

Human Resources Department

Job Description

Post Title:	Senior Academic Admin Manager
Faculty / Department:	Henley Business School, Africa
Reports to:	Quality Assurance (QA) Director
Employment Type:	Full-Time

Purpose

The Senior Academic Admin Manager oversees the development, implementation, and management of academic administrative systems and processes to ensure institutional compliance, data integrity, and operational efficiency. This role plays a critical part in quality assurance, student lifecycle management, and cross-departmental coordination to support institutional goals and regulatory requirements.

Main duties and responsibilities

1. Academic Administration and Quality Assurance Systems:

- Development and management of the QA intranet page, ensuring resources, policies, and procedures are accurate and up to date.
- Lead the annual DHET report and propose process improvements.
- Develop, maintain, and ensure compliance with Standard Operating Procedures (SOPs), standardised templates, and the institutional Glossary of Terms.
- Oversee the implementation of the school governance framework and monitor adherence.
- Develop and manage the enrolment validation schedule.
- Manage HEQCIS uploads and ensure timely and accurate submissions.
- Identify policy gaps and recommend corrective actions.
- Development of new processes in alignment with policy updates and changes with the other HOD in the team.

2. Team leadership:

- To collaborate closely with the other staff in the department to ensure alignment to ongoing projects and research.

- To provide ongoing direction to intern in terms of goal setting and performance standards.
- To work effectively and efficiently in a dynamic environment.

3. Systems and processes:

- Manage the academic planner, including date proposals, Teaching and Learning Committee (TLC) approval processes, and distribution.
- Provide secretariat support for TLC and Marks Committee meetings.
- Oversee the Recognition of Prior Learning (RPL) process:
 - Regular updates of RPL numbers and % allocations across the departments.
 - Update RPL committee on RPL % allocations in monthly meetings.
 - Review RPL numbers and verify accepted student details.
 - Serve as secretariat for the RPL Committee and oversight of the RPL Committee.
 - Assist with RPL student briefings when other HODs are not available.
- Set up and manage processes for Marks Committee operations.
- Oversee and manage TLC preparation meetings.

4. Data Management & Quality Control:

- Oversee data ownership processes and ensure accurate data collection.
- Maintain oversight of data quality control across all student-related records.
- Ensure TLC marksheets are accurate and kept up to date.
- Work collaboratively with the team on foreign equivalency reviews and tracking.

5. Graduation & Certification Management:

- Approve SLP certificates.
- Compile the graduation programme and student lists.
- Issue save-the-date letters and manage the graduation mailbox.
- Verify graduate details and oversee packing of certificates and transcripts.
- Manage graduation scheduling.
- Manage the issuing and distribution of certifications.
- Handle reprint requests for certificates and transcripts.
- Oversee conferment brochure preparation and template management.
- Manage the verification mailbox for credential validation requests.

6. Audit & Compliance Oversight:

- Lead the Headcount Audit process, including scheduling, reporting, and process improvements.
- Maintain and monitor the audit schedule for academic and administrative processes.
- Oversee template compliance across academic and administrative operations.
- Conduct internal audits to ensure process and policy adherence.

7. Examinations:

- Review examination papers meet subject and NQF Level outcomes.
- Management of examination policies and processes.
- Provide input on current examination best practices.

Success in the role

Success in the Senior Academic Admin Manager role will be demonstrated by:

- Consistently meeting all regulatory reporting deadlines (CHE, DHET, HEQCIS) with zero compliance issues.
- Maintaining 100% accuracy in student data, headcount audits, and graduation records.
- Ensuring all SOPs, policies, and templates are current, accessible, and consistently applied.
- Efficiently managing graduation, certification, and examination processes, resulting in minimal errors and high stakeholder satisfaction.
- Enabling seamless coordination across departments through effective academic planning and governance support.
- Proactively identifying and addressing risks, process gaps, and policy misalignments before they impact operations.
- Supporting the QA Director and Head: LSS in achieving institutional quality assurance objectives by providing reliable data and streamlined administrative processes.
- Assist the department with ad hoc projects.

Supervision received

This senior role reports to the Quality Assurance Director or his/her delegated authority. The post holder will be expected to work independently and to lead in the area of responsibility and be capable of managing within agreed guidelines and to specific deadlines.

Supervision given

The post holder will manage an intern and any possible future staff.

Terms and conditions

A full-time post located at Henley Business School, SA. Working hours are 40 hours per week. Due to the nature of the role, after hour work may also be required. Overtime is not payable. Core office opening hours are 8:30 to 17:00 Monday to Friday. This is a full-time position.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Person Specification

Job Title	School / Department
Senior Academic Admin Manager	Henley Business School, Africa

Criteria	Essential	Desirable
Skills Required <i>List the skills required of the post holder.</i>	<ul style="list-style-type: none"> Strong organisational and project management skills. Excellent written and verbal communication skills. Advanced proficiency in data analysis, reporting, and document management systems. Ability to develop, implement, and maintain Standard Operating Procedures (SOPs). Skilled in stakeholder engagement and cross-departmental collaboration. 	<ul style="list-style-type: none"> Competence in change management and process re-engineering. Experience in training and capacity building for academic and administrative staff.
Attainment <i>Detail the levels of educational achievement and vocational training necessary to carry out the duties of the post. Include level depth or standard of qualification.</i>	<ul style="list-style-type: none"> Master's degree in Education, Administration or related field 	<ul style="list-style-type: none"> Certification or training in Quality Assurance, Project Management, or Data Governance.
Knowledge <i>List the areas of knowledge in which the post holder would have to be proficient to carry out the duties of the post.</i>	<ul style="list-style-type: none"> In-depth understanding of academic administration, student records management, and quality assurance frameworks in higher education. Comprehensive knowledge of CHE, DHET, and HEQCIS reporting requirements. Understanding of examination policies, graduation protocols, and certification processes. 	<ul style="list-style-type: none"> Familiarity with higher education governance structures and committee management. Awareness of international higher education quality standards and trends.
Relevant Experience <i>Detail the level of experience required of the post holder. Also periods of experience including levels of achievement.</i>	<ul style="list-style-type: none"> Minimum 5 years' experience in academic administration, quality assurance, or student records management in higher education. Proven experience in managing graduation, examinations, and regulatory reporting processes. Track record in developing and implementing administrative policies and procedures. Experience in managing audits and ensuring compliance with external regulatory bodies. 	<ul style="list-style-type: none"> Experience in leading a team within an academic administration or quality assurance environment.
Disposition <i>Detail any specific personal attributes which are required to carry out the duties of the post. Take particular care not to discriminate.</i>	<ul style="list-style-type: none"> High attention to detail and accuracy. Proactive problem-solving approach with the ability to identify and address gaps. Commitment to institutional compliance and quality improvement. Adaptability to changing priorities and deadlines. Integrity and discretion in handling data. 	<ul style="list-style-type: none"> Ability to inspire confidence and build strong working relationships at all levels. A collaborative and inclusive leadership style.

Other	<ul style="list-style-type: none">• Be able to work flexible hours, which would include some evenings and weekends to accommodate the various programmes• Be able to grow a career and take on new responsibilities• Own reliable transportation	<ul style="list-style-type: none">• Membership of a relevant professional body.
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