

JOB TITLE	Manager: Student Bureau	GRADE	16
POSITION CODE	30001424	OFO CODE	
DIVISION	Registrar's Division	INCUMBENT	
SUPERVISOR/MANAGER	Registrar	JOB TYPE (ACADEMIC/SUPPORT)	Support
PERMANENT OR CONTRACT (IF CONTRACT – LENGTH OF CONTRACT)	Permanent	FULL-TIME OR PART-TIME (IF PART-TIME HOW MANY HOURS PER DAY)	Full-time
COUNCIL FUNDED POST OR OUTSIDE FUNDED	Council	DATE APPROVED	01 February 2018 - JE Committee Updated 24 February 2026 (HS)

MAIN JOB OBJECTIVE/S

Part of the management team within the division and responsible for all administration concerning the admissions and residence allocations, graduation, and general administration within the division for the University. The incumbent manages the Student Bureau, Data processing Unit and the Undergraduate Financial Aid office.

DESCRIPTION OF KEY RESPONSIBILITY AREAS	KEY PERFORMANCE INDICATORS
<p>OVERALL RESPONSIBILITY FOR THE MANAGEMENT AND COLLATION OF ALL STUDENT RELATED DATA INCLUDING STUDENT ENROLMENTS, POLICY AND PROCEDURES - 10%</p>	<ul style="list-style-type: none"> • Provide strategic input to the University, to the Registrar in respect of intake and residential space for onward input into the Budget Committee. This includes researching needs and making recommendations to the appropriate structures about student intake in the short-term (for the following year) as well as the longer-term. • Identifying processes and systems that will ensure efficient and effective support for the bureau and its inter-relatedness with other institutional processes. This includes exploring the use of technology and modernisation of processes. • Setting of long-term and short-term goals in this section in line with the overall goals and objectives of the division. • Draft relevant policy and procedural documents related to the various processes in the Student Bureau, work with the various stakeholders in this regard.

<p>ADMINISTRATION, PEOPLE MANAGEMENT AND RESOURCING OF THE STUDENT BUREAU, DATA PROCESSING UNIT AND FACILITIES UNIT – 10%</p>	<ul style="list-style-type: none"> • Motivating for appropriate resourcing of the Section via the Registrar (staff, budget, facilities, equipment etc) given the processes and structures of the institution and ensuring efficient use of resources. • Budgeting for ad-hoc students and staff within the Division. • Organising of the activities and services of the Section in terms of resourcing provided by the institution. • Ensuring the provision of a quality service by the Section including the evaluation of the services of the Section. • Ensuring that there are appropriate structures and processes in place to provide the necessary service and there is co-ordination and integration of the different structures/processes/jobs within the section. • Ensuring that appropriate targets/goals are set for the work of the section and for staff of the section. • Monitoring of performance of individuals and that of the section against these targets. • Manage the workflow of all these sections and ensure maximum productivity. This includes transferring staff into different sections when required to assist with peak periods. This requires well trained and flexible staff. • Budgeting for ad-hoc staffing (student assistance) for the Registrar’s Division. • Performance management of the direct reports including the: <ul style="list-style-type: none"> o Selection of these staff o Induction and training of these staff o Motivation and recognition of staff o Managing of performance including disciplining of staff who are not performing
<p>STUDENT BUREAU – 15%</p>	<ul style="list-style-type: none"> • Providing administrative and resource support to current students. • First line support for initial student fees queries and payments.

	<ul style="list-style-type: none"> ● Academic transcripts and related queries, including results and exclusions. ● Counselling of students with regard to resources available to them e.g. funding, Counselling, Health Care, Academic Support and curriculum guidance. ● Providing information to parents including fees and academic matters. ● Management of the registration of all students. This includes management of resources, staffing for the registration period and facilities. ● Develop and maintain registration systems to ensure accurate registration records and ensure a seamless process.
<p>ADMISSIONS – 15%</p>	<ul style="list-style-type: none"> ● Management of the undergraduate admissions process for the University: - ● Developing systems to maximize response times to ensure that the applicants receive prompt and accurate service. ● Consulting with the Deans with regard to faculty requirements and ensuring that University policies and decisions are actioned. ● Action Deans decisions with regard to undergraduate admissions. ● Liaise with Deans with regard to borderline applications and queries. ● Review and ensure availability of material relevant to the admissions of students to the University. ● Maintain a statistics database for admissions statistics for University Management. ● Arrange and manage the National Benchmark Tests and venues. ● Disseminate test results to Deans and ensure follow-up. ● Administer the admissions of students via the alternative admissions routes. ● Administer the administration and admissions of disabled students to the University.

	<ul style="list-style-type: none"> • Dealing with queries from current students, prospective students, schools, parents and sponsors.
<p>RESIDENCE ALLOCATIONS – 10%</p>	<p>Residence Allocations:</p> <ul style="list-style-type: none"> • Manage the residence allocation process for new and current students. • This includes the development and maintenance of systems to ensure the equitable and fair allocations into residences. • Consult with Director: Student Services and Development, Cluster Coordinator and Residence Head with regard to the allocation of students to residence. • Ensure that the University Policies with regard to Residence Allocations are implemented and adhered to. • Maintain a statistics database for residence allocation statistics for University Management. • Deal with students and parents with regard to residence allocations. • Manage temporary residence availability and allocations during registration period. • Maintain accurate residence allocation information for audit purposes. • Serve on the Board of Residences as the Registrar’s representative
<p>IMPLEMENTATION AND MANAGEMENT OF HIGHER DISCIPLINARY RECORDS AND PROCESS – 5%</p>	<ul style="list-style-type: none"> • Action higher disciplinary hearing sanctions. Ensure that records are accurate and reflect the full outcome and any decisions are recorded. • Maintain a record system that accurately reflects the charges and sanctions. • Allocate compulsory service to various areas within the University. • Follow-up on incomplete compulsory service and ensure that academic records are blocked as required.

	<ul style="list-style-type: none"> • Process requests for reviews, respond to queries and process review outcomes.
GRADUATION – 15%	<ul style="list-style-type: none"> • Organise and control the Ushers for the function. Briefing the ushers for the event. • Perform venue checks. • Marshalling of graduands to their seats and across the stage for the graduation process. This includes checking that the graduands are in the correct place in the process and dealing with graduands who did not respond to the graduation invitation. • Prepare the Vice-Chancellor’s medals for Vice-Chancellors awards and ensure that the medals are available at the correct ceremony. • Arranging the seating order for the Chancellors procession on stage and ensuring that the seats are labelled accordingly. • Annotating the programme for the Chancellor for each ceremony. • Support the Chancellor, Vice-Chancellor, Registrar and Deans during Graduation. • Provide ad hoc support to the Academic Administration Office.
GENERAL ADMINISTRATION – 20%	<ul style="list-style-type: none"> • Co-ordinate the Administrative Registration process in consultation with Deans, Registrar and other relevant parties. • Ensuring that the University complies with the legislation related to the admission of students to degree studies. • Represent the University at various forums as required. • Oversee the Financial Aid Office with administrative functions and Financial Aid Appeals etc.

JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

A Bachelor's degree (NQF level 7) in a relevant field plus approximately 6 years' relevant experience, where such experience includes: -

- Previous proven experience in an administrative environment within Higher Education, and with experience interacting and engaging with university students
- Previous experience in designing and development of efficient and effective administrative processes with a strong focus on using technology as an enabler.
- Previous experience in working on computerized systems and analysing data.
- Previous supervision/management experience
- Previous experience managing budgets

COMPETENCIES, I.E. KNOWLEDGE, SKILLS AND ATTRIBUTES

The job incumbent is required to demonstrate the following competencies: -

PROFESSIONAL SKILLS

- An understanding of the dynamics of a residential university and the realities facing students today.
- High level administrative experience within a computerised environment.
- The ability to design and develop efficient and effective administrative processes with a strong focus on technology as an enabler.

ADMINISTRATIVE SKILLS

- Sound Computer literacy: able to work with MS Word, Word Perfect, MS Excel, Internet and Email
- Excellent organizational skills including the ability to plan day to day work, prioritise and meet deadlines. Attention to detail is necessary.
- Ability to read and interpret documents to draft and layout correspondence and documentation.
- Sound numeric ability.
- Able to manage budgets effectively

PEOPLE AND COMMUNICATION SKILLS

- Sound interpersonal skills with an ability to interact with a diverse range of individuals
- Good telephone etiquette, i.e. warm, polite and friendly
- Ability to communicate effectively, verbally at all levels and in the written form, in English.
- The ability to speak other official languages is desirable and will be an advantage

MANAGEMENT SKILLS

- Ability to think strategically and creatively
- Problem-solving skills: logical and analytical
- People management skills with a collaborative approach
- A strong track record of service delivery
- Sound analytical and decision-making skills, able to be objective, flexible but decisive

WORK BEHAVIOURS

- Able to work independently as well as a member of a team
- Service ethic with a track record of good customer service and continuous improvement
- Actively seeks feedback for self and team, able to withstand criticism and use constructive criticism to improve service delivery and own contribution.
- Openness to learning and change, personal flexibility
- Highly professional, high personal standards, able to produce work of a high quality
- Shows initiative and is proactive
- Willing to work out office hours when necessary

SUBORDINATES

Yes

Student Bureau – 4 full time staff members of staff

Data Processing Unit – 4 full time members of staff

Undergraduate Financial Aid – 1 full time staff member

Student Helpers – up to 15 student helpers in the Student Bureau and Data Processing Unit

FUNCTIONAL RESPONSIBILITIES

PLANNING

(i) What is the longest (macro) period that the jobholder has to plan ahead?

1 -2 years

(ii) Typically, how long are the micro phases/time periods that the macro planning is divided into?

6 to 12 months

ADDITIONAL INFORMATION

FOR HR USE ONLY - TO BE COMPLETED BY HR

RemChannel Code

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Note: Any changes made to the job profile (other than the name of the incumbent, the position code and OFO code) must be approved by the Director P&C or the Senior Manager: Specialist HR Services.