HR191	**POSITION DESCRIPTION**	UNIVERSITY OF CAPE TOWN IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD

NOTES

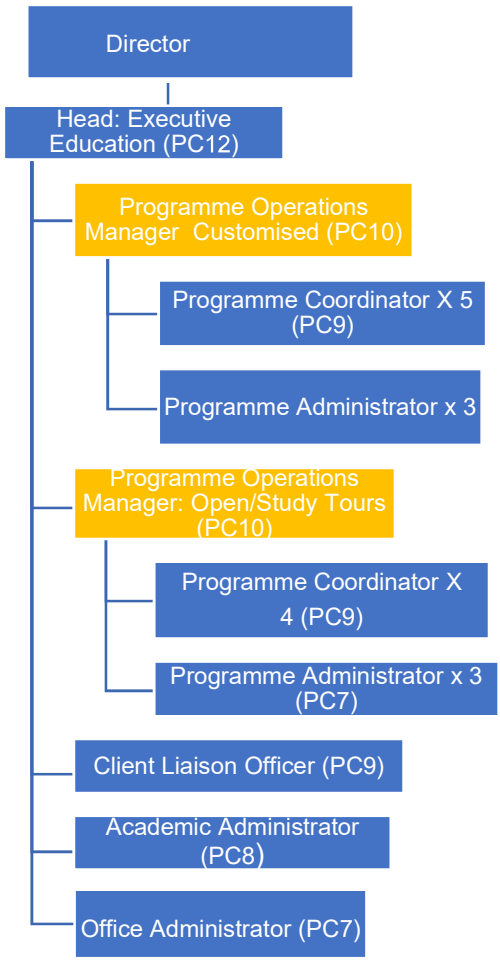
- Forms must be downloaded from the UCT website: http://forms.uct.ac.za/forms.htm
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

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	PASS		
Academic department / PASS unit	Executive Education – Graduate School of Business		
Division / section	Commerce		
Date of compilation			

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 proactively provide professional and customer centric programme coordination to the Executive Education. The role of the Programme Co-ordinator includes but not limited to the following:

The overall effective and efficient management of the administrative, logistical and support functions of allocated individual Executive Education (EE) programmes, with the objective of maintaining viable, service oriented and profitable customized, credit-bearing, and non- credit-bearing programmes that promote the best interests of the client and the Graduate School of Business.

The maintenance of applicable relations within the GSB, BWL and with other relevant external stakeholders.

The maintenance of the programme, particularly focusing on client-centricity, student acceptance at commencement of programme logistical programme support throughout programme cycle and ensuring of optimal student throughput levels where feasible on credit-bearing offerings, in collaboration with the Programme Ops Manager.

The individual programme budget/s in relation to the Executive Education budget and for reporting on the same to the Programme Ops manager

The current and correct relevant student data on GSB and UCT systems – database, Vula, PeopleSoft and relevant GSB storage facilities.

CONTENT

Key performance areas		% of time spent	**Inputs** (Responsibilities / activities / processes/ methods used)	**Outputs** (Expected results)
1	**Relationship Management**	25%	Build and maintain sound relationships with relevant Course Convenors, Lecturers, and markers on programme offerings Build and Manage relationships with the relevant GSB and UCT departments, service providers and suppliers servicing individual programme offerings Build and Maintain relationships with the relevant existing individual clients, in collaboration with the Programme Ops who will elevate client issues to the Director where necessary. Communicate effectively with students throughout the programme even during inter-modular periods ensuring improved throughput levels due to ongoing, efficient and effective support and assistance. Manage client expectations by way of progress reports and submission lists on programmes if applicable. Set up and participate in telecons and de-briefings, in collaboration with the relevant Course Convenor and Programme Ops Manager. Understand different client needs to better understand student issues when and if they arise; Co-ordinate and host student and client functions, in collaboration with the Course Convenor and Programme Ops manager, where necessary. Collaborate with the appropriate UCT and GSB departments to ensure effective delivery of student services such as IT, library and adequate support to Executive Education students, both during contact sessions and during intermodular periods.	Evidence of smooth, effortless running of programmes and prompt response to requests. Positive feedback is received from Course Convenor, Clients, Team and BWL Positive feedback from students Existing business is retained, and new clients are secured as a result of word of mouth from past and existing clients Attended relevant functions and/or events to promote Exec Ed.

2	**Programme Management**	35%	Initiate, organize and chair initial and after programme meetings. Record and respond to enquiries regarding allocated programmes, or forward to relevant person;(in collaboration with Programme Support Administrator); Receive, collate and acknowledge receipt of student applications in the absence of the Programme Support Administrator; Collaborate with the Course Convener, Programme Ops Manager and Director to ensure appropriate selection of students ahead of programme/s, where necessary; Coordinate the Recognition of Prior Learning (RPL) process on relevant offerings; Receive the Timetable from Course Convener or Programme Ops to confirm training venues (in collaboration with Programme Ops Manager), and book functions; Compile Function sheet for programme logistics; Compile student profiles and create syndicate groups (where necessary), in collaboration with the Course Convener; Communicate with the Course Convener/Faculty around programme material requirements and distribute any pre-reading material to students on class list; Oversee receipt of all course material and forward to relevant Programme Support Administrator for processing and compilation, ensuring the quality of the same; Record operational processes and learnings to ensure continuous improvement and value creation; Manage student orientation in collaboration with Programme Ops Manager or Head of Exec Ed/Director; Manage deliverables and hand-ins by students during intermodular period and at end of credit bearing programmes and elevate any obvious student issues and/or irregularities to the Course Convener and Programme Ops manager; Liaise and co-ordinate with internal and external markers and gather marker's reports to forward to the Programmes Ops Manager (for the Commerce Faculty) for relevant credit bearing programmes; Manage and maintain records of individual and group project marks on credit-bearing offerings and communicate project marks to students via electronic media; Liaise with the Executive Education Academic Administrator and Programme Operations manager for all PeopleSoft related matters; Maintain current knowledge of relevant software programmes e.g., MSOffice, Vula, virtual platforms and GSBOnline; Conduct post-module evaluation meetings and post-programme meetings with relevant parties; Process all graduation information and forward corrected lists to Executive Education Academic Administrator to further manage the graduation process; In the case of short courses, manage the invoicing and debt collecting of individual students or clients in collaboration with Programme Support staff member and GSB Finance. Maintain changes of content of webpages for assigned programmes; Completing online marketing request and sending them to marketing for updates.	Project plan for the programme, delegate profile, and agreed delivery dates and responsibility list. Chairing and record keeping of initial, Go-No-Go and a.p.e meetings Accessible records are available, client application status feedback. Application status is communicated to students within 48hrs Completing online marketing request and sending them to marketing for updates. Programme webpages and brochures are kept up to date with relevant and correct information Pre-reading materials are sent to the delegates at least 2 weeks before the programme. Course material is received in good quality and compliant with copyright requirements Course material is collated and handed to programme administrator with proper instructions at least 2 weeks before a programme. Programme is communicated to the Team and Students via Vula, GSBOnline or Email (whichever is applicable). Physical presence at the venue of the programme Programme logistics ran smoothly, and positive feedback is received from faculty and an evaluation scoring of 4-5 is achieved. Draw report and action problem areas in liaison with Programme Ops manager A course report is submitted to the Programme Ops manager within 2 weeks after the course.

				A copy of the course /admin report is filed on the G-Drive in the relevant folder within 4 weeks after the programme.
3	**Student Support Management**	10%	Manage the learning process throughout the programme with ongoing communication with students via regular channels (Vula, email and phone); Provide all the information required to enable students to complete the course or graduate; Interact with students during contact sessions and intermodular periods Travel to regional/global workshops and contact sessions to support lecturers and students where necessary and feasible; Manage academic programme extension/leave of absence requests in collaboration with the Executive Education Programme Ops manager and Course Convener in consultation with the Commerce Faculty Manager; Provide suggestions for improving the learning process from data gleaned, requiring a sound understanding of the programme and its component parts; Manage credit-bearing student electronic portfolios (in collaboration with the Programme Support Administrator) plus all major assignments – control hand-ins and provide project briefs and class lists for internal and external markers; ensure accuracy of records of results from programme start to graduation; Identify credit-bearing students at risk from hand-in schedules and communicate to the Course Convener and Programme Ops manager with the objective of providing additional support if necessary; this requires the academic e-learning process (and its monitoring) to run smoothly and regularly across the intermodular periods; and Understand programme objectives and assessment requirements, keeping abreast of any changes to the same.	Communicating with students via regular channels e.g., face to face, email, Vula, GSBOnline and telephone. The Academic Administration Officer is given the potential graduation list with marks at least 2 weeks before the Commerce Faculty deadline The CRS is checked for correctness and signed by PC within 3 days after receipt.

4	**Programme Budget Financial Management**	20%	Provide advice and input on budgetary and costing issues for relevant programmes according to programme experiences and financial tracking; Monitor expenses within budget of individual programmes and manage variable and fixed programme costs utilizing internal budget worksheet per programme; Compile reports for the Programme Ops manager and Director from data provided by the expenditure report; Keep overhead expenditure lean wrt to operating costs – audit individual programme cost centre reports to check accuracy, in collaboration with the Programme Ops manager; Have a sound understanding of department's funds and cost centres; Have current knowledge of student fees across differing programmes; Have current knowledge of client invoicing plans and payments from the relevant client Service Level Agreement, in collaboration with Programme Ops manager; Compile contracts based on the final timetable provided by the course convener, send them out for signature by lecturers. Process signed contracts and invoices and any other relevant forms needed to process payment; Compile lecturer payment schedules, in collaboration with the Finance Co-ordinator who will collate all for checking and forwarding to GSB Finance; Manage the payments of internal and external service providers; Compile academic programme reports on LOAs, extensions and RPL fees for payment purposes where applicable; and Oversee the delegate invoicing and payment for programmes.	Expenditure report is submitted to Programme Ops manager, Head and Director within 2 weeks after the course Achieve expenditure budget within a 5% deviation of agreed budget.(Expenditure Report) Facilitated payment process within the Finance Coordinators payment schedule. Queries resolved within 48 hours
5	**Manage Programme Resources**	10%	Delegate to the relevant Programme Support Administrator with respect to all logistical functions pertaining to specific programmes and modules, including inter alia: All access cards, wi-fi vouchers and lunch vouchers Catering requirements and bookings when necessary Stationery orders and collation of materials and textbooks; Preparation and set-up of venues; Lecturer accommodation and needs while on campus	Function sheets completed and communicated to BWL at least 1 week before start of a programme (Move to Programme Management)

			Flights, car, and shuttle service bookings for lecturers; and Database completion regarding student details and status. Delegate to the Academic Administrator with respect to the following: Registration of Students/delegates on PeopleSoft for relevant programmes Processing of Marks Issuing of Certificates Ensure all service providers understand their role in/on the relevant programme/s and manage any issues which may arise during contact sessions, including the drafting of incident reports and communicating to the Programme Ops Manager for follow up when necessary and for record-keeping purposes. Provide guidance and mentoring support to the Programme Support Administrator	Stationery stock sheet is completed for each programme. Textbooks/Case studies sourced in a cost-efficient way (cheapest quote)-Move to Finance Shuttle services sourced in a cost-efficient way (cheapest quote) Flights, car, and accommodation sourced in a cost-efficient way (cheapest quote) Convenor Guidelines and contracts are sent to the convenors at least 2 weeks before the start of the programme Incident report as it happens Update Programme Ops Manager on incident report feedback Programme preparation and co-ordination timeously and cost effectively completed
6	**GSB values**		Abide by and uphold the values of Executive Education and the GSB at all times. Become an ambassador of the brand and promote the Executive Education programmes	

MINIMUM REQUIREMENTS

Minimum qualifications	A relevant tertiary qualification (NQF level 7)
Minimum experience (type and years)	Four years working experience with at least three years relevant customer or student facing programme administration delivery/hospitality/event/project coordination-related experience
Skills	A high level of proficiency in MS Office applications including live online teaching applications. Working knowledge of online learning platforms. Ability to manage programme budgets.
Knowledge	A broad understanding of the Higher Education environment
Professional registration or license requirements	n/a
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Ability to handle cash or finances.)	

Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking / Problem solving	2	Information Management	2
	Building interpersonal relationships	2	Initiating action / initiative	2
	Communication	2	Planning and organising / Work management	2
	Creativity and innovation	2	Quality Commitment / Work standards	2
	Decision-making / Judgement	2	Stress Tolerance	2
	Delegate / student service and support	2	Teamwork / Collaboration	2
	Individual leadership	2	University awareness	2

SCOPE OF RESPONSIBILITY

Functions responsible for	Co-ordination of Programmes / Management of programme budgets / PC cards / Bookings / Student Support Management / Programme Resource Management / Relationship Management
Amount and kind of supervision received	Minimal guidance and coaching from Line Manager
Amount and kind of supervision exercised	Supervision of service providers for programmes.
Decisions which can be made	Programme expenditure / Programme Resources / Learning Management Systems
Decisions which must be referred	Pricing Structure of Courses / Client Confirmation of Courses / Programme Delivery Team Travel / Faculty Fee Deviations

CONTACTS AND RELATIONSHIPS

Internal to UCT	Exec Ed Colleagues, Business Development Department, Marketing, Finance, Admissions, Commerce, Alumni, Breakwater Lodge
External to UCT	Clients, Service Providers, Faculty, Training and Development organisations

AGREED BY

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
Position Holder				
Direct Line Manager	Jodie Martin		0216507578	12.09.2024

HOD	Jodie Martin		0216507575	12..09.2024
Director	Rayner Canning			
Dean / ED	Catherine Duggan			
HR Business Partner	Lucille van Eeden			21.07.23