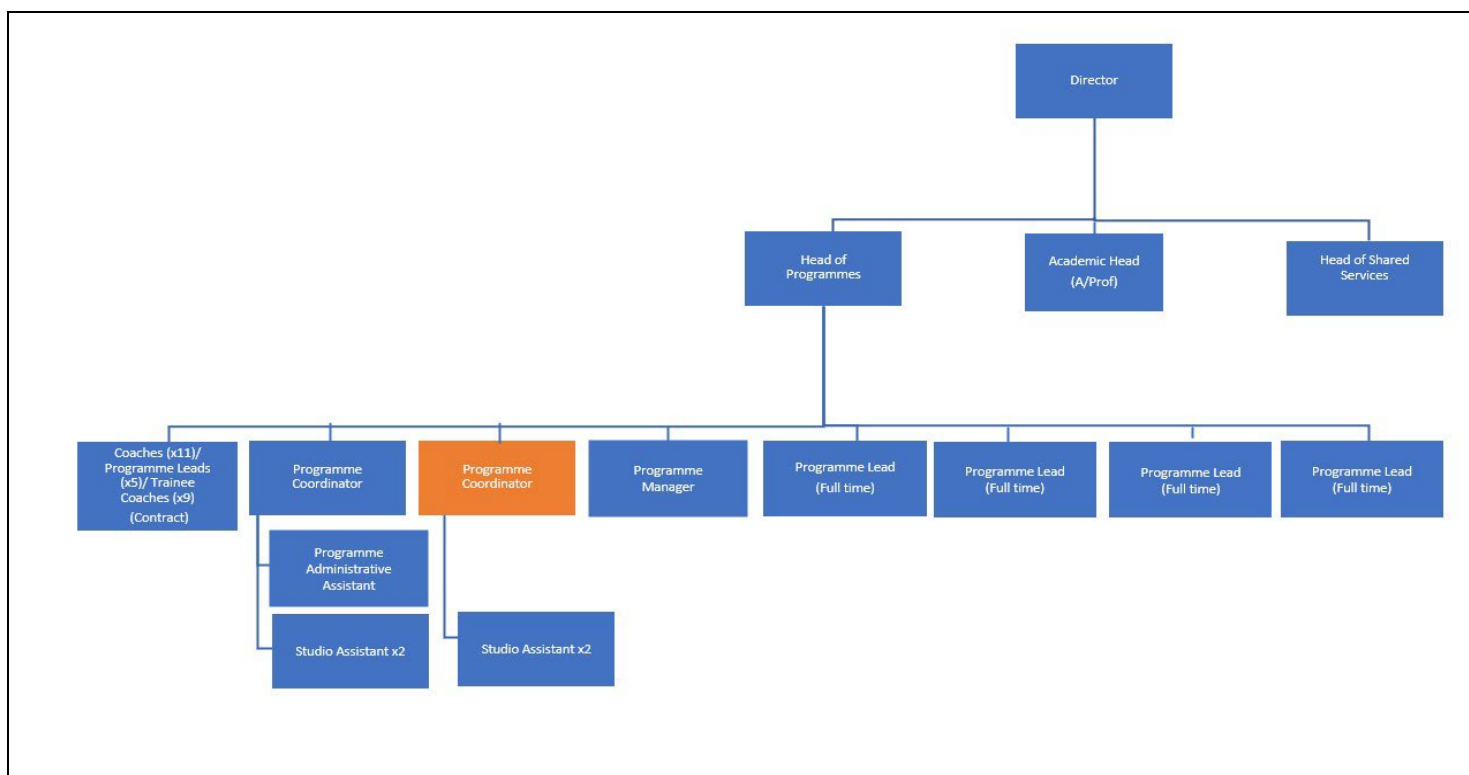
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Programme Coordinator		
Job title (HR Business Partner to provide)			
Position grade (if known)	9	Date last graded (if known)	
Academic faculty / PASS department	CHED		
Academic department / PASS unit	Hasso Plattner d-school Afrika at University of Cape Town		
Division / section	Programming		
Date of compilation	5 July 2023		

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: to provide efficient programme coordination, administration and professional and logistical support for both student and professional programmes in face-to-face, online and blended formats; to ensure high quality, service orientated and operational efficient activities that promote the best interests of the client, the d-school and all stakeholders.

The Programme Coordinator will report directly to the Head of Programmes (HoP).

Reporting into this role will be the programme administrative assistant and studio assistants.

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	Programme Coordination	25%	<ul style="list-style-type: none"> • Coordinate all prog admin and coordination activities required for the successful delivery of dschool prog both online and face to face. • Develop a programme handbook/guidelines for all d-school programmes that can be used as a resource guide for studio assistant and admin assistant (using JD as a guide). • Maintain checklists for all programmes to ensure successful delivery of programmes by support team. • Coordinate student applications throughout the process so that a final updated list is captured and available and saved for all programmes. • Collaborate with HoP/Programme leads to ensure appropriate selection of students. • Confirm training venues, organise and book functions. • Compile programme overview sheet for programme logistics and details of programmes • Initiate, organise and chair initial and after programme meetings. • Manage d-school's studio assistants and ensure they adhere to their responsibilities. • Co-ordinate all administrative work related to programmes. • Liaise and co-ordinate with Industry Project Partners and Programme Managers and gather reports to forward to the Head of Programme (for the UCT Plus) for relevant credit bearing programmes. • Manage and maintain records of individual and group project UCT Plus offerings and communicate project requirements to students via electronic means. • Communicate around programme material and all other programme requirements and distribute/send out relevant information to students before the start of the programme 	

			<ul style="list-style-type: none"> • Keep up to date with PeopleSoft training and refresher training for key functionality used on the programmes • Liaise with CHED team to update student records on PeopleSoft 	
2	Programme Administration and Logistics	30%	<ul style="list-style-type: none"> • Plan and coordinate all programme logistics (in collaboration with the Programme Lead and HOP for all d-school programmes • Update and maintain administration and logistical processes so that these responsibilities are carried out efficiently across all formats of programmes • Work in collaboration with HoP and the Programme Leads wrt the planning and delivery of d-school programmes • Develop knowledge of online platforms used for all dschool programmes to assist programme leads • Assist Programme Leads in the preparation of materials for d-school programmes • Manage all logistical aspects of the assigned programmes both online and F2F. This includes: <ul style="list-style-type: none"> ○ Venue bookings and zoom links ○ Stationery and material orders ○ Catering requirements ○ Equipment bookings ○ Special function arrangements ○ Set-up of venues online and F2F ○ Group and individual photo arrangements ○ Collation and distribution of course material • Manage all travel arrangements for the assigned programmes, including: <ul style="list-style-type: none"> ○ Checking itineraries carefully ensuring dates, times and reservations are correct ○ Making flight, car, shuttle service and accommodation reservations for coaches and Programme Managers timeously ○ Forward travel details to coaches and Programme Managers • Plan and implement logistics for final presentations including friends & family days catering, etc 	

			<ul style="list-style-type: none"> • Liaise with UCT, GSB and other institutions where applicable in terms of space, catering, supplies, maintenance, etc • Coordinate with programme and events set-up and breakdown • Managing of space allocation for d-school programmes • Understand programme objectives and assessment requirements, keeping abreast of any changes to the same • Providing Admin support to student request • Follow up on enquiries • Create Surveys for all programmes with input from programme leads • Provide feedback to students regarding applications, enquiries, and other administrative issues • Collaborate with the appropriate UCT departments to ensure effective delivery of student's services • Act as a point of contact for internal and external partners in the student programmes • Set up and manage a system of checklists for materials used during d-school programmes • Coordination of coaches – Managing timesheets and claims. Generation of reports (as requested by HoP or certain feedback forms/ information as and when needed in the absence of the PL's • Coordinate the recording and proper filing of programme sessions • Prepare required housekeeping including any regulations, e.g. health and safety requirements in the student programme • Develop a guideline in collaboration with HOP based on specific programme requirements • Build skills and competency in online administration and programme coordination • Develop programme lead and coach logging system that reports total time individuals are spending on programmes at the d-school • Update monthly and quarterly programme information on MEL reports • Update monthly programme stats 	
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3	Programme Communication and Stakeholder management	5%	<ul style="list-style-type: none"> • Ensure that all programme communication is in-line with the instruction of the programme leads to internal and external stakeholders – including Students, Coaches, Project Partners,etc • Liaise with marketing dept to book photographers during various phases of the programmes – use for promotional and education booklets, website, news stories / blog posts • Develop print and ensure that non-disclosure forms and marketing/ video consent forms for programmes are completed, signed and filed appropriately • Contribute to the development and printing of promotional material relating to the d-school programmes • Monitor the stock levels of all prototyping materials used in programmes. Order timeously to ensure stock is always available • Collaborate with d-school communication resource in the coordination and planning of the marketing and advertising of d-school programmes • Create content for Welcome /Info Letters to students and participants of the d-school • Liaison with HOP and SPC regards special enquiries • Contribute to the development of the d-school's media contact list • Contributing of ideas to the d-school communication and promotion activities in collaboration with the Marketing team. • Building and managing of single central excel database with all contacts (enquiries, alumni, students + professionals) and ensuring all data is clean and easily imported • Update Success Factors platform with dschool offerings and manage applications and comms of UCT staff programmes • Maintain professional relationships with dschool stakeholders i.e. students, lecturers, internal departments/faculties, UCT external customers, external vendors, programme leads, coaches • Respond timeously and professionally to telephone, email and walk-in queries 	
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			<ul style="list-style-type: none"> Keep CRM database updated and hand over any enquiries to marketing team for capturing on database 	
4	Staff Management (admin assistant and studio assistants)	20%	<ul style="list-style-type: none"> Management d-school's studio assistants and admin assistant so that they are efficient in assisting with both online and face to face programmes Collaborate and manage the advertising and recruiting of the studio assistants and admin assistant including: Manage the application process – JD formulation, receiving CV's, responding to enquiries, informing successful candidates Setting up and scheduling interviews Setting up and scheduling training and induction Creating a job roster and coordination of studio assistant in collaboration with the HoP Time keeping and roster management – staff rotation in collaboration with the Programme Leads/HOP Accomplishes staff job results by planning, monitoring, and appraising job results; conducting training; implementing enforcing systems, policies, and procedures of the d-school in conjunction with HOP Maintains safe and healthy work environment by establishing and enforcing d-school standards. Overseeing that the studio is well maintained, safe and neat. Space is tidied and all tools are clean and in working order Develop schedules; assigning and monitoring work; gathering resources; implementing productivity standards; resolving operations problems; implementing new procedures as required Onboarding and induction of new Studio and Admin Assistants Continuous training of Studio and Admin Assistants to onboard more responsibilities as per their JDs Re-evaluating and updating JD's for new tasks that evolved due to the Covid-19 pandemic; new virtual assistant roles and duties 	

			<ul style="list-style-type: none"> • Management of Studio and Admin Assistants to ensure their work is accurate and correct • Completing Development Dialogues for Studio and Admin Assistants as required 	
5	Programme Financial Administration	20%	<ul style="list-style-type: none"> • Maintain financial processes of programmes and ensure that they are updated and current • Monitor pricing and costs for all programme materials • Manage the recording of all expenses of all d-school programmes • Manage the attendance records of coaches and students • Manage the receipt of timesheets from studio assistants and coaches and ensure they are received within monthly deadlines • Work with d-school Operations and Finance manager on all HR/Finance admin matters relating to coaches and student assistants • Assist with travel arrangements and payments associated to specific programmes • Application process for d-school standard programmes. This includes: <ul style="list-style-type: none"> • Following up with delegates/ students on programme fees • Work with d-school Operations and Finance manager to generate invoices • Updating and maintaining records • Keeping students informed and responding timeously to enquiries • Developing with the Programme leads, budgets for each programme, monitoring expenditure and overseeing the financial administration or each programme, including creating surplus • Have a sound understanding of departments funds and cost centres • Provide advice and input on budgetary and costing issues for relevant programmes according to programme experiences and financial tracking • Monitor expenses within budget of the individual programmes and manage variable and fixed programme costs utilizing internal budget worksheets per programme • Manage the Coaches and Studio Assistants Claims: Receiving and Checking of the claims, obtaining approval of the PM's & Director, and coordinate process with Operations and Finance Manager 	

			<ul style="list-style-type: none"> • Conduct briefings and debriefings to ensure budget compliance for all programmes • Compile reports for HoP and Director from data recorded and provided by the expenditure report • Have current knowledge of student and course fees across differing programmes • Have current knowledge of client invoicing plans and payments from the relevant client Service Level Agreement, in collaboration with HoP • Process signed contracts and invoices and any other relevant forms needed to process payment • Compile Studio Assistants and Coach claims, in collaboration with PL's, collate all for checking and approval by Director • Manage the payments of internal & external providers • Develop and maintain a record of studio assets and monitoring of movement of materials and assets from the d-school spaces for programme related activities • Keep record of other expenses during the duration of programmes 	
6	d-school Values	100%	<ul style="list-style-type: none"> • Work collegially and productively as part of the wider UCT team • Uphold the d-school values • Be a brand ambassador of the d-school • Participate in further training opportunities • Uphold the use of d-school branding guidelines 	Being an engaged team member and contributing positively to the growth of the d-school project

MINIMUM REQUIREMENTS

Minimum qualifications	NQF level 7 qualification and 5 years' work experience			
Minimum experience (type and years)	<ul style="list-style-type: none"> At least 5 years relevant work experience, preferably in project and programme coordination in a Higher Education environment Minimum of 5 years of financial administration experience Minimum of 5 years coordination/ logistical management experience Supervisory or staff management experience 			
Skills	<ul style="list-style-type: none"> Proven administrative management experience Effective time management skills and the ability to organize, prioritize and multi-task within a highly pressurized environment Excellent verbal and written communication skills coupled with sound interpersonal and customer service skills High level of proficiency in computer literacy (ie MS office, MS excel, MS outlook, emails etc) Knowledge and experience with online platforms (Miro, Mural, Zoom etc) Demonstrable ability to work independently as well as be part of a team, use initiative and be flexible The ability to co-ordinate, multi-task, work under pressure with meticulous accuracy in a deadline driven environment Excellent attention to detail Must have knowledge of finance, accounting, budgeting, and cost control procedures Must be proactive and able to make decisions Must be able to train and coordinate staff Assimilate, analyze and present data with a proven ability to interpret statistical information 			
Knowledge	<ul style="list-style-type: none"> University administration, policies and procedures, d-school administration, policies and procedures MS Office (proficient in MS Excel) Accounting package (an advantage) 			
Professional registration or license requirements				
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Ability to handle cash or finances'.)	<ul style="list-style-type: none"> Integrity and honesty 			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking/ Problem solving	2	Information management	2
	Building interpersonal relationships	2	Written communication	2
	Client/ student service and support	3	Adaptability/ flexibility	2
	Communication	3	Initiating action/ initiative	2
	Planning and organising/ work management	3	Energy	2
	Teamwork/ collaboration	2	Follow up	2
	University awareness	2	Decision making/ Judgement	2
	Quality Commitment/ work standards/ attention to detail	2	Results focused	2

SCOPE OF RESPONSIBILITY

Functions responsible for	<p>Provide efficient programme coordination, administration and professional and logistical support for both student and professional programmes in face-to-face, online and blended formats; to ensure high quality, service orientated and operational efficient activities that promote the best interests of the client, the d-school and all stakeholders.</p> <ul style="list-style-type: none"> Programme co-ordination Programme administration and logistics management Programme communication and promotion Staff management (Studio Assistant and Admin Assistant) <p>Programme enquiries, admission and student support, Programme financial administration</p>
Amount and kind of supervision received	Expected to operate largely independently with oversight and support from the line manager on escalation of none routine or appeal cases only outside of incumbents delegated authority (i.e. those not captured by policy or procedure)

Amount and kind of supervision exercised	Standard decisions in line with KPAs, delegated authority and within UCT policies and procedures
Decisions which can be made	
Decisions which must be referred	Any deviations from policy. Escalation of concerns out of your scope to Head of Programmes/Director

CONTACTS AND RELATIONSHIPS

Internal to UCT	All CHED departments and UCT departments
External to UCT	Clients, Alumni, visiting academics and faculty, potential students, other d-schools