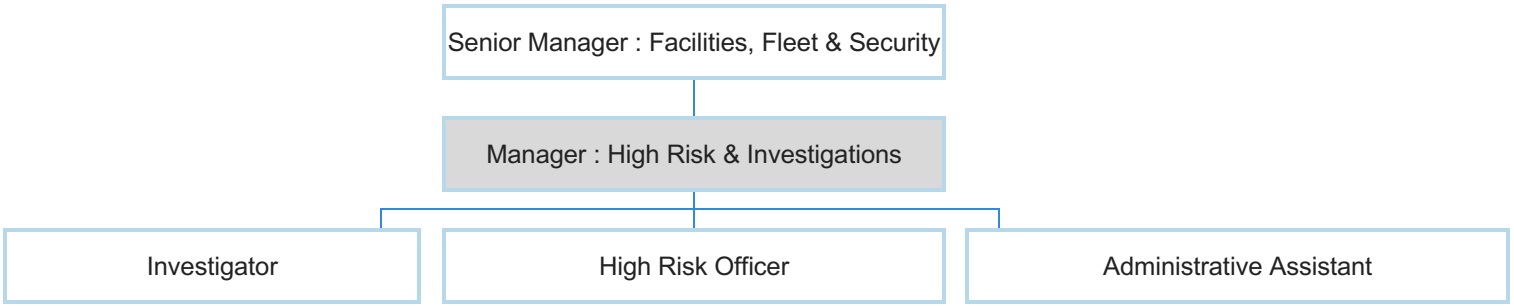
JOB PROFILE	University of Fort Hare *Together in Excellence*	

SECTION A: JOB DETAILS

JOB TITLE	Manager : High Risk & Investigations
POST CODE	**PS67**
COMPILATION DATE	10 February 2025
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

This job manages high risk investigations for the University of Fort Hare, relating to any area that may be highlighted by governance structures within the institution.

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. Manages the High Risk Investigations unit of the University of Fort Hare		Contributes to portfolio strategy & facilitates implementation of plan		
		Sets goals, objectives & priorities aligned with strategy for portfolio		
		Manages the human resources & other resources as per structure		
		Engages with internal stakeholders to facilitate objectives achievement		
		Manages & implements special projects as directed by senior leadership		
		Monitors results, measures & business process execution against approved plan		
		Submits progress reports on plan achievement & emerging issues		
2. Financial Planning & Budgeting		Plans & prepares for the budget process for own portfolio		
		Implements & manages financial management protocols & prescripts		
		Manages & monitors budget expenditure within the portfolio		

		Manages resources economically & prevents unauthorised, wasteful expenditure		
		Monitors management, maintenance & safekeeping of financial & other assets		
		Provides standard monthly financial reports		
3. Organisational Unit Staff Management		Communicates strategy, plans & strategic objectives with team		
		Plans HR allocation, acquisition, retention & motivation based on Resource Plan	Collaborating with HR leadership on resource planning processes	
		Engages in selection & recruitment processes of own portfolio		
		Assesses team's competence & knowledge levels aligned with HR interventions		
		Discusses individual employment contracts with HR Leadership & staff		
		Manages staff performance using the Performance Management System		
		Manages own portfolio's disciplinary process in conjunction with HR		
4. Investigations Management		Stays abreast with institutional priorities/imperatives		
		Stays abreast with best practice investigative methods/procedure		
		Stays abreast with confidentiality laws		
		Stays abreast with institutional risk strategies		
		Implements training for subordinates in ICT security protocols		
		Serving as a primary point of contact between internal teams (e.g., Legal, HR, CPS, SCM, Faculties) and involved in investigations	Allocating cases/investigations to relevant subordinate staff	
		Manages institutional high risk investigations	Collaborates with Internal Audit (where directed)	
			Protecting the confidentiality of whistleblowers	
			Evaluating the need for investigation based on initiating event	
			Establishing the extent/scope/depth of investigation required	
			Defining the objectives of investigations	
			Establishing the need for external experts/service providers	
			Establishing key issues/requirements/needs	
			Assigning resources to investigations	
			Gaining approvals for investigation plans	
			Identifying investigation risks	
			Establishing the requirements for evidence	
			Conducting preliminary interviews (if required)	

			Overseeing the execution of investigations	
		Collaborates with appropriate internal stakeholders		
		Collaborates with governmental agencies		
		Maintains a prioritised portfolio of investigations		
		Manages risk & security of information during investigations	Coordinating with the relevant officials to mitigate any risks related to information loss, leaks, or data integrity issues during investigations	
			Identifying potential risks related to information breaches or mishandling during the investigative process	
			Provides procedures & protocols for electronic and physical records to be shared securely stored and protected against unauthorized access or theft	
			Collaborates with ICT re IT information security (hacking) & installation of security software	
		Evaluates the quality of evidence	Examining evidence for accuracy/defensibility	
			Evaluating cross references	
			Evaluating sources of evidence	
			Evaluating the quality of reporting	
			Evaluating compliance to legal aspects	
			Evaluating external service provision	
			Providing feedback to investigating officers	
			Managing time lines according to plan	
			Monitoring goal achievement	
		Monitors the quality/confidentiality of documents		
		Arranges for the safety & security of investigative staff		
		Reviews investigation reports		
		Drafts summaries for presentation to stakeholders		
		Presents findings		

SECTION E: MINIMUM REQUIREMENTS

QUALIFICATION	B. Degree in Law
MINIMUM TOTAL YEARS EXPERIENCE	6

EXPERIENCE (TYPE & YEARS)	3 Years leadership experience Previous experience in investigation of crime Experience of legal procedure for investigations
KNOWLEDGE	Confidentiality legislation
PROFESSIONAL REGISTRATIONS OR LICENSE REQUIREMENTS	Drivers' License
OTHER	Detail orientation Business Acumen Excellent communication skills

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**
	Leadership Competencies	
	BUSINESS ACUMEN The achievement of excellence in a field of expertise or industry, supported by a proven track record and experience and applying this in all aspects of business, to foresee pitfalls & manage acceptable risk	Can consider/propose options & alternative to complex problems
		Is able to analyse, process & synthesise complex issues & problems
		Is abreast with developments in their field of expertise
		Is comfortable with ambiguity & uncertainty
		Has a proven track record of achievements
		Has insight into key issues, trends & innovations in field of expertise
		Is able to think conceptually & see the big picture
		Takes responsibility for actions/decisions
		Can think on his/her feet
	CHANGE LEADERSHIP The ability to lead an institution/institutional division through change and new direction without losing effectiveness	Communicates reasons for change clearly, continuously, and effectively
		Engages key staff to drive the change
		Decisions made do not conflict with the new direction
		Leads by example and is totally committed to the change
		Is firm in setting direction and does not waver
		Communicates a consistent message
		Makes changes in a reasonable time frame, so that staff are not over-burdened
		Manages problems and resolves tactical implementation issues pertaining to the change
		Implements interim plans (if relevant) in order to make the transition
		Sets reasonable expectations
		Monitors implementation progress
		Consistently applies positive pressure in affecting cultural change
		Facilitates change by appointing change agents to assist with the transition
	CRITICAL THINKING The ability to make decisions based on analysis of information presented from all angles in the face of ambiguous, uncertain, or conflicting situation	Can think creatively
		Asks for additional input or expertise when required
		Is open to the eventuality that there may be more than one answer to a problem
		Has the ability to predict opportunities, problems & solutions

		Actively listens & interprets input or alternatives
		Seeks knowledge & insight in problem resolution
		Can gather, analyse & sort complex data & information and draw sound conclusions
		Can trouble shoot solutions to problems
		Applies knowledge & expertise in interpreting information, documents, reports
		Knows from experience which questions to ask
		Is deliberate in thinking process, removes personal bias & pre-conceived ideas
	PARTNERING Seeking and building strategic alliances and collaborative arrangements through partnerships and/or networks to advance the objectives of the organization	Values, goals & objectives are well-defined before entering into an agreement
		Metrics & measurements are in place to monitor partnering goal achievement
		Builds & maintains trust
		Facilitates a collaborative environment
		Partnership agreement is well communicated internally
		Problem areas & conflict is resolved
		Mutually beneficial value is created by both parties
		Communication is continuous & clear
		Partnership risks are analysed & risk mitigation strategies are put in place
	Functional Competencies	
	RISK MANAGEMENT The ability to understand negative consequences and threats and to manage decisions/business processes in order to negate/minimise student risks	Is knowledgeable & aware of factors
		Implements risk mitigation projects/strategies
		Collaborates with other institutional divisions/functions regarding risk mitigation plans
		Continually improves processes by eliminating risks
		Possesses strong analytical & communication skills
		Evaluates channels of communication/ service provision
		Monitors metrics relating to risk plans/actions
		Puts processes in place for monitoring risk
		Trains subordinates in the determination of risk (physical risk, safety risk, health risk)
VALUES	ACCOUNTABILITY	Sets realistic targets for the team in line with the overall strategy; ensures the availability of resources & support needed by staff to achieve results
		Creates and promotes a results-based management culture that is focused on the achievement outputs
		Establishes systems and processes to monitor and evaluate progress and ensures that the required resources are made available;
		Obtains feedback from a wide range of sources to evaluate the function's performance
		Benchmarks performance against industry to assess portfolio performance

		Is recognised for own expertise in specific functional, professional, or technical field, e.g. publications and other methods for building reputation
		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
		Assumes accountability for deadline adherence
		Assumes accountability for regulatory-, policy- & quality standards adherence
	EQUITY	Eliminates bias in dealing with colleagues/students & staff
		Equity & fair treatment is applied to all
		Opportunities are provided on a fair & equitable basis
		Eliminates bias in decision making, performance rating & general conduct
		Provides support to staff & students lacking resources to access opportunities
	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
		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
		Provides guidance & coaching to others
		Is committed to the achievement of the institution's goals
	INCLUSIVITY	Strives to recognise & eliminate prejudice
		Takes diversity into account in management practices
		Values the contribution of diverse individuals in the team
		Facilitates dialogue to create common understanding
		Monitors representation of diverse groupings in the institution
		Puts processes in place for ongoing reflection & improvement
	INTEGRITY	Adheres to strong moral and ethical principles consistently, regardless of circumstances or personal gain
		Takes responsibility for mistakes
		Acts with openness & transparency
		Stands firm on values & integrity, even in the face of opposition or adversity
	PROFESSIONALISM	Protects the institution's reputation, image & standing nationally & internationally
		Demonstrates clear, professional, and respectful communications in all interactions
	RESPECT	Considers the situation of others & displays empathy

		Actively listens to the issues/problem statements of others to glean insight & understanding
		Treats all colleagues with respect, regardless of seniority
	SERVICE CULTURE	Consistently complies with set goals, values & behaviours set for service excellence
		Sets clear definitions & expectations for service goals & objectives in own area
		Measures & monitors the effectiveness of service
		Leads by example in leadership style by demonstrating integrity, decision making, functional excellence & exemplary problem/ issue resolution
		Institutes corrective action for non-compliance to regulations, policies & rules
		Leads by example
		Gives recognition for compliance & consistent excellent service
	SOCIAL JUSTICE	Education/information dissemination is in place to impart principles of social justice
		Assumes responsibility of applying the principles of social justice in the interaction with others
		Decision-making opens access for disadvantaged persons (either students or staff)
		Behaves professionally & courteously
		Takes constructive corrective action for non-compliance to principles
		Acts consistently to bring about institutional change
	STUDENT CENTEREDNESS	Proactively improves processes to negate recurring issues
		Sets formal communication channels in place
		Participates in decision making that facilitates student-centred processes, systems & information provision
		Obtains feedback from students on service provision/issue resolution
		Sets formal measurement of student satisfaction metrics in place
		Follows-up in the resolution of complex issues
		Monitors the correctness of information provided to students
		Resolves conflict in a positive manner
		Devolves service excellence goals for functional area

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			