

The Executive Officer position, which reports directly to the Director – Strategy, Planning and Business Intelligence, ensures that the Planning and Quality Office functions smoothly. The Executive Officer keeps the Director – Strategy, Planning and Business Intelligence informed through background research, drafting of correspondence, follow-ups and provision of briefings and papers. The Executive Officer will lead events management from time to time, interact and work at senior level including with external stakeholders, lead Planning and Quality projects in multiple areas of business.

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.

- **Administrative and Operational Oversight:** Providing high-level administrative support and effective coordination of the Planning & Quality Office including managing complex calendars, coordinating key meetings/events, handling confidential information, staff travel, financial matters within delegations approved and ensuring the smooth day-to-day operations of the office. Support PQQ staffing processes, including preparing position documents and assisting with onboarding of new PQQ staff.
- **Coordination and Communication:** Key responsibility involves the co-ordination of a team of staff. Serve as a crucial link between the Director Strategy, Planning & Business Intelligence (SP&BI) and other Section Heads, staff, and external stakeholders (e.g., external partners and government agencies). This includes handling of confidential correspondence, briefs and reports pertaining to University's planning and quality related matters for senior management and committees, and other relevant stakeholders that the Director SP&BI is involved with.
- **Strategic Planning & Performance Reporting Support:** Prepare, facilitate and assist with the preparation of strategic plan, mid-term review of the University's plans, enabling plans, performance reports, policy papers, briefings and recommendations external to PQQ for the Director SP&BI. Track and follow up on PQQ action items from SMT/committees and internal PQQ meetings to ensure timely completion and reporting.
- **Policy & Procedure Coordination:** Prepare, support and maintain PQQ Policies and Standard Operating Procedures (SOPs) and coordinate scheduled reviews and consultations. Independently relate existing policy work assignments, rethink the way a specific body of knowledge is applied in order to solve problems. Develop or redefine procedures and interpret policy which may impact beyond the immediate work area. Exercise judgement in the application of existing policies and procedures.
- **Risk & Compliance Monitoring:** Monitor PQQ compliance with procurement, regulatory deadlines, and University policies, and escalate risks or delays to the Director. Independently adapt and innovate around existing complex systems. Solve problems associated with highly complex systems that impact beyond the immediate work area.
- **Workplan Monitoring & Reporting:** Track and report on the implementation of the PQQ annual workplan to ensure alignment with PQQ and University priorities.

The EO will be required to provide the relevant support to the Director SP&BI, including:

- Providing objective operational support in institutional planning, performance, and quality matters.
- Ensuring PQQ services and processes are compliant, accurate, timely, and efficiently delivered across the University.
- Identifying areas for improvement, coordinate solutions with relevant staff, and provide guidance when required.
- Attending to other duties as and when required by the Director SP&BI.

POSITION DESCRIPTION

POSITION DIMENSIONS

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

Staff Responsible for:

Directly: None

Indirectly: None

Total Level of Costs: None

Limits of Authority:

Financial: \$ None

Non Financial: None

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	Purpose of contact
<ul style="list-style-type: none"> Quality Assurance & Accrediting Agencies 	<ul style="list-style-type: none"> To facilitate the Director's engagement with quality assurance and accrediting bodies by coordinating and performing administrative, financial and travel-related tasks.
<ul style="list-style-type: none"> Regional & International Benchmarking Bodies 	<ul style="list-style-type: none"> To facilitate the Director's engagement with regional and international benchmarking bodies by coordinating and performing administrative, financial and travel-related tasks.
<ul style="list-style-type: none"> Funding Agencies & Development Partners 	<ul style="list-style-type: none"> To facilitate the Director's engagement with funding agencies and development partners by providing administrative coordination and support for reporting, and documentation requirements.
<ul style="list-style-type: none"> Consultants & External Reviewers 	<ul style="list-style-type: none"> Providing administrative, financial, and logistical support, including reviewing documentation, processing payments, and coordinating travel arrangements.
<ul style="list-style-type: none"> Partner Universities & Academic Networks 	<ul style="list-style-type: none"> To facilitate the Director's engagement with partner universities and academic networks by providing administrative coordination and support for collaborative activities and documentation
<ul style="list-style-type: none"> Professional & Sector Bodies 	<ul style="list-style-type: none"> To facilitate the Director's engagement with professional and sector bodies by providing administrative coordination and support for correspondence, submissions and finance-related activities.
<ul style="list-style-type: none"> Government & Regulatory Bodies 	<ul style="list-style-type: none"> To execute administrative coordination and support for compliance-related documentation and reporting.
<ul style="list-style-type: none"> Employers, Industry & Public Stakeholders 	<ul style="list-style-type: none"> To execute financial, and logistical arrangements to support engagement activities.
<ul style="list-style-type: none"> Member Countries 	<ul style="list-style-type: none"> To facilitate the Director's engagement with member countries by providing administrative coordination and support for meeting preparations, reporting documentation, and finance-related tasks.

FORM 5.5.05A
POSITION DESCRIPTION



<ul style="list-style-type: none"> Suppliers 	<ul style="list-style-type: none"> To facilitate engagement with suppliers by managing and executing administrative, financial, and logistical arrangements for payments and service delivery.
Internal	Purpose of contact
<ul style="list-style-type: none"> Senior Leadership Team 	<ul style="list-style-type: none"> To coordinate the preparation and submission of PQO papers, briefs, and reports for consideration, endorsement, or approval, and tracking decisions and follow-up actions.
<ul style="list-style-type: none"> PQO staff 	<ul style="list-style-type: none"> To coordinate PQO operational activities by providing guidance on workflows, tracking deliverables, and supporting consistent administrative, reporting, and planning processes across the Office.
<ul style="list-style-type: none"> Staff from University's academic and support sections and regional campuses 	<ul style="list-style-type: none"> To support cross-unit collaboration by coordinating information requests, documentation, timelines, and follow-up actions related to planning and reporting activities.
<ul style="list-style-type: none"> University's Governance Committees 	<ul style="list-style-type: none"> To support PQO compliance with university committee processes by coordinating preparation of papers, tracking decisions and action items, and ensuring timely follow-up and reporting in accordance with governance requirements.
<ul style="list-style-type: none"> Students 	<ul style="list-style-type: none"> To facilitate student engagement in strategy, planning and quality-related activities by coordinating administrative processes and communication where required.
<ul style="list-style-type: none"> Campus Directors 	<ul style="list-style-type: none"> To support engagement with Campus Directors by coordinating financial and logistical arrangements and facilitating performance reporting inputs when required.

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
<p>Administration & Operational Oversight</p> <ul style="list-style-type: none"> Provide operational oversight of administrative functions within the Planning & Quality Office. Coordinate reporting schedules, deadlines, and deliverables across the portfolio. Act as a central coordination point between the Director SP&BI, PQO staff, University's academic and support sections, and external stakeholders to ensure effective information flow and follow-up. Oversee office systems, records 	<ul style="list-style-type: none"> PQO operations function efficiently with minimal reactive intervention required by the Director. Briefings, papers, and correspondence are accurate, timely, and fit-for-purpose for executive and governance decision-making. Office systems, records, and assets are maintained accurately and securely.

POSITION DESCRIPTION

<p>management, logistics, and asset tracking.</p> <ul style="list-style-type: none"> • Coordinate PQQ staffing administration, including recruitment processes and onboarding. • Coordinate financial and travel arrangements for reviews, meetings, and events. • Identify operational risks, bottlenecks, or delays impacting office operations and escalate with proposed solutions where required. 	
<p>Coordination & Communication</p> <ul style="list-style-type: none"> • Coordinate and manage the flow of work, information, and priorities across the Director SP&BI portfolio. • Exercise judgement in prioritising matters requiring the Director’s attention. • Coordinate meetings, briefings, travel, and stakeholder engagements. • Prepare, quality-check, and coordinate correspondence, briefs, and papers. • Liaise with internal and external stakeholders on behalf of the Director SP&BI. 	<ul style="list-style-type: none"> • Director SP&BI is supported with timely, well-coordinated information and advice. • Manage the Director’s calendar, meetings, and travel, with effective scheduling, complete minutes, and timely follow-up of actions. • Stakeholder engagements and executive commitments are efficiently coordinated.
<p>Strategic Planning & Performance Reporting Support</p> <ul style="list-style-type: none"> • Coordinate executive strategic and integrated planning workshops and consultations, including preparation of briefing materials, evidence packs, and consolidated inputs for decision-making. • Maintain planning calendars and timelines to ensure strategic planning, performance reporting, and budgeting activities are aligned and sequenced appropriately. • Coordinate preparation of governance papers (for example, Council, UGC, UGG Mid-Term Review, Senate and Teaching Quality Committee papers), briefings, and recommendations. 	<ul style="list-style-type: none"> • Strategic planning workshops and consultations are coordinated efficiently. • Institutional plans and performance reports are delivered within agreed timeframes and formats. • Performance reports/information provided to senior management and governance committees are accurate, submitted within agreed timeframes, consistent, and fit-for-purpose. • Planning, performance, and budgeting processes are aligned and coordinated across the University.
<p>Policy & Procedure Coordination</p> <ul style="list-style-type: none"> • Coordinate development, maintenance, and scheduled review of PQQ policies and SOPs. • Monitor compliance with university policies, procurement rules, and regulatory deadlines. • Track progress against priorities, identify compliance or delivery risks, delays, or 	<ul style="list-style-type: none"> • PQQ policies and SOPs are current, compliant, and reviewed as scheduled.

POSITION DESCRIPTION

<p>resourcing issues, and advise the Director SP&BI on mitigation actions.</p> <ul style="list-style-type: none"> Identify opportunities for process improvement and coordinate implementation with relevant staff. 	
<p>Workplan Monitoring and Reporting</p> <ul style="list-style-type: none"> Track and report on the implementation of the PQQ annual workplan to ensure alignment with PQQ and University priorities. Monitor and track action items arising from SMT, university committee meetings and internal PQQ weekly meetings, ensuring follow-up and timely completion. Provide operational oversight of PQQ reporting workflows and planning and quality reporting cycles, ensuring deliverables are coordinated, tracked, and completed on schedule. 	<ul style="list-style-type: none"> Annual workplans align to University's strategic priorities. Workplan deliverables are met with minimal exceptions or delays. Action items from SMT, University committees, and internal PQQ meetings are tracked and completed in a timely manner. PQQ planning and quality reporting cycles are coordinated and reports delivered as scheduled.
<p>Risk & Compliance Monitoring</p> <ul style="list-style-type: none"> Monitor expenditure against approved budgets and exercise judgement in flagging risks. Lead coordination of PQQ financial administration, procurement, and payments. Ensure financial records are audit-ready and compliant. 	<ul style="list-style-type: none"> Risks and improvement opportunities are identified early and managed proactively. Financial transactions are accurate, compliant, and processed within agreed timeframes. Track and monitor PQQ expenditure against approved budgets and promptly flag variances. Maintain accurate and complete financial records and filing systems.

TERMS & CONDITIONS

Salary: 52,546.71 to 64,371.97

Length of Contract: 3 year (Full-time)

Gratuity and Allowances: _____

Other Benefits: _____

POSITION SPECIFICATION

Qualifications (or equivalent level of learning)

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> A degree from a relevant discipline; and three (3) years of relevant experience and management expertise in administrative field. 	<ul style="list-style-type: none"> A Masters degree qualification in strategic planning, business administration, management, governance or a related discipline.

Knowledge / Experience

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Detailed knowledge of academic and administrative policies and interrelationships between a range of policies and activities. • Demonstrated experience providing administrative, operational, and coordination support within an organisation. • Sound knowledge of governance, planning, reporting and compliance processes, including preparation and coordination of papers, briefs and reports for senior management and external stakeholders. • Proven experience coordinating workflows, deadlines, and deliverables across multiple stakeholders, with the ability to prioritise competing demands and exercise sound judgement. • Experience monitoring and tracking action items, workplans, and reporting cycles, ensuring timely follow-up and completion. • Demonstrated experience in financial and administrative coordination, including budgets, procurement, payments, and travel arrangements. • Strong written and verbal communication skills, with the ability to prepare accurate, clear, and professional documentation. 	<ul style="list-style-type: none"> • 3 – 5 year demonstrated experience working in a tertiary education or regional organisation particularly supporting planning or governance functions. • Experience supporting strategic planning cycles, performance monitoring, or quality assurance processes. • Demonstrated involvement in process improvement initiatives to enhance efficiency, coordination, or service delivery. • Experience supporting senior executives or leadership teams in a portfolio or office coordination role

Key Skills / Attributes / Job Specific Competencies

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

<i>Expert level</i>	<ul style="list-style-type: none"> • Ability to provide high quality advice on strategy, planning, reporting and compliance matters to the Director SP&BI. • Ability to lead complex, multi-stakeholder coordination with minimal direction. • Exercises high-level professional judgement in determining matters requiring executive attention. • Designs and improves systems, frameworks, and processes to enhance efficiency, quality and compliance.
<i>Advanced level</i>	<ul style="list-style-type: none"> • Coordinates complex workflows, reporting cycles, and deliverables across multiple functions. • Applies strong analytical skills to interpret performance information, identifying trends, risks, and gaps. • Manages competing priorities and escalates issues with options for resolution, not just problems. • Produces high-quality briefs, papers, and reports suitable for senior management and governance forums.

FORM 5.5.05A
POSITION DESCRIPTION

	<ul style="list-style-type: none"> • Demonstrates strong working knowledge of organisational policies, financial controls, and compliance requirements.
<i>Working level</i>	<ul style="list-style-type: none"> • Applies established procedures to coordinate administrative, financial, and reporting activities. • Manages routine workflows, deadlines, and documentation accurately and reliably. • Communicates effectively with stakeholders to obtain, clarify, and provide information. • Uses organisational systems to track actions, performance measures, and reporting outputs. • Identifies issues and seeks guidance when matters fall outside standard processes.
<i>Awareness level</i>	<ul style="list-style-type: none"> • Demonstrates basic understanding of organisational policies, governance structures, and reporting requirements. • Understands their role within planning, quality, and administrative processes. • Follows instructions and established procedures accurately. • Seeks clarification and guidance when required. • Shows willingness to learn and develop skills in planning, governance, and coordination functions.

APPROVAL

Supervisor name: Dr Anshu Mala

Supervisor's Signature: 

Date: 24/2/26

Staff Name:

Staff ID:

Staff Signature:

Date: