
POSITION DESCRIPTION

IDENTIFICATION

Position Title: Coordinator-Completions Position Number: LAs024

Section: Student Administrative Services Department: Chief Operating Officer - Office

Location: Lauca la Campus Category: Intermediate & Junior Grade: 6

Current Incumbent: Vacant Date of substantive appointment: _____

Reports To: Group Manager - SAS Supervised by: Group Manager (SAS)

ORGANIZATION CONTEXT

Organization chart to identify the job's reporting relationships

Insert organization:

PURPOSE

This section describes the overall purpose of the job and the overall significance of the job from the organization's point of view. Answers the following questions:

- *what part of the organization's purpose is accomplished by this job?*
- *what would not get done if this job did not exist?*
- *why do we need this job at all?*

NATURE AND SCOPE

This section describes the context in which the incumbent is expected to operate describing the working relationships with both internal and external contacts. A description of the working environment and expected pressures the incumbent will encounter as well as the types of competencies he/she must have to perform the responsibilities of the position successfully.

POSITION DIMENSIONS

Give details of staff and total level of costs within the organization under the position's overall control.

Staff Responsible for:

Directly: _____ Indirectly: _____ Total Level of Costs: _____

Limits of Authority:

Financial: \$ _____ Non Financial: _____

Key Relationships /Internal and External Contacts:

Lists the key inter-relationships that is necessary for effective performance in the job. Also describe the nature of contact most typically expected with those key working relationships

External <ul style="list-style-type: none">• Sponsors• Verification Authorities	Purpose of contact <ul style="list-style-type: none">• Oversee the student completions process across all campuses, ensuring timely verification of graduation eligibility.• Ensure alignment with USP academic policies and graduation timelines.
Internal <ul style="list-style-type: none">• Group Manager SAS• SAS Managers and Coordinators• Regional SAS staff• Schools and academic units• Campus Directors• COO and DVC office	Purpose of contact <ul style="list-style-type: none">• Provide accurate and timely advice to students, staff, and postgraduate coordinators regarding programme structures, credit transfers, and completion pathways.• Collaborate with academic units to resolve audit discrepancies.• Maintain clear communication with SAS staff across regional campuses and academic units to ensure consistent understanding of audit and compliance procedures.• Support the Group Manager in compiling and submitting the final graduation list for approval by the Deputy Vice-Chancellor (Education).• Design and deliver training workshops for student services staff across all USP campuses on Completions and Programme Audit procedures• Provide ongoing support and oversight to ensure compliance with university policies.

KEY RESULT AREAS / KEY ACHIEVEMENT AREAS

Aim: KRAs to have a logical heading. KRAs: 4 – 6.in total Key tasks : 4-5 tasks per KRA. Performance

Measures: Identify the performance standards for someone doing the job at the 100% level. Use both quantitative and qualitative measures. Measures the KRA as a whole, not every task. Maximum 3 measures for each KRA Include KRA for Corporate Responsibilities which is generic to all positions

Key Result Areas Jobholder is responsible for	Performance Measures Jobholder is successful when
1. KRA (this is the key achievement area) <ul style="list-style-type: none"> • Key task <p style="text-align: right;"><i>These are key tasks / responsibilities</i></p>	(Keep measures general at this stage, as the precise performance standards can be spelled out as part of the performance management process) <ul style="list-style-type: none"> • • •
2. KRA <ul style="list-style-type: none"> • Key task • Key task 	<ul style="list-style-type: none"> • • •

FORM 5.5.05A
POSITION DESCRIPTION

<ul style="list-style-type: none"> • Key task • Key task 	
3. KRA <ul style="list-style-type: none"> • Key task 	<ul style="list-style-type: none"> • ... • ... • ...
4. KRA <ul style="list-style-type: none"> • Key task 	<ul style="list-style-type: none"> • ... • ... • ...

TERMS & CONDITIONS

Salary: \$34,220.34 - \$40,473.14 (Grade 6)

Length of Contract: 3 years (renewable)

Gratuity and Allowances: N/A

Other Benefits: Medical, Superannuation

POSITION SPECIFICATION

Qualifications (or equivalent level of learning)

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • a Bachelor's degree in a relevant discipline OR equivalent level of expertise gained from a combination of experience, training or professional accreditation 	<ul style="list-style-type: none"> • at least three years administrative working experience, preferably in the area of assessment in a tertiary institution • some experience in supervising staff • experience in facilitating customer services • experience in carrying out multiple activities within tight deadlines

Knowledge / Experience

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • very good organisational skills • a strong customer service orientation • excellent oral and written English language skills • experience and competency in MS Word and MS Excel • very good inter-personal skills 	<ul style="list-style-type: none"> • self-motivated • a team player • change-oriented • has strong attention to detail • results focused • committed to the organization

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POSITION DESCRIPTION

Key Skills / Attributes / Job Specific Competencies

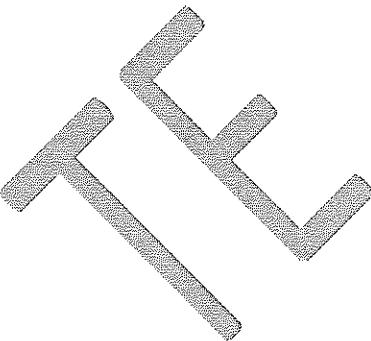
The following levels would typically be expected for the 100% fully effective level:

<i>Expert level</i>	
<i>Advanced level</i>	
<i>Working level</i>	
<i>Awareness level</i>	

APPROVAL

Supervisor name: Litia Konusi

Date:

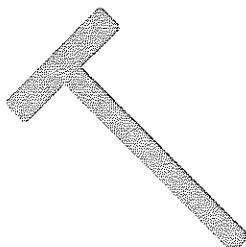
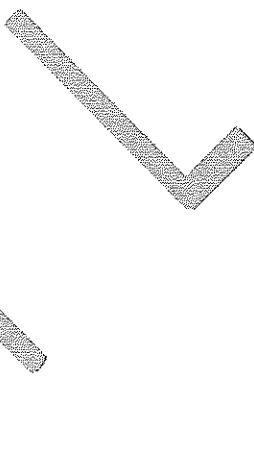


Staff Name:

Staff ID:

Staff Signature:

Date:





POSITION DESCRIPTION

IDENTIFICATION

Position Title: **Coordinator - Completions** Position Number:

Section : **Student Administrative Services** Department: **Chief Operating Officer**

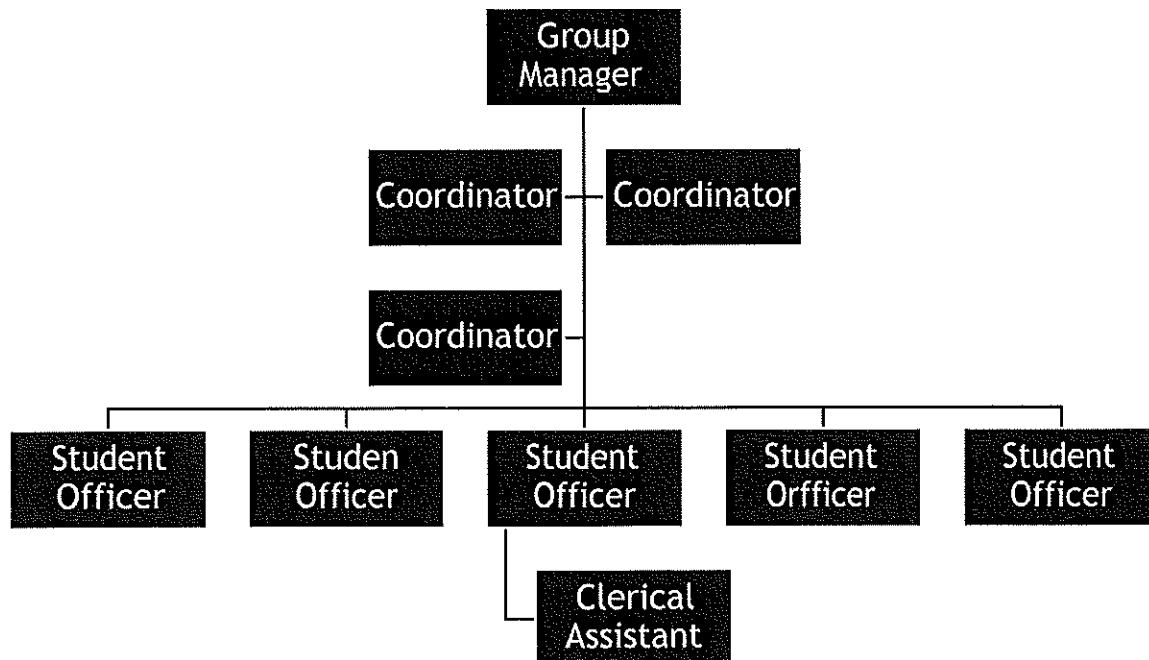
Location: **Laucaia Campus** Level: **Intermediate and Junior (Grade 6)**

Current Incumbent: **Vacant** Date of substantive appointment:

Reports To: **Group Manager, Student Administrative Services**

Supervised by: **Group Manager – Student Administrative Services**

Organisational Structure: SAS Admin Team



PURPOSE

The Coordinator – Completions is a key operational role responsible for overseeing programme compliance and verifying academic records to ensure students meet graduation requirements. This position plays a critical part in the preparation and approval of graduation lists and

supports students and staff across campuses with programme audits and completion-related processes.

NATURE AND SCOPE

Programme Compliance & Graduation Verification

- Oversee the student completions process across all campuses, ensuring timely verification of graduation eligibility. Coordinate and manage the verification of academic transcripts to confirm programme completion.
- Ensure all compliance checks are completed accurately and in a timely manner in preparation for graduation.
- Support the Group Manager in compiling and submitting the final graduation list for approval by the Deputy Vice-Chancellor (Education).
- Supervise the preparation of graduation documentation, including certificates and transcripts.
- Ensure alignment with USP academic policies and graduation timelines.

Programme Audit & Advisory

- Process programme audit requests from students seeking clarity on outstanding requirements for completion.
- Provide accurate and timely advice to students, staff, and postgraduate coordinators regarding programme structures, credit transfers, and completion pathways.
- Collaborate with academic units to resolve audit discrepancies.
- Maintain clear communication with SAS staff across regional campuses and academic units to ensure consistent understanding of audit and compliance procedures.
- Maintain and update audit systems and templates to reflect current programme structures.

Team Coordination & Supervision

- Supervise Student Officers – Completions, ensuring tasks are completed within set deadlines and to required standards.
- Organize team activities to support efficient processing of completions and audits.

Training & Capacity Building

- Design and deliver training workshops for student services staff across all USP campuses on Completions and Programme Audit procedures
- Provide ongoing support and oversight to ensure compliance with university policies
- Develop and disseminate SOPs, training manuals, and digital resources.
- Provide ongoing support and refresher sessions to ensure consistent application of processes and Procedures.

POSITION DIMENSIONS

Staff Responsible for: Supervise Student Officer Completions

Limits of Authority

Financial

Non Financial

Internal and External Contacts

Internal

- Group Manager SAS
- SAS Managers and Coordinators
- Regional SAS staff
- Schools and academic units
- Campus Directors
- COO and DVC office

External – Sponsors, Verification Authorities.

PRINCIPAL/CORE RESPONSIBILITIES

Key Responsibility Areas	Key Strategies	Key Performance Indicators
<i>Completion of Program Ensures that students application for completion of assessed and Confirmed in line with University program policies and regulations</i>	Manage Completion Applications Open and monitor applications for programme completion. Generate and Distribute Programme Audit Reports (PAR) Ensure application timelines and requirements are clearly communicated to students. Print PARs from the Management Information System (MIS) every Friday. Collate and distribute reports to Team Leaders (TLs) for review and action. Conduct Preliminary Assessment of PARs Review initial PARs to identify completion eligibility.	Accurate and error-free assessment. All students applying for graduation are informed of the outcome of their applications within one month after release of results (Completion & Regret Letters). 'Pending Award' Transcripts are issued within one month of release of results. An accurate Graduation List is issued to the Marketing and Publications Office 2 weeks before the graduation. 'Award' Transcripts are issued within 5 days of receipt of request.

	<p>Flag discrepancies or missing requirements for follow-up.</p> <p>4. Verify Assessment Data and Resolve Queries</p> <p>Cross-check assessment records for accuracy.</p> <p>Liaise with academic units and SAS staff to resolve any outstanding issues.</p> <p>5. Communicate Outcomes to Applicants</p> <ul style="list-style-type: none"> Notify students whose completion applications are unsuccessful. Provide clear reasons and guidance on next steps or outstanding requirements. <p>6. Perform Final Assessment Post-Results</p> <ul style="list-style-type: none"> Reassess PARs after final results are released. Confirm eligibility for programme completion based on updated records. <p>7. Compile and Audit Completion List for Approval by DVCE</p> <p>Prior to graduation, send list to DVCE for approval of the graduation list.</p>	
<i>Programme Audit Advisor</i>	<p>Verify programme according to regulations as per relevant year of handbook and calendar.</p> <p>Sort out substitutes where relevant ensuring student programmes adhere to programme requirements.</p>	
<i>Team Coordination & Supervision</i>	Supervise work of completions team ensuring each member meets key targets daily	
<i>Training & Capacity Building</i>	Provide training support to SAS and regional campus staff on the checks and auditing of student programmes	

TERMS & CONDITIONS/POSITION ENVIRONMENT

Salary:

Length of Contract: 3 years (renewable)

Benefits: Medical, Superannuation

POSITION SPECIFICATION

Competencies

Educational Qualification

It is **essential** that the appointee have a Bachelor's degree in a relevant discipline OR equivalent level of expertise gained from a combination of experience, training or professional accreditation

Experience

It is **essential** that the appointee have:

- at least three years administrative working experience, preferably in the area of Assessment in a tertiary institution
- some experience in supervising staff
- experience in facilitating customer services
- experience in carrying out multiple activities within tight deadlines

Skills

It is **essential** that the appointee have:

- very good organisational skills
- a strong customer service orientation
- excellent oral and written English language skills
- experience and competency in MS Word and MS Excel
- very good inter-personal skills

Personal Qualities

It is **essential** that the appointee is:

- self-motivated
- a team player
- change-oriented
- has strong attention to detail
- results focused
- committed to the organization

ACCEPTANCE

Name:

Staff ID:

Staff Signature: Date:

Supervisor's Signature: Date: