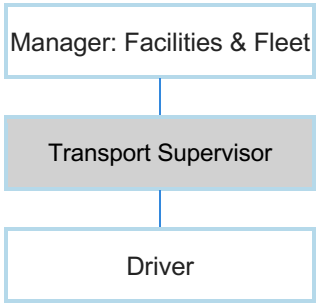
JOB PROFILE	University of Fort Hare *Together in Excellence*	

SECTION A: JOB DETAILS

JOB TITLE	Transport Supervisor
POST CODE	**PS36**
COMPILATION DATE	02 February 2025
LAST REVIEW DATE	13 September 2026
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

To oversee and supervise the daily operations of the university's transportation services, ensuring the safe, efficient, and reliable movement of students, staff, and faculty stakeholders. Responsible for coordinating vehicle schedules, supervising drivers, maintaining fleet operations, and ensuring compliance with safety and regulatory standards.

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. Supervises own area of responsibility		Determines detailed priorities aligned with approved goals & plans		
		Participates in performance management, skills audits & staff development		
		Participates in interviews for filling vacancies with leadership & HR		
		Supervises the human resources as per structure		
		Discusses staff leave requirements & obtains approval from leadership		
		Arranges required resources, materials, tools, etc. to achieve objectives & plan		
		Participates in disciplinary hearings when required		
		Measures & controls portfolio outputs / results against objectives		
		Reports on staff queries & issues		

2. Transport Coordination		Plans transport routes & resourcing	Planning the most efficient routes to minimize travel time & fuel consumption in conjunction with leadership Considering plans to optimize routes & cost reduction Recommending options to improve delivery times Liaising with stakeholders on route amendments/changed plans Anticipating driver back-up plans in cases of emergency Coordinating drivers' routs & plans Providing & planning for dispatchers and support staff	
		Coordinates the daily activities of university drivers & transport staff	Training and supervising drivers to ensure safety and compliance with regulations	
			Organizing driver training on road safety, vehicle handling/emergency procedures	
		Coordinates transportation for events, field trips, & special requests		
		Develops & oversees transport schedules for shuttles, buses, & vehicles		
		Coordinates Vehicle Maintenance	Scheduling regular maintenance and repairs to keep the fleet in good condition	
		Addresses transport-related inquiries, complaints, and service disruptions		
		Conducts safety checks & enforce vehicle maintenance standards		
		Investigates transport-related accidents/incidents	Implementing & monitoring corrective measures	
		Monitors fuel usage	Monitoring fuel consumption and implementing approved plans to reduce fuel costs	
		Monitors stakeholder requests & meeting expectations daily	Evaluation of customer service feedback Submitting customer feedback reports with recommendations on improvements Handling transport-related customer inquiries	
		Monitors vehicle routes & optimizes transport operations for cost-effectiveness		
		Monitors compliance of transportation activities to local/government regulations		
		Reports on transport & fleet status, analytics, operational expenses, fuel cost	Maintaining records on vehicle usage, accident reports & maintenance logs	

SECTION E: MINIMUM REQUIREMENTS

QUALIFICATION	Higher Certificate in Fleet/Transport Management (NQF 5)
MINIMUM TOTAL YEARS EXPERIENCE	4 years' experience in fleet & transportation management, & maintenance coordination
EXPERIENCE (TYPE & YEARS)	
KNOWLEDGE	
PROFESSIONAL REGISTRATIONS OR LICENSE REQUIREMENTS	Valid driver's license – code 14 with PDP
OTHER	

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**	Students, staff, and faculty stakeholder
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 individuals and groups. Ensure there is an effective flow of information in terms of awareness and understanding	Expresses ideas effectively in individual and group situations.
		Maintains continuous open and consistent communication with others
		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,	Respects diversity
		Respects others opinions
		Understands & sets priorities to meet plans, priorities & team objectives

	to be part of a team, to work together, as opposed to working separately or competitively.	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	
	INFRASTRUCTURE LIVING & LEARNING GOAL ACHIEVEMENT The ability to build & maintain a built environment conducive to living & learning for both staff & students in achievement of institutional infrastructure goals	Outdoor sports & recreational areas/fleet are well maintained
		Health & Safety Awareness programs are in place
		Technical engineering competencies are in place for the maintenance of infrastructure
		Maintenance (both planned & incidental) is measured & costs are tracked
		Maintenance (both planned & incidental) is timeously executed
		Internal & external lighting & hygiene issues are well-maintained & monitored
		Consumable stock for is controlled, managed & reported on
		Controlled access to institutional buildings & campuses is monitored
		Health, Safety & Environmental standards are monitored & implemented in business processes
		Health, Safety & Environmental concerns are considered priority
		Health & Safety signage is in place

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			