

**UNIVERSITY OF SOUTH AFRICA**

**PORTFOLIO : REGISTRAR**

**DEPARTMENT: STUDENT ADMINISTRATION AND REGISTRATION (DEPUTY REGISTRAR :  
ACADEMIC ADMINISTRATION)**

**POSITION: DIRECTOR: STUDENT ADMISSIONS AND REGISTRATION (P4)  
(5-YEAR FIXED-TERM CONTRACT)**

**(Ref: DIR: SA&R/SA&R /SelloBila/2020)**

Unisa is the only publicly funded Higher Education Institution in South Africa dedicated to distance education. In keeping with its mandate as a comprehensive, Open Distance e-Learning (ODEL) Institution offering a variety of academic and career-focused programmes, Unisa is inviting applications for the position of **Director: Student Admissions and Registration**

**Purpose:**

To lead the planning and maintenance of sound corporate governance inclusive of planning, standards, compliance and risk management in support of the DSAR. To advise Unisa's Management and Senate on strategic directions and further options and developments in distance learning, sound academic administration processes as well as the maintenance and development of a suitable infrastructure to ensure an uninterrupted user-friendly support and advisory service to prospective and registered students as well as other parties and stakeholders. Direct and manage the student admissions and registrations process from applications, registrations and student (from Certificates to Doctoral level) support up to completion of qualifications. To implement all policies and Senate rules and regulations in request of student admissions and registrations.

**Key duties/responsibilities**

**1. Participate in the Development of ODeL, Student Walk Strategy and Develop Departmental Operational Business Plans**

- Provide input into the development of the ODeL and Student Walk Strategy
- Drive the ODeL Strategy in collaboration with management and the decision bodies within the university committees.
- Provide input into the University Strategy in respect of the maintenance and development of a suitable infrastructure to ensure an uninterrupted user-friendly support and advisory service to prospective and registered students as well as other parties and stakeholders
- Develop departmental operational business plan to ensure initiatives are in alignment with the strategy in the areas of:
  - Utilisation of technology in respect of fully fledged technology driven registration system
  - Learner support and administration accessibility
  - Development of system and ICT support
- Submit the operational business plan for approval to the relevant role players
- On approval of the operational business plan, manage the implementation in accordance with policies and procedures
- Monitor departmental initiatives to ensure business objectives are being met in terms of quality control and performance management
- Draft and consult on student administration system policies including RPL, Exemption and statutory admissions.
- Determine the process and policies in terms of Senate Rules pertaining to the verification of completed qualifications
- Ensure implementation of policies in respect of applications, registration, exemptions, readmission and verification of completed qualification throughout the university and monitor adherence to policies.
- Oversee the interpretation and implementation of all Senate rules, to ensure that registrations, exemptions, cancellations, exchanges and additions are carried out on behalf of Senate and that rules and regulations are implemented in accordance with the information in the calendar
- Oversee training and quality control of non-formal programs in respect of system development and student registration process

- Attend meetings with all decision making bodies including:
  - Faculty Board of Academic Colleges
  - Senate Tutition Committee
  - Senate (Observer)
  - Registration Coordination Committee
  - Graduation Coordination Committee
  - Quality Assuarance Committee
  - Markerting Committee
  - Call Center Operational Meeting
  - ICT Committee
  - Study Material Monitoring Committee
  - Es'kia Mphahlele Registartion Technical Committtee
  - Act on behalf of the Registrar (Academic) at various committee and at graduation ceremonies
  - Registration Hall Strategy Committee
  - Chair Selection Committees on behalf of Human Resources Department
  - Attend meetings of the Regional Management Committees

## 2. Manage the Directorate

- Analyse the division business plan to determine the outputs required from the directorate
- Define the objective for the Directorate in accordance with the divisional strategy and business plan
- Determine registration dates and registration brochures of the university pertaining to student applications/registration and admission matters
- Determine the deliverable of the Directorate from the objectives
- Negotiate with academic, students and SRC in consultation with the Dean of Students.
- Identify and secure the appropriate resources for the management of the Directorate in rest of:
  - Human resource structure
  - Training and assessments
  - Physical resources
  - Finacial
  - Suppliers
  - Contractors
- Manage Application and Registration Administration
  - Provide correct applications, access administration and registration material
  - Prodvide user-friendly calenders/brouchers to Universites and students
  - Provide a dedicated recongnition to prior learning advisory , monitoring, assessment and accreditation service
  - Advise and register(undergraduate and postgraduate students)
  - Provide registration control and follow up action (academic records / exemptions)
  - Administer special university admission on behalf of students
  - Provide an administrative service to students (additions, cancellations , reinstatements)
  - Provide qualification control and the issue of certificates (verification)
- Analyse benchmark for similar operations to determine performance indicator for the Directorate
- Create and maintain a climate conducive to performance to ensure that the Directorate delivers against objectives
- Develop performance indicator for each area in the Direcetorate and implement in accordance with policies and procedures
- Monitor and measure the Directorate performance in accordance with the metrics afreed upon in agreement (real time monitoring)
- Initiate pro- active and corrective actions as required to ensure service delivery
- Manage projects in terms of project management principle from inception to completion
- Complile reports on the Directorates performance at the required intervals reflecting all relevant statistics
- Provide feedback to the relevant role players as and when when necessary
- Manage the Directorate in accordance with policies, procedures and legal requirements
- Complete management actions within the allocated time frames
- Familiarise all staff with all changes internally and externally that impacts on the processes

### **3. Manage ICT Platform**

- Ensure that applications and registration systems, including verification of qualifications, are functional and secured and that support and maintenance mechanisms of these systems are in place
- Oversee the specifications ensuring alignment with the technology driven registration functionality
- Develop specifications with systems analysts for the migration and functionality of the student registration system that includes all Senate rules and regulations
- Ensure that changes to rules and regulations are affected immediately e.g. NQF level changed, curriculum changes once approved to enable self-help registrations
- Ensure that the students system is managed, functional and secure and allows students to access and register

### **4. Manage Quality Assurance and Control**

- Manage the quality of staff performance and information ensuring that a “right first time” approach is adopted
- Ensure that a quality control system is in place that monitors outputs of staff in real time
- Rectify and identify quality issues, in real time ensuring that correct information is available for students to access
- Ensure that all information on the system is correct, audited and secured
- Ensure that the Expert system is audited and correct so that students can receive information timeously, in respect of their qualifications
- Ensure that systems and processes are standardised at the regions and that policies and procedures are implemented
- Assess all decentralised facilities in terms of knowledge and systems (standardise operations)
- Identify training gaps and ensure training of staff occurs to the required standard

### **5. Manage Contracts and Service Level Agreements**

- Standardise contract and SLA's at the regions (nationally and internationally) in order to standardise operations and ensure that all SLA's are adhered to at the regions
- Enter into contracts and SLA's with services providers (81 nationally) licensees in respect of registration of students on behalf of the university
- Provide training to services providers to ensure that services is aligned to the standards
- Ensure that external contracts are adhered to e.g. . Kroll, SA Post Office and take corrective action if necessary
- Conduct quality assessment reviews on all service providers and follow up to ensure standards are maintained

### **6. Manage Statutory Requirements for Access to the University**

- Ensure that students meet all minimum statutory requirements at the university on behalf of SAQA
- Verify qualifications/ certificates/categories of documents at entry level to the university and ensure all documents are verified at each academic/ degree level
- Monitor and verify qualifications on the system to enable students to qualify for the next level

### **7. Provide Leadership and Management**

- Provide leadership and management, facilitate change and transformation
- Set, maintain and review the Directorate direction in line with the Departments direction and open distance learning (ODEL) business model
- Institutional ODeL as an effective business model
- Foster an organisational culture and climate that is ethics and value driven
- Establish a culture and practice of quality service excellence
- Advance employment equity and diversity
- Ensure the integration and alignment of Directorate functions and plans with interdependencies
- Contribute to governance and management of the Department and institution as a whole
- Ensure continuous quality improvement
- Cultivate collaborative and high performing Directorate Management Team
- Ensure sound financial management
- Enhance the use of technology in the Directorate
- Ensure the development and implementation of effective risk management control and audit information processes and standard

## 7.1 Manage Staff

- Determine and secure the human resource requirements to meet departmental business plan objectives
- Conduct performance reviews to determine key performance areas and develop personal development plans
- Track and monitor performance and continuously provide feedback and coaching to ensure that the staff members perform at optimum productivity level
- Provide feedback to staff members and take corrective actions to address areas of non-performance
- Create an environment to enable staff members to perform at the appropriate level
- Mentor and coach staff to ensure standards are maintained at a high level at all times
- Manage Human Resources in accordance with policies, procedures and legal requirements
- Ensure staff are scheduled for managerial training to increase capacity and knowledge levels e.g. team building
- Present workshops and training sessions to enhance knowledge levels of staff

## 7.2 Manage Budget

- Determine budgetary requirements for the department and compile the budget
- Apply for budget and obtain approval through the Budget Committee
- Monitor expenditure throughout the year
- Authorise the procurement of offices stationery and equipment in alignment with budget
- Manage budget within the approved time frame
- Manage budget in accordance with policies, procedures and legislation

### Qualifications

- Minimum Honours Degree in Public Administration and/or Administration

### Experience

- Minimum of **10 years'** experience in student administration of which **5 years should be in management level**
- Experience in higher education

### Assumption of duty: As soon as possible

**Salary** : Remuneration is commensurate with the seniority of the of the position

**Closing Date** : 15 May 2020

**Enquiries** : Mr SS Bila - 012 429 3861

**Candidates can send CV's to [bilass@unisa.ac.za](mailto:bilass@unisa.ac.za)**

Interested candidates should send a detailed cover letter indicating their suitability for the position, a detailed comprehensive Curriculum Vitae, and copies of the following documents:

- All educational qualifications;
- Identity document; and
- Proof of SAQA verification of foreign qualifications, where relevant.

The contact details of three contactable references must be provided, one which must be from your present employer. Should you not be currently employed a contactable reference from your previous employer must be provided.

The detailed advertisement together with the prescribed application form can be found on the Unisa website (<http://www.unisa.ac.za/vacancies>)

Unisa is not obliged to fill an advertised position.

Late, incomplete and incorrect applications will not be considered.

*We welcome applications from persons with disabilities.*

***Appointments will be made in accordance with Unisa's Employment Equity Plan and other applicable legislation.***