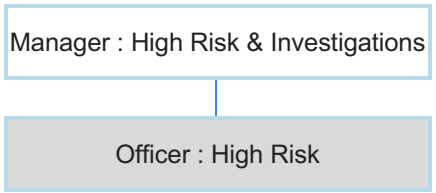
JOB PROFILE	University of Fort Hare *Together in Excellence*	

SECTION A: JOB DETAILS

JOB TITLE	High Risk Officer
POST CODE	**Various**
COMPILATION DATE	
LAST REVIEW DATE	
JOB STATUS (NEW/EXISTING)	
PEROMNES GRADE	
DATE OF JOB EVALUATION	
DIVISION	Infrastructure and Technology
ACADEMIC FACULTY/SUPPORT DEPARTMENT	Properties and Services
CAMPUS	**All campuses**
NAME OF JOB HOLDER	

SECTION B: ORGANOGRAM



SECTION C: PURPOSE

Gathers evidence and processes high risk investigation materials under the supervision of an investigator for the University of Fort Hare

SECTION D: KEY RESULT AREAS

KEY RESULT AREAS (Areas of outcomes or outputs for which the role is responsible)	**% weight**	**RESPONSIBILITIES / ACCOUNTABILITIES** (What is done)	**ACTIVITIES/TASKS** (How it is done)	**KEY PERFORMANCE INIDICATORS/RESULTS** (A quantifiable measure used to evaluate the success of an employee in meeting performance objectives) (Timeframe, quality, quantity, productivity, financial, cost effectiveness)
1. Investigations Support		Stays abreast with confidentiality legislation		
		Stays abreast with investigations policy & procedure		
		Stays abreast with & adheres to ICT security protocols (e.g. not using open wifi)		
		Executes investigations support	Coordinating case dockets	
			Updating investigation plans	
			Coordinating stakeholders	
			Collecting, analysing, and interpreting data related to ongoing investigation	
			Checking accuracy, relevance, and completeness of data relating to investigations	
			Collaborating with other departments to obtain and assess information	
			Liaising with external service providers	
			Maintaining strict confidentiality	
			Extracting reports & information from systems	

			Collecting data from various media (financial records, surveillance footage, communication logs, and public databases)	
			Liaising with ICT staff for special requests	
			Gaining approvals to access sensitive information	
			Arranging interviews & meetings	
			Performing confidential meeting administration	
		Submitting investigation documents for approval & quality checking		
		Complies with internal protocols and external legal requirements		
		Maintaining rules/protocols for the storage of confidential documents		
		Following-up on outstanding matters as directed		
		Provides reporting support	Collating information or evidence	
			Arranging/filing/processing evidence according to procedure	
			Typing/drafting reports	
			Maintaining sound investigative standards for reporting	
			Executing the safekeeping of evidence	

SECTION E: MINIMUM REQUIREMENTS

QUALIFICATION	B.Tech in Law
MINIMUM TOTAL YEARS EXPERIENCE	3
EXPERIENCE (TYPE & YEARS)	Experience with the process of gathering evidence and conducting investigations
KNOWLEDGE	Certification in Crime Resolution (NQF5) or equivalent (SAPS)
PROFESSIONAL REGISTRATIONS OR LICENSE REQUIREMENTS	Drivers' License
OTHER	Detail orientation

SECTION F: SCOPE OF RESPONSIBILITY

AMOUNT AND KIND OF SUPERVISION RECEIVED • **What is the job classification and working title of the supervisor? How, and to what extent is the employee's work checked?)** ***Do note that there is a difference between initial or special training and ongoing supervision.***	
AMOUNT AND KIND OF SUPERVISION EXERCISED • **List the job classification and working titles of those directly trained and/or supervised by this person.** ***Explain how, and to what extent, the work of others is checked by the employee.***	
DECISIONS WHICH CAN BE MADE • **Level of autonomy and decision-making authority the employee has within their role**	
DECISIONS WHICH MUST BE REFERRED • **What are the specific types of decisions or situations where the employee is not authorized to act independently and must seek guidance or approval from their manager before proceeding.**	

SECTION G: CONTACTS

INTERNAL TO UFH **Indicate the INTERNAL contacts**	
EXTERNAL TO UFH **Indicate the EXTERNAL contacts**	

SECTION H: COMPETENCIES FOR THIS LEVEL (AS PER UFH COMPETENCY FRAMEWORK)

COMPETENCIES (AS PER UFH COMPETENCY FRAMEWORK)	**COMPETENCY**	**PERFORMANCE INDICATOR**
	Foundational Competencies	
	COMMUNICATION (VERBAL & WRITTEN) Ability to effectively communicate; both verbally and in writing, with	Expresses ideas effectively in individual and group situations. Maintains continuous open and consistent communication with others

	individuals and groups. Ensure there is an effective flow of information in terms of awareness and understanding	listens actively and objectively without interrupting
		Expresses factual messages are clearly understood
		Picks up on non-verbal cues
		Writes reports that have a clear structure
		Written communications & emails are structured & grammatically correct
		Summaries are logically derived from the body of the report & includes a conclusion
		Adheres to organisational standards when sending communication
		The purpose of communication is clear
		Displays a high level of competence in presenting information
		Clearly presents proposals, work & ideas
	INTERPERSONAL CONFLICT HANDLING Able to anticipate, diffuse and resolve disagreements, confrontations, tensions and complaints in a practical and constructive manner in order to achieve results, solve service delivery	Establishes facts first, before drawing conclusions
		Facilitates the discussion & resolution of different views
		Does not shout or use inappropriate language
		Remains in control of emotions
		Displays respect even in difficult situations
		Addresses the problem and does not demean the person
		Chooses right time and place for discussion
		Operates within the values & frameworks set by the institution
	TEAM-WORK & COLLABORATIVE WORKING Ability to work co-operatively within a group and across UFH to achieve UFH goals in a respectful manner. The intention to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively.	Respects diversity
		Respects others opinions
		Understands & sets priorities to meet plans, priorities & team objectives
		Assists with outputs in tmes of pressure
		Is reliable
		Helps others in the achievement of a common goal
		Proposes systems & changes to procedure to facilitate achievement of objectives
	WORK MANAGEMENT Establishes a course of action for self and/or others to accomplish a specific goal. Effectively plan, schedule, prioritize and control activities; identify, integrate and orchestrate resources (people, material, information, budget, and/or time) to accomplish goals.	Knows own limitations
		Respects diversity
		Effectively plans, prioritses & organises work
		Is primarily engaged in work output/productive work during working hours
		Finds ways to overcome challenges
		Anticipates obstacles, risks, links & dependencies for plans & mitigation actions
		Can manage own work without constant supervision
		Maintains high productivity
		Asks for assistance if goals are unclear

		Adheres to policy & procedures
		Is willing to accept guidance from others
		Often walks the extra mile for the team or clients
		Takes corrective action if plans are impacted by unforeseen circumstances
		Is proactive
		Asks for assistance/guidance
		Monitors compliance to policy & procedure and standards
	Functional Competencies	
	RISK MANAGEMENT The ability to understand negative consequences and threats and to manage decisions/business processes in order to negate/minimise risks	Is knowledgeable & aware of factors impacting risk
		Implements risk mitigation projects/strategies
		Collaborates with other institutional divisions/functions regarding risk mitigation plans
		Continually improves processes
		Possesses strong analytical & communication skills
		Evaluates channels of communication/ service provision
		Monitors metrics relating to risk plans/actions
		Puts processes in place for monitoring progress
		Is skilled in risk processes (physical risk, safety risk, health risk, commercial risk)
VALUES	ACCOUNTABILITY	Seizes on-the-job development and training opportunities to stretch him/herself technically & professionally
		Creates and updates a development plan containing clear development objectives and a range of development approaches
		Personally feeds back on functional performance to the team and involves others in determining how to address issues
		Stays focused on the task in hand; delivers to the required standards & timescales in line with agreed commitments and obligations
		Complies with the University's regulations and rules
		Delegates responsibility, but takes accountabilty for resulting & compliance
		Monitors and measures progress in attaining results within established objectives
	EQUITY	Eliminates bias in dealing with colleagues/students & staff
		Equity & fair treatment is applied to all
		Empowers individuals to achieve their potential, based on their unique skills, competencies & abilities
		Provides guidance, advice & assistance to access opportunities/ programmes

	EXCELLENCE	Is accountable for actions taken and ensures that they are in full compliance with the University's regulations and rules
		Takes responsibility for own career progression & growth
		Is engaged and committed to team goals
		Builds the confidence of others to succeed either in their own capacity, or in the future success of their team, unit, department
		Shares knowledge with others
		Is committed to the achievement of the institution's goals
	INCLUSIVITY	Recognises & values the diverse contributions of others
		Strives to recognise & eliminate prejudice
		Collaborates freely & constructively with coworkers from diverse cultures & backgrounds
		Stays abreast with policy frameworks relating to diversity
	INTEGRITY	Abides by rules & regulations
		Consistently delivers work of high standard
		Takes responsibility for mistakes
		Fulfills commitments & obligations and are dependable & trustworthy
		Stands firm on values & integrity, even in the face of opposition or adversity
	PROFESSIONALISM	Is adaptable to change
		Communicates issues timeously & constructively
		Does not reflect negatively on the institution's reputation
		Projects a professional personal image
		Communicates plans & objectives timeously & effectively
		Does not reflect negatively on the institution's reputation
	RESPECT	Values and respects others
		Treats all colleagues with respect, regardless of seniority
		Considers the situation of others & displays empathy
	SERVICE CULTURE	Clarifies and understands client requirements
		Consistently complies with set goals, values & behaviours set for service excellence
		Complies with priorities set by managers & delivers work that meets/exceeds set standards
		Delivers on promises & commitments, i.e. "walks the talk"
		Assists team & others in delivering service to internal & external stakeholders
		Provides honest, transparent & open communication
		Assumes responsibility for staying abreast with service requirements
		Is proactive & enabling in the achievement of team goals

	SOCIAL JUSTICE	Assumes responsibility of applying the principles of social justice in the interaction with others
		Does not discriminate against or demean others
		Assumes responsibility of applying the principles of social justice in the interaction with others
		Behaves professionally & curteously
		Participates in opportunities to constructively voice concerns, provide input & to advocate for change
		Follows correct procedures for voicing injustice issues
		Acts consistently to bring about institutional change
	STUDENT CENTEREDNESS	Listens, understands & assesses student needs
		Communicates & provides timeous feedback to students regarding queries/issues
		Meets student needs with the appropriate solution
		Obtains feedback from students on service provision/issue resolution
		Resolves student issues & escalates problems if unsure of solutions
		Actively seeks to streamline & improve student service
		Disseminates correct & timeous information

SECTION I: JOB DESCRIPTION/JOB PROFILE

I, the post holder of this Job Profile, declare that I have read and understood the contents of this Job Profile. Furthermore, I agree to carry out any reasonable unspecified tasks related to this position and to carry out my duties with due diligence and care, paying attention to health, safety, quality, and regulatory requirements relevant to my position.			
AGREED BY			
	PRINT NAME	**SIGNATURE**	**DATE**
POSITION HOLDER			
DIRECT LINE MANAGER / SUPERVISOR			
OD MANAGER			