

NOTES

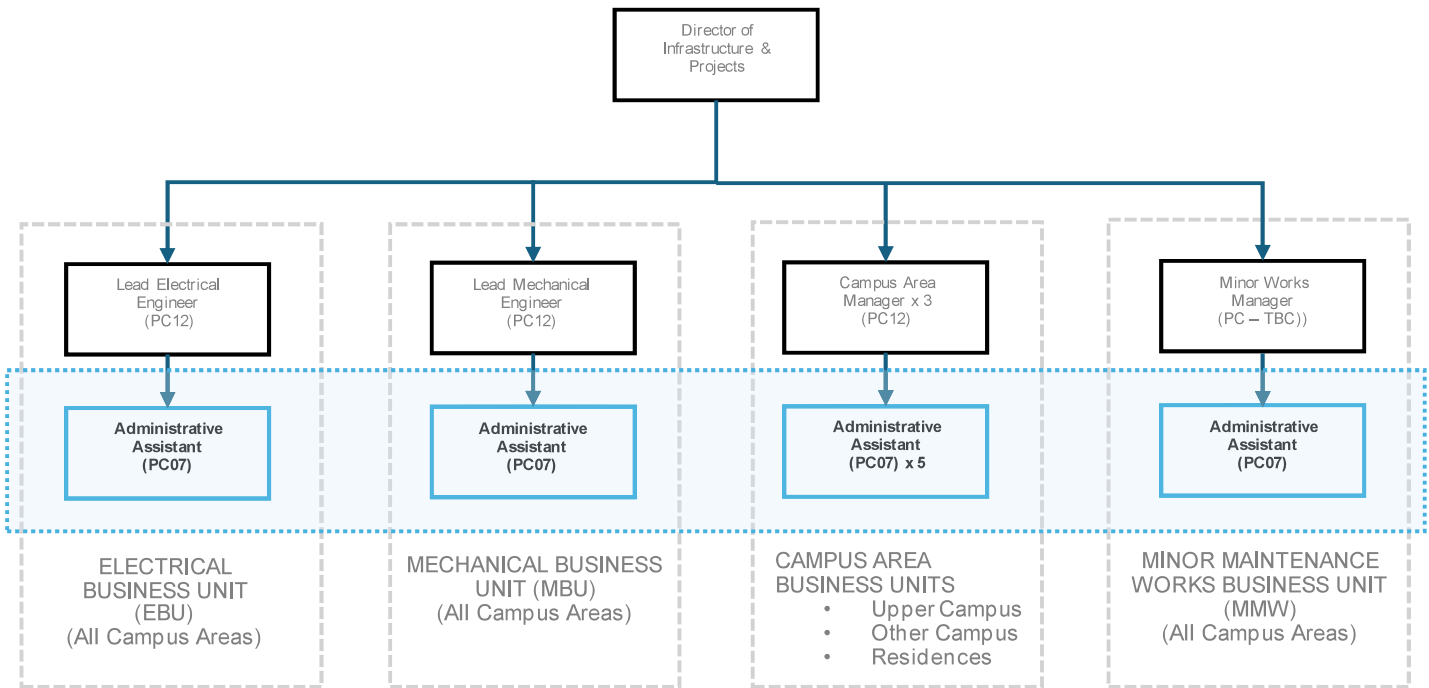
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Administrative Assistant		
Job title (HR Business Partner to provide)			
Position grade (if known)	PC 07	Date last graded (if known)	
Academic faculty / PASS department	Properties and Services		
Academic department / PASS unit	Maintenance and Operations		
Division / section			
Date of compilation	March 2025		

ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)



PURPOSE

As an Administrative Assistant within our Maintenance Department, you will serve as the foundation of our operations, ensuring that administrative tasks are carried out seamlessly and with utmost efficiency. Working closely with the Business Unit Manager, your primary focus will be on managing all administrative transactions within our Integrated Workplace Management System (IWMS), meticulously coordinating both planned, unplanned and scheduled maintenance tasks, and maintaining clear communication channels with clients and vendors. You'll play a crucial role in processing of work orders, quotations and tax invoices from vendors, and collaborating with the finance department. Additionally, ensuring that essential office supplies are always readily available for the area or business unit. Your dedication to detail and your ability to navigate various tasks simultaneously will be instrumental in upholding the efficiency and effectiveness of our department's administrative functions.

CONTENT

Key performance areas	% of time spent	<p align="center">Inputs (Responsibilities / activities / processes/ methods used)</p>		<p align="center">Outputs (Expected results)</p>
<p>1 Management of Integrated Workspace Management System (Archibus) administrative transactions.</p>	60%	<ul style="list-style-type: none"> • Process and Release Work Orders for Planned and Unplanned Maintenance • Ensure SLA Costing & Building Information Are Included in the Purchase Order • Distribute Planned & Unplanned Maintenance Work Orders • Manage Quotes and Invoices via the Maintenance Email Inbox • Create MM010 for Finance (FND) to Facilitate Purchase Orders • Assist in Resolving Financial Queries Related to SLAs and Maintenance Orders • Check SAP on outstanding invoices • Escalate outstanding payments to creditors to expedite • Provide feedback to the vendor/IT on where the payment process is. • Participate in ARCHIBUS Testing Exercises • Process and Capture Information on Completed Work Orders • Support Technical Inspectors (TIs) in Closing Work Orders on the system • Conduct Quality Control Checks on Quotes and Invoices 	<ul style="list-style-type: none"> • 95% of work orders processed and released within 24 hours of request. • 98% accuracy in work order details • 100% of purchase orders must include SLA costing and building details before approval. • Less than 2% of purchase orders returned for incomplete information. • 100% of work orders distributed to contractors within one working day of release. • 90% of emails processed within 24 hours. • Less than 2% of misrouted emails. • MM010 requests submitted within 48 hours of request. • Less than 2% rejected due to incorrect information. • 80% of queries resolved within 5 working days. • 100% of assigned testing tasks completed within the given timeframe. • 98% accuracy in capturing work order completion details. • 95% of completed work orders updated in ARCHIBUS within 48 hours. • 95% of work orders closed out within agreed service levels. • 100% of invoices checked for VAT, amount, work request, PO number, and dates before approval. 	

			<ul style="list-style-type: none"> Assist Clients and Maintenance Staff in Logging Maintenance Calls 	<ul style="list-style-type: none"> 90% of maintenance related calls logged within 15 minutes of request. Maintain a 90% or higher satisfaction rate based on feedback.
2	Planned & Unplanned Maintenance Administration	20%	<ul style="list-style-type: none"> Scheduling Monthly Meetings & Recording Minutes Compiling & Distributing Meeting Minutes 	<ul style="list-style-type: none"> Number of meetings successfully scheduled per month. Percentage of meetings scheduled on time (Target: 100%). Percentage of meetings attended and minutes recorded accurately (Target: 100%). Time taken to compile and distribute meeting minutes after the meeting (Target: within 2 business days). Accuracy rate of meeting minutes (Target: 100% errorfree and aligned with discussions). Stakeholder acknowledgment or feedback on minutes (if applicable).
3	Client and Vendor Communication Management	10%	<ul style="list-style-type: none"> Processing Invoices for Maintenance Services Receive queries on outstanding work orders and escalate to the Technical Inspector Directing Emergencies to Technical Inspectors (TIs) Liaising with TIs to Resolve Issues with Quotations, Work Orders, and Invoices Directing Queries from Clients and Vendors to TIs 	<ul style="list-style-type: none"> Number of invoices processed per month. Turnaround time for processing invoices after Technical Inspector (TI) approval (Target: within 3 business days). Percentage of invoices correctly processed without errors (Target: >98%). Compliance with payment frequency schedules (Target: 100%). 95% of client follow-ups from the area mailbox actioned within 24 hours. 100% of emergency calls directed within 30 minutes. 95% of emergencies acknowledged by TIs within 1 hour. 85% of issues resolved within 3 working days. Less than 5% of unresolved issues requiring managerial intervention. 100% of general queries forwarded within 24 hours. 100% of emergency queries forwarded within 30 minutes. Less than 2% of queries misrouted.
4	Administration of Quotations, Work Orders, PO's and Tax Invoices	5%	<ul style="list-style-type: none"> Recording Quotes on UCT G-Drive or SharePoint 	<ul style="list-style-type: none"> 100% of quotes recorded on a weekly basis. 98% accuracy in administrative details (vendor name, amounts, date, reference numbers).

5			<ul style="list-style-type: none"> • 100% of quotes verified for completeness before storage. • 90% of approvals obtained within 5 working days • 100% adherence to procurement protocols. • Less than 5% of cases requiring escalation due to noncompliance. • Spreadsheet updated monthly for all quotations, tax invoices, and purchase orders. • 98% accuracy in recorded financial data. • 95% of received financial records logged in the spreadsheet within the same month. • 95% of purchase order numbers sent within 24 hours of Finance (FND) issuance. • Less than 2% of purchase order numbers sent incorrectly. • When required or as requested. 	<ul style="list-style-type: none"> • 100% of vendor access updates processed before expiry. • 95% of new vendor access requests processed within 3 working days. • Less than 2% of access requests rejected due to incorrect information. • 95% of permits and forms processed within 2 working days of request. • 100% of permits issued with required approvals. • At least 98% of incorrect or incomplete permit applications identified and corrected before submission. • 90% of claims submitted within the required payroll cycle. • 98% of claims processed without errors. • 85% of claims approved within 5 working days of submission. • As requested. Timelines to be stipulated at time of request.
5	General Administration	5%	<ul style="list-style-type: none"> • Follow up with Finance on outstanding New Vendors uploads onto the Database • Loading, Updating, and Renewing Vendor Access on UCT Third Party System • Processing Hot Works Permits & Impairment Forms • Collating & Processing Standby & Overtime Claims • Provide administrative support on Maintenance projects. • Prepare or collate information for maintenance reports or data requests. 	<ul style="list-style-type: none"> • 100% of quotes verified for completeness before storage. • 90% of approvals obtained within 5 working days • 100% adherence to procurement protocols. • Less than 5% of cases requiring escalation due to noncompliance. • Spreadsheet updated monthly for all quotations, tax invoices, and purchase orders. • 98% accuracy in recorded financial data. • 95% of received financial records logged in the spreadsheet within the same month. • 95% of purchase order numbers sent within 24 hours of Finance (FND) issuance. • Less than 2% of purchase order numbers sent incorrectly. • When required or as requested. • 100% of vendor access updates processed before expiry. • 95% of new vendor access requests processed within 3 working days. • Less than 2% of access requests rejected due to incorrect information. • 95% of permits and forms processed within 2 working days of request. • 100% of permits issued with required approvals. • At least 98% of incorrect or incomplete permit applications identified and corrected before submission. • 90% of claims submitted within the required payroll cycle. • 98% of claims processed without errors. • 85% of claims approved within 5 working days of submission. • As requested. Timelines to be stipulated at time of request.

6	P&S Values and Culture	100%	<ul style="list-style-type: none"> • Integrate the P&S values (Respect, Trust, Teamwork, Accountability and Responsiveness) in every decision, execution, and interaction. • Promote and positively participate in building the P&S culture. • Ensure that the P&S values are lived and enhance productive and collegial relationships within the team, departments and external stakeholders. 	<ul style="list-style-type: none"> • Awareness of how values impact everything we do and actively/visibly incorporating in daily operations as well as meeting strategic objectives. • Be a change agent.
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MINIMUM REQUIREMENTS

Minimum qualifications	Grade 12 or an Equivalent qualification (NQF level 4)			
Minimum experience (type and years)	<ul style="list-style-type: none"> • 5 years administrative experience of which two is practical experience in a built environment, such as in maintenance & operations administration. • Preference will be given to higher education experience. • Working knowledge of Archibus / SAP R3 or another ERP (Advantageous) • Computer proficiency in MS Word, MS Excel and MS Outlook at an intermediate level. • Excellent organizational skills • Good written and verbal communication skills • Interpersonal skills • Customer Service 			
Skills	<ul style="list-style-type: none"> • Proficiency in administrative processes and document management. • Strong understanding of maintenance workflows and service request coordination. • Experience in processing work orders, managing vendor documentation, and liaising with finance. • Skills in data entry, verification, and financial recordkeeping, including the use of spreadsheets and reporting tools. 			
Knowledge	<p>The ideal candidate for the Administrative Assistant position should have expertise primarily in Maintenance Administration and Operations Support. This includes knowledge and experience in:</p> <ul style="list-style-type: none"> • Work Order Processing and Vendor Coordination • Maintenance Administration • Procurement and Financial Documentation Compliance • Data Entry, Record Keeping, and Reporting • Customer Service and Communication in a Maintenance 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'.)	<ul style="list-style-type: none"> • Ability to handle financial transactions related to purchase orders, invoices, and vendor payments. • Attention to detail and accuracy in processing financial documentation and maintaining records. • Ability to manage confidential information related to procurement and vendor agreements. • Strong time management skills to meet deadlines for approvals, financial processing, and reporting. • Ability to work under pressure in a fast-paced maintenance and operations environment. 			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking / Problem solving	1	Planning and organizing/work management	2
	Building interpersonal relationships	1	Information management	2
	Teamwork / collaboration	2	Quality commitment / work standards	2
	Communication	2	University awareness	2

SCOPE OF RESPONSIBILITY


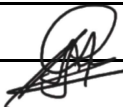
Functions responsible for	Coordinates all administration tasks for the business unit which includes planned, scheduled and corrective maintenance processes.	
Amount and kind of supervision received	Reports to Business Unit managers. Receives guidance and objectives from the unit managers. Is expected to work independently on day to day administrative tasks. Performance is reviewed periodically through meetings and reports.	
Amount and kind of supervision exercised	None.	
Decisions which can be made	Decisions regarding the management of day to day and scheduled maintenance administrative tasks within the approved timeframes by unit manager.	

Decisions which must be referred	Any decisions that could significantly impact overall administrative processes within the business unit or department.	
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CONTACTS AND RELATIONSHIPS

Internal to UCT	Maintenance team members, and the broader UCT community.	
External to UCT	UCT Vendors, consultants and service providers.	

AGREED BY

	PRINT NAME	SIGNATURE	CONTACT NO.	DATE
Position Holder				
Direct Line Manager/Supervisor	Zatoen April		ext 5381	20 Aug'25
Area Line Manager	Dr. Warren Kukard		n/a	20/08/2025
HOD	Dr. Warren Kukard		n/a	20/08/2025
Dean / ED	Mr. Mughtar Parker		4135	22/08/2025
HR Business Partner		