



## **ADMINISTRATIVE OFFICER: EXCHANGES**

(One-year fixed-term contract; Payclass 08)

### **Partnerships, Mobility and Recruitment (PMR) INTERNATIONAL ACADEMIC PROGRAMMES OFFICE (IAPO)**

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The Partnerships, Mobility and Recruitment (PMR) section manages the reciprocal and study abroad exchange programmes at UCT, supporting the execution of inter-institutional agreements for student mobility and international credit transfer. The section is also responsible for the approval of partnerships and exchange agreements with other universities, the support and administration of students enrolling in the non-reciprocal Semester Study Abroad (SSA) programme, and the recruitment of international students.

The main purpose of this position is to provide a full spectrum of administrative support services for the study abroad exchange programme. We seek to appoint an Administrative Officer in a temporary capacity for one year commencing as soon as possible.

The Administrative Officer: Exchanges reports to the Acting Coordinator: Partnerships, Mobility and Recruitment.

#### **Requirements:**

- An appropriate higher education qualification (NQF level 5 or above) with 3 years' experience in academic administration in a tertiary institution.
- Proven experience and knowledge of programme support for students.
- Proficiency in student management systems or equivalent (e.g. PeopleSoft, Vula and MS Dynamics (CRM)).
- Experience in giving presentations, facilitating workshops and counselling students and/ or parents.
- Understanding of tertiary degree processes and, in particular, in-depth knowledge of student services, admissions, and academic concessions.
- High level of computer literacy and proficiency in MS Word, Excel and Microsoft Outlook.
- A friendly disposition coupled with sound interpersonal and good communication skills (both verbal and written).
- Strong relationship building skills, client service skills and understanding of the public relations impact.
- The ability to maintain sound client relations whilst adhering to policy and legal/governance requirements.
- Strong organisational, analytical, planning, problem-solving and administrative skills.
- The ability to co-ordinate, multi-task, and work under pressure with meticulous accuracy in a deadline-driven environment.
- The ability to work independently, as well as part of a highly motivated and energetic team.
- The ability to work outside of normal working hours and provide emergency support when required.

#### **Advantageous skills:**

- Prior experience and knowledge of international programme support for students (e.g. inbound/ outbound academic exchange programmes, student orientation, and emergencies), partnership management or student recruitment.
- Knowledge of visa processing and embassy requirements.
- Xhosa at a conversational level of proficiency.
- A valid driver's license (Code 8).

#### **Responsibilities:**

- Provide administrative support for all processes relevant to the Exchange programme.
- Liaise with students, academic departments, and partner institutions; and manage relationships.
- Present at recruitment events and arrange/ facilitate pre-departure and re-integration workshops.
- Advise, counsel and support students on exchange.
- Maintain accurate records: paper-based, electronic and in databases (student records system, PeopleSoft and partnership management database, CRM)
- Manage administrative procedures in line with relevant University processes, rules and policies.
- Service and support committees, panels and forums.
- Provide a professional, knowledgeable and prompt service with a high level of quality service delivery.
- Develop a comprehensive understanding of relevant UCT policies, processes and procedures to inform support services provided for the exchange programme.

The annual cost of employment is negotiable between R339,870 and R369,858.

**To apply**, please e-mail the below documents in a **single pdf file** to Ms Tracy Goslar at [tracy.goslar@uct.ac.za](mailto:tracy.goslar@uct.ac.za):

- UCT Application Form (download at <http://forms.uct.ac.za/hr201.doc>)
- Cover letter, and
- Curriculum Vitae (CV)

Please ensure the title and reference number are indicated in the subject line.

An application which does not comply with the above requirements will be regarded as incomplete. Incomplete applications, or applications received after the closing date, will not be considered.

Only shortlisted candidates will be contacted and may be required to undergo competency assessments.

**Telephone:** 021 650 5820

**Website:** [www.hr.uct.ac.za](http://www.hr.uct.ac.za)

**Reference number:** E20217

**Closing date:** 06 March 2020

*UCT is committed to the pursuit of excellence, diversity and redress in achieving its equity targets. For this post we seek to particularly attract Black African South African candidates. Our Employment Equity Policy is available at [www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf](http://www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf).*

UCT reserves the right not to appoint.