

JOB TITLE	Manager: Administration	GRADE	14
POSITION CODE		OFO CODE	
DIVISION	Commerce	INCUMBENT	
SUPERVISOR/MANAGER	HoDs: Accounting, Economics, and Management	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	1 March 2024 (HS)

MAIN JOB OBJECTIVE/S

To manage all administrative and support functions of the Departments of Accounting, Economics, and Management so that they can function effectively within the parameters of University regulations and policies and so that the HoDs and academic staff can focus on furthering the academic project of the Department.

DESCRIPTION OF KEY RESPONSIBILITY AREAS	KEY PERFORMANCE INDICATORS
STRATEGIC ADMINISTRATIVE SUPPORT FOR THE DEPARTMENTS – 20%	<ul style="list-style-type: none"> • Reducing the administrative burden of the HoD • Conceptualise, motivate, and implement plans for the administrative and support processes for the departments. • Developing systems and processes to ensure appropriate financial controls are in place. These systems and controls include the management of all aspects of funding received from internal and external sources, e.g., Thuthuka, FASSET, BankSeta, and the Strauss Family Trust. • Plan and monitor workflows for the administrative and support staff in the departments so that the academic program is run efficiently and effectively. • Putting in place and monitoring the Key Responsibility Areas (KRA's) for all administrative and support staff in the departments. Ensure that these are updated annually and that the quality of the KRAs meets the standards required by the academic program. • Working closely with the HoDs in setting short-term and long-term goals for the administrative and support services to support the academic program, including staffing requirements and budgets.

	<ul style="list-style-type: none"> ● Establishing internal and external information reporting needs for the departments and developing the necessary reports, including analysis. This will include attending to the reporting requirements of professional bodies with whom the Department needs to maintain robust relationships, e.g., SAICA, IRBA, SAAA, SAIT, ACCA, CIMA, and SAIPA. ● Establish and maintain all aspects of the departmental Plagiarism Committees. ● Overall responsibility for ensuring appropriate physical and technical maintenance of the infrastructure and facilities of the Department and a professionally appealing, aesthetic look.
<p>FINANCIAL ADMINISTRATION – 30%</p>	<ul style="list-style-type: none"> ● Managing the running accounts and investment accounts linked to the running accounts. ● Managing and reporting on all bursary funds received from donors. This includes compiling and submitting funding applications. ● Overall responsibility for the planning, construction, and administration of budgets for the departments, i.e., furniture and equipment budget, running expenses budget, and ensuring that the budgets are adhered to. ● Reconciling all departmental accounts and monitoring expenditures of these accounts to stay within the given budget monthly. ● Manage and reconcile departmental, project, research, and student resale accounts. ● Responsible for all matters relating to departmental orders. ● Identify funds within faculty and departmental accounts for bridging funds when necessary. ● Overseeing various student charges to Student Fees. ● Overseeing teaching assistance, guest lecturers, and external examiners' payments and expenditures on accounts. ● Ensuring Dalro policies are followed, and payments are made regularly. ● Managing the monies the departmental fundraising activities raised for expenditure on projects and conferences and the consequent reporting to funders. ● Overseeing the marketing budget and ensuring it is spent correctly and within the time frame given by RU. ● Ensuring required financial checks and controls are in place. ● Assist the HoDs in effectively managing funds received from Rhodes University and outside funders.

OVERALL MANAGEMENT OF STUDENT AND ACADEMIC ADMINISTRATION FOR THE DEPARTMENT – 20%

- Ensuring that an appropriate framework is in place for approving LOAs.
- Approving submission extensions in consultation with relevant course coordinators.
- Ensuring that warning letters regarding DP requirements not met are issued.
- Ensuring that the Registrar's Division is notified when students have lost their DPs.
- Co-ordinate, record, and report on all plagiarism hearings conducted within the departments.
- Managing the compilation of all course outlines, student and staff handbooks, university calendars, faculty calendars, and other necessary media.
- Overseeing students registering with the departments.
- Overseeing systems for dealing with student requirements related to the administration of courses.
- Managing the departmental academic administration, including the student record system, taking responsibility for and coordinating record-keeping (marks, attendance, DPs, exam results, the external examination process, applications, research proposal processes, plagiarism documentation), and ensuring data integrity.
- Ensuring the smooth collection and preparation of data from academic staff (such as year marks, reports on finances, information for university purposes, course outlines, and course evaluations).
- Manage the year coordination system and make sure regular year-board meetings occur. Clear communication between coordinators and students occurs regarding courses, tutorials, marks, and moderation of marks.
- In conjunction with the tutor co-ordinator, advertise for and receive applications for tutoring, establish the number of tutors needed for each course, allocate applicants, arrange tutor workshops, manage the tutors throughout the year, submit tutor payment forms, and prepare tutor certificates for services rendered.
- Ensuring that mark records are accurately compiled when requested by past students.
- Processing postgraduate applications, including HDAC, HDAP, PDipTax, Honours, Masters, and PhD applications in conjunction with HOD.
- Ensuring that this system supports the curriculum policies of the departments.
- Ensuring that up-to-date records of all course outlines, External Examiner CVs, and reports are kept.

	<ul style="list-style-type: none"> ● Ensuring all course outlines align with curriculum requirements, e.g., CA of the future, and are submitted on time. ● Communicate with academic staff regarding administration issues and university requirements, particularly year coordinators. ● Act as a liaison for the Faculty and its Departments regarding all academic administration with other university divisions. ● Ensuring evaluations of all courses are submitted and recorded. ●
<p>MANAGEMENT OF THE ADMINISTRATIVE AND SUPPORT SECTION FOR THE DEPARTMENTS – 15%</p>	<ul style="list-style-type: none"> ● Motivating for appropriate resourcing of the departments via the HoDs (staff, budget, facilities, equipment, etc.) given the processes and structures of the institution. ● Ensuring efficient use of resources. ● Organising the activities and services of the departments in terms of resourcing provided by the institution. ● Creating SOPs to assist new academic, administrative, and support staff to settle in or newly promoted administrative staff to take on additional responsibilities. ● Maintaining a repository for all departmental forms, policies, and processes. ● Refine existing policies and procedures and develop new ones where necessary to ensure efficient operation of administrative and academic functions in the departments. ● Ensuring a quality administrative and support service, including the internal evaluation of the departments' services and comparable evaluation criteria developed through a benchmarking exercise. ● Ensuring that appropriate structures and processes are in place to provide a quality service and that there is coordination and integration of the different structures/processes/jobs within the departments. ● Managing and maintaining all job profiles of the administrative staff in the departments. ● Ensuring the well-being of support staff members. ● Ensuring that appropriate targets/goals are set for the work of all administrative staff. ● Manage administrative and support staff and ensure the smooth running of the secretariat and department building space. ● Monitoring the performance of individuals and line managers against these targets. ● Performance management of direct reports, including the following: <ul style="list-style-type: none"> ○ Selection of these staff

	<ul style="list-style-type: none"> o Induction and training of these staff o Motivation and recognition of staff o Managing performance, including disciplining staff who are not performing <ul style="list-style-type: none"> ● Striving to maintain cooperative and productive working relationships between the workplace's support staff, students, and academic staff.
<p>GENERAL ADMINISTRATION – 5%</p>	<ul style="list-style-type: none"> ● Assist with the administrative management of all academic, support and technical staff in the Department. ● Assisting with employment processes for new staff within the departments. ● Approving leave application forms. ● Overseeing the planning of functions. ● Managing the departments' commitments to the University to meet stipulated deadlines (e.g., exam marks, information required for reporting to VC, DVC, People and Culture, University Committees, etc.). ● Managing the departments' commitments to external professional bodies to meet stipulated reporting deadlines, e.g., SAICA PDipAcc results submission, ITC registrations, and Applications for extra time. ● Ensuring that visiting teaching staff are appropriately provided for during their stay. ● Overseeing the internal and external mail and courier delivery systems. ● Overseeing the use of pool equipment such as fax machine and photocopier.
<p>FACILITY MANAGEMENT – 5%</p>	<ul style="list-style-type: none"> ● Ensuring that the departmental facilities and contents are functional. ● Budgeting for items required. ● Managing repairs and replacements. ● Participating in projects, including extensions and modifications. ● Ensuring that all furniture in the Faculty and Departmental buildings is functional. ● Regular furniture asset counting is done annually and submitted to the Assets Officer.
<p>MANAGEMENT OF FRONT-LINE SERVICE – 5%</p>	<ul style="list-style-type: none"> ● Ensuring an excellent public image of the departments ● Manage the marketing campaigns, especially for the school, ensuring that lecturers are available and venues are booked. ● Ensure that the displays and workshops for public events are managed effectively.

- Ensuring that the departments' advertising brochures, pamphlets, and posters are maintained.
- Managing the visits of visiting lecturers and external examiners.
- Ensuring the provision of a front-line service to students, prospective students, parents, and the public for the departments by responding to queries related to the departments and attending to visitors to the departments.
- Updating the website and Facebook page, responding to messages, ensuring that information regarding the departments is up to date and complete on other Rhodes University websites, such as the Commerce Faculty website.

JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

A Bachelor's Degree (a degree in commerce, accounting, or management would be advantageous) plus approximately seven (7) years relevant experience where such experience includes: -

- Previous administrative experience within a computerized environment.
- At least three (3) years of experience working with middle to senior management.
- Previous experience with financial systems, specifically concerning budgets and budget controls.
- At least three (3) years' experience in managing staff.
- Previous experience working within an academic department, particularly within a large department, will be an advantage.

COMPETENCIES, I.E. KNOWLEDGE, SKILLS AND ATTRIBUTES

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

PROFESSIONAL COMPETENCIES

- A thorough understanding of accounting principles
- Budgeting skills with sound numerical ability
- A sound understanding and working knowledge of financial systems, budgets, and budget controls

PEOPLE AND COMMUNICATION SKILLS

- Ability to communicate effectively both verbally and in writing in English
- Ability to communicate in other official languages is desirable and will be an advantage

ADMINISTRATIVE SKILLS

- Sound Computer literacy: able to work with a word processor, spreadsheets, and use the internet and email
- Sound ability to work within a computerized administrative environment
- Critical administrative skills include organizational, planning, problem-solving, and time-management skills. Attention to detail is necessary, as well as the ability to manage multiple demands
- Advanced use of MS Office (MS Excel, Word, PowerPoint, Outlook) and Google Workspace (Gmail, Google Drive, Google Docs, Google Sheets), Zoom and MS Teams

MANAGEMENT SKILLS

- Ability to think strategically, creatively, and innovatively, particularly as regards the provision of support services
- Strong people management skills with a consultative and inclusive style, able to build consensus and commitment to new initiatives
- Must have strong line management capabilities
- Ability to develop, articulate, and implement strategic goals
- Problem-solving skills: logical and analytical
- A strong track record of service delivery
- Decision-making skills, able to be objective, flexible but decisive

WORK BEHAVIOURS

- Customer service ethic with a track record of good customer service and continuous improvement
- Must be able to demonstrate flexibility in learning new skills
- Able to work independently as well as a member of a team
- Actively seeks feedback, able to withstand criticism and use constructive criticism to improve
- Highly professional, high personal standards, able to produce work of a high quality
- Shows initiative
- Willing to work overtime during peak times

PEOPLE MANAGEMENT RESPONSIBILITIES – NUMBER OF DIRECT AND INDIRECT REPORTS

Yes, five staff members.

Administrative support staff in the Accounting, Economics, and Management Departments.

FUNCTIONAL RESPONSIBILITIES

PLANNING

(i) What is the most extended (macro) period the job holder has to plan?
12 to 18 months

(ii) Typically, how long are the micro phases/time periods that the macro planning is divided into?
Three to six 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 incumbent's name, the position code and the OFO code) must be approved by the Director: People and Culture or the Senior Manager: Specialist HR Services.