



NETCARE

Vacancy

Closing date: 09 July 2024

Role profile

Role title	ADMINISTRATOR
Division	EDUCATION
Location	NETCARE EDUCATION EASTERN CAPE CAMPUS
Reporting structure	PROGRAMME MANAGER

Role summary

The Administrator is responsible for assisting with the systems and processes of the Campus and to offer a supportive function to the Programme Manager and Campus staff members of Netcare Education. The Administrator is also responsible for the IT support to students and academic staff. The incumbent will further assume responsibility for the Administrative function of Netcare Education courses including all non-academic processes and projects.

Key work output and accountabilities

- Maintain professional telephone etiquette.
- Assist visitors and students with queries.
- Provide information on programmes offered at the Campus to prospective students.
- Logistics management including venues, course material, student packs.
- Preparation of documentation for student registration
- Telephone and e-mail replies to enquiries.

Academic staff support:

- Perform administrative tasks as required.
- Assist with invigilation during assessments.
- Provide academic staff with necessary teaching aids as required.
- Send out agenda for meetings.
- Taking of minutes of meetings.
- Attendance registers of students.
- Support to students to access on-line assessments effectively.
- Assist during Seminars/ Workshops.
- Order student study-material.
- Generate student reports as required.
- Communication to stakeholders and students.
- Conduct student and stakeholder surveys.

Campus Manager support:

- Manage diary, secretarial and related responsibilities of the Campus Manager.
- Make travel bookings and arrangements.
- Placing orders to ensure effective service to students.
- Screen calls and escalate queries when necessary.
- Assist in the preparation, co-ordination and attendance of functions, events and activities including Graduation.
- Assist with Expo's, open days and Marketing events.
- Maintain effective stakeholder relationships.
- Participate in client relation activities and strive to maintain existing client relationships.
- Communicate with students, colleagues and stakeholders by representing Netcare Education in a positive, professional manner.

Student administration:

- Accurate capturing of data on the student Learner Management System
- Accurate capturing of data on HR system.
- Recording of all student applications.
- Administration of correspondence to applicants.
- Filing of all documents in relevant files.
- Ensure all administrative documents and student contracts uploaded on Learner management system.
- Preparation of documents for HWSETA.
- Conduct student file audits.

Skills profile

Education

- Grade 12 or equivalent NQF level 4 qualification.
- Administrative Diploma/ Degree/Certificate.

Work experience

- 1–2 years experience in an administrative role.
- Customer Service experience.

Knowledge

- Computer Literacy on Intermediary level: MS Word, Excel and Power Point, Outlook. Internet.

NON-MANAGERIAL/ SPECIALIST SKILLS

Coaching Others*	The capacity to recognise development areas in others and support them to facilitate personal development through coaching.
Leading and Managing Change*	The capacity to implement and support change initiatives and to provide leadership in times of uncertainty.
Performance Development*	The ability to evaluate and develop different levels of capacity within a team to achieve set objectives.

Taking Action	Capable of recognising the need for action, considering possible risks and taking responsibility for results.
Decision Making	Capable of making decisions timeously and taking responsibility for the consequences.
Managing Self	Capacity to plan, organise and control own work environment by setting appropriate priorities and achieving set objectives within a given time frame.
Customer Focus and Service Delivery	The capacity to identify and respond to the needs of *internal and external customers. <i>*Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship</i>
Adapting and Responding to Change	Capable of supporting and advocating change initiatives and managing own reaction to change.
Continuous Improvement	The capacity to improve systems and processes to facilitate continuous improvement.
Personal Work Ethic	Capacity to instil an ethic of quality and consistency in self and others.
Building Relationships	Capacity to establish constructive and effective relationships.
Communication	The capacity to clearly present information, either written or verbal.
Teamwork	Capacity to cooperate with others to work towards a common goal.
Technical Knowledge	The capacity to perform a technical function to required standards.

LEADERSHIP SKILLS

Visioning	The ability to provide direction in terms of action towards certain future outcomes.
Empowering	Creating conditions of willingness and participation amongst teams by providing sufficient encouragement, information, resources and authority to make the necessary decisions to accomplish tasks.
Energising	Having the capacity to motivate and mobilize, impart strength, vitality and enthusiasm to teams to actualize the organization's vision of the future.
Designing and aligning	Ensuring the optimal alignment of employee behaviour with the organization's vision and values.
Rewarding and feedback	Fostering a performance culture by creating a framework of appropriate incentives and rewards to direct and motivate the achievement of desired performance behaviours and goals.
Team building	Creating team players and team effectiveness by using appropriate methods and a flexible interpersonal style to instil a cooperative atmosphere conducive to building a cohesive team.
Outside orientation	Awareness of outside constituencies, emphasizing particularly the need to respond to the requirements of customers, suppliers, partners, shareholders and other interest groups, such as local communities affected by the organization.

Global mindset	Possessing a global frame of reference that enables one to scan the external world environment for different perspectives and to adopt successful practices. The capacity to inculcate a global mentality in others by instilling shared values and cross-cultural sensitivity.
Tenacity	The capacity and courage to persevere with one's purpose in a persistent and determined manner despite opposition or setbacks until the desired objective is obtained or it becomes clear that the objective is no longer attainable. Inspiring others, through active example, to have the courage of their convictions.
Emotional intelligence	The capacity to foster trust and create an emotionally intelligent workforce whose members know themselves and deal respectfully and understandingly with others. The ability to regulate and manage one's emotions healthily and productively.
Life balance	Articulating and modelling the importance of the need for life balance for the long-term welfare of oneself and one's employees.
Resilience to stress	Appropriately balancing these various pressures to maintain stable performance.
Values and behaviours	
Netcare values	<p>At Netcare, our core value is care. We care about the dignity of our patients and all members of the Netcare family. We care about the participation of our people and our partners in everything we do. We care about truth in all our actions. We are passionate about quality care and professional excellence.</p> <ul style="list-style-type: none"> • Care - The basis of our business. The professional, ethical patient care and services we offer at every level of the organization. • Truth - The crucial element in building relationships that work. Open communication with honesty and integrity is essential. • Dignity - An acknowledgement of the uniqueness of individuals. A commitment to care with the qualities of respect and understanding. • Compassion - We engage everyone with empathy and respond with acts of compassion in all interactions with our patients and their families. • Participation - The willingness and desire to work in productive and creative partnerships with others and the commitment to communicate.
The Netcare way	<p>Netcare is committed to providing quality care. Our basic service standard holds us accountable for the below seven behaviours, which you will be accountable to uphold:</p> <ul style="list-style-type: none"> • I always greet everyone to show my respect. • I always wear my name badge to show my identity. • I am always well-groomed to show my dignity. • I always practise proper hand hygiene to show my care. • I always engage to show my compassion. • I always say thank you to show my appreciation. • I always embrace diversity to show I am not a racist.

Application process

Netcare is an equal opportunity employer

The Company's approved Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Netcare actively supports the recruitment of people with disabilities.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to / LindokuhleZwane2@netcare.co.za/ Sweetness.Zana@netcare.co.za

Please note:

- Please note that reference checks for internal applicants will be conducted with the applicant's current and past Netcare direct line managers and the relevant Netcare HR Managers. Therefore, employees are encouraged to discuss internal job applications with their direct line manager to ensure that the line manager is aware of the application.
- The terms and conditions of employment relating to the function you have applied for will be based on those in the Division you will be employed.
- If a candidate has any disability that may impair the individual's ability to perform the job function, the candidate must kindly inform the employer so that an assessment for reasonable accommodation can be made.
- By applying for this position and providing us with your CV and other personal information, you are consenting to the information being used for the specific purpose for which it was provided, which is recruitment purposes and possible appointment purposes (should you be successful). Please note that your information will be processed for recruitment purposes only or for such purposes relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without obtaining your prior consent.
- If your application is not successful, we retain your CV and other information provided on our electronic system. If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection, and we will immediately securely destroy your personal information.

