**The University of KwaZulu-Natal (UKZN) is committed to meeting the objectives of Employment Equity to improve representivity within the Institution. Preference will be given to applicants from designated groups in accordance with our Employment Equity Plan.**

**Job Title: Head: General Enquiries office**

**Grade/Level: 8**

**School/Department: Student Academic Administration**

**Division: Registrar**

**Campus: Westville and Edgewood**

**Reference number: SAA02/2023**

Student Academic Administration wishes to appoint a motivated head of the general enquiry’s office on the Westville campus, who will also provide oversight and line manage the senior administrator on the Edgewood campus

The incumbent will need above average organisational skills, written and verbal communication skills and have the ability to work under pressure. Strong customer services skills will be essential for this position.

The incumbent will manage the twice-yearly examinations on the Westville campus and oversee these examinations on the Edgewood campus. In addition, the incumbent is expected to work with other campus heads to develop, refine and monitor policies, regulations, guidelines and procedures for examinations to ensure integrity of the process.

The incumbent will also be responsible for the financial management of the general enquiries’ office on the Westville campus

The key responsibilities include supervision of the staff responsible for general student enquiries relating to applications, registration, student records, examinations and graduation.

**Minimum requirements**: (objectively measurable from CV)

A relevant Bachelor’s degree,

Eight years’ experience in a University student administration environment.

Staff supervision and line management experience.

Experience in the management of examinations.

Experience in ITS or similar University student administrative system software.

Knowledge of University degree structures and College offerings.

Proficiency in the Microsoft packages (Word, Excel, Outlook, Teams)

Enquiries and details regarding this post, as well as requests for a job profile may be directed to Mrs. Cynthia Mbuli or e-mail: [Mbulic@ukzn.ac.za](mailto:Mbulic@ukzn.ac.za)

The closing date for receipt of applications is 22 March 2023. To apply please click on the link <https://ukzn.ci.hr/applicant/index.php> **OR** copy this link to Microsoft Edge website.

*Kindly note that the University of KwaZulu-Natal (“the University”) is required to process any Personal Information (as defined by the Protection of Personal Act, 2013 “POPIA”) submitted by candidates when applying for positions at the University. The provision of the Personal Information is a requirement in terms of the University’s recruitment and selection process. The retention of any personal information is as a consequence of the University being bound by legislative requirements and / or good governance practices as well as record keeping for statistical purposes. The University will endeavour to ensure that the appropriate security measures are in place and implemented for both electronic and paper-based formats that are used for processing of the personal information recorded through this recruitment and selection process.*