

Job Title : **Senior Coordinator**
Location : FPD Head Office, Pretoria
Department : Academic Department
Reporting to : Registrar

Annual salary range : R373,860 – R447,317

(Please note that the salary range mentioned is indicative only. The offer to the successful candidate will be determined based on the candidate's qualifications and experience).

Main purpose of the position:

To manage effective internal operations of the Training Department and ensure innovative approaches to meet commercial and donor targets in alignment to regulations.

Scope of Work:

- Manage relationships with internal and external stakeholders.
- Ensure delivery of quality services to customers and stakeholders.
- Monitor feedback from donors or sponsors from training events.
- Monitor stakeholder complaints.
- Improve student engagement and communication.
- Plan, organise and execute annual graduation ceremony.
- Address daily Zendesk tickets (Open, new, pending & closed) to support students' enquiries and improve turnaround time for resolving Zendesk client tickets.
- Ensure consistency of documents and communication sent to students.
- Deliver quality services to internal and external clients, students, faculty, and anchors.
- Oversee selection committee and communication to students regarding outcomes.
- Daily update of project management tools and knowledge repositories.
- Complete daily administrative and organisational tasks linked to processing face to face, eLearning, and blended learning educational products.
- Support the roll-out of open enrolment and sponsored courses across all educational products through implementation.
- Track student numbers & student data accurately.
- Collect SAS reports, quality assurance and report accurate data.
- Maintain compliance with regulatory authorities and bodies.

- Ensure compliance with
 - SOP's linked to Unit and training events
 - Usage of IT systems (SAS, Moodle and eLearning portals).
 - FPD policies and procedures.
 - Adherence to deadlines
- Monitor and manage financial targets.
- Generate client request for quotes, invoices, credit notes and refunds.
- Allocate income, by accurately coding income allocation lists by the desired deadline.
- Manage expenses in accordance with budgets.
- Process contracts and payments against approved fee structure, budget and SOP.
- Attend and participate in all strategic meetings and providing input for departmental plans
- Ensure high performing team in Short Learning and Graduate Program units.
- Manage workload of staff to ensure that deliverables are met.
- Monitor progress against targets

Qualifications

- NQF Level 5 qualification or higher.
- Certificate/Diploma in office administration.
- Project Management qualification (advantageous).

Experience and knowledge

- Minimum 5 years' experience in administration in a supervisory capacity.
- Working knowledge of Student Learner Record Systems (SAS, Portals, Moodle).
- Experience with regards to NGOs/Private Sector/Public Sector/Institution of Higher Learning as well as donor relations.

Additional requirements

- Proficiency in reading, speaking, and writing English.
- Proficiency in in another South African language (advantageous).
- Report writing and business writing proficiency.
- Proficiency in Microsoft Office (Teams, Outlook, Word, Excel, PowerPoint).

Closing date for applications: 22 July 2024 at 16h00

The Foundation for Professional Development fosters a diverse and inclusive workplace. We invite and encourage qualified candidates with disabilities to apply for positions within our organization.

Interested candidates should forward a motivational letter and CV to recruitment@foundation.co.za.

For enquiries, please contact Leah Maenetja at leahm@foundation.co.za.

Please note:

Only applicants shortlisted for interviews will be contacted. If you have not been contacted within one month after the closing date of this advertisement, please accept that your application was unsuccessful.