



1 Advertisement

Post Title: Course Coordinator (TNE)

School/department: School of Engineering & Informatics

Hours: Full time hours considered up to a maximum of 36.5 hours. Requests for flexible working options will be considered (subject to business need). Core hours are 09:00 to 17:00, Monday to Friday.

Location: Brighton, United Kingdom

Contract: Permanent

Reference: 10639

Salary: starting at £24,144 to £27,396 per annum, pro rata if part time.

Placed on: 05 April 2023

Closing date: 02 May 2023. Applications must be received by midnight of the closing date.

Expected interview date: to be confirmed.

Expected start date: as soon as possible.

We are looking to appoint a full-time Course Coordinator to join our busy education team, in the School of Engineering and Informatics, assisting with the coordination of our taught courses, especially in relation to curriculum, assessment, and the student experience. The team supports a range of courses including those related to our transnational education (TNE) partnership with Zhejiang Gongshang University.

Our growing student community both at Sussex and in China requires a caring, attentive, and efficient administrative team to effectively support the delivery of teaching and assessment.

You will be a highly organised and proactive person with excellent communication skills, a keen eye for detail, and a positive attitude to whatever opportunities and challenges the working day brings.

Please contact: Cathy Warden, c.l.warden@sussex.ac.uk for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students, and we welcome applicants from all backgrounds.

2. The School / Division

See the [School of Engineering & Informatics](#) and the [Sussex Artificial Intelligence Institute, Zhejiang Gongshang University](#)

3. Job Description

Job Description for the post of: Course Coordinator

Section/Unit/School: School of Engineering & Informatics

Location: Falmer, Brighton

Grade: 4

Responsible to: School Administrator
Responsible for: n/a

Role description:

To serve as a point of contact and link between students, staff members, internal departments, and external contacts. To provide clerical and administrative support ensuring that the processes and services for which they are responsible operate smoothly.

PRINCIPAL ACCOUNTABILITIES

In relation to a range of named services or processes, to:

1. Support the successful delivery of the services or processes of the division/school through the effective co-ordination of activities, events, and meetings
2. Maintain, publish, and disseminate information and appropriate communications to ensure services and processes are understood, utilised, and applied
3. To act as the main point of contact for service users in the effective and efficient delivery of services. Assess and triage queries and potential issues, advising on solutions where possible and referring to more senior colleagues where necessary.
4. Provide support for quality assurance and staff and/or student feedback activities including reporting on usage and uptake information.

KEY RESPONSIBILITIES

1. Working as part of a team and within the wider institution, in line with local policy and procedure, assist with the planning, scheduling and delivery of activities, events and meetings including, but not limited to;
 - Helping to ensure that timelines and resources are identified, realistic and achievable
 - Proactively raising issues arising in advance for discussion and resolution
 - Co-ordinating the delivery of activities according to the schedule and in liaison with managers responsible for delivery
 - To act as an ambassador for the service, with a focus on customer service and delivery.

2. Communicating effectively with all stakeholders
 - Publicising activities, events and meetings to all relevant staff, students, or external parties in an effective way
 - Contributing to the editing of local guidelines ensuring that content relating to own areas of responsibility is clear and understandable to readers, up to date and accessible
 - Maintaining website pages (and other sources of information) to accurately reflect current activity in an engaging way
3. Providing support, information and guidance to staff and students.
 - To be the first point of contact in answering incoming queries in a helpful and timely way and in line with service level agreements, providing explanations where necessary and knowing when to escalate queries
 - Providing guidance on relevant procedures and processes
 - Ensuring staff and students are aware of procedures and processes
4. Liaising with colleagues with similar areas of responsibility and being actively involved in team meetings, networks, attending meetings, sharing information, and contributing to the development of processes
5. Creating and maintaining accurate information on activity that has taken place
 - Creating comprehensive records and files for future reference
 - Providing usage and uptake reports as requested
 - Presenting data on attendance and usage to enable analysis and interpretation
6. This role does not have any budget responsibility.
7. This role does not have any line management responsibility.
8. This role does not have any responsibilities for equipment or premises.
9. Support achievement of the School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure, and guidance in relation to those compliance matters in respect of students, staff, and other relevant parties.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed. Some flexible working around days of work, evenings and weekends may be required on occasion.

This Job Description sets out current responsibilities of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

4. PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Good secondary education.

2. Effective administrative, planning, and organisational skills; able to organise workload and priorities with the ability to identify and improve administrative processes where necessary.
3. Ability to work proactively and reactively to monitor, prioritise, and delegate a broad workflow.
4. Effective oral and written communications skills to work with students, staff members, internal departments, and external contacts, providing information and responding to questions and queries.
5. Ability to work flexibly within a team, and on own initiative.
6. Proficiency in IT including the MS Office suite, updating, and maintaining database systems, and interacting with business information systems.
7. Competent with ICT applications including MS Teams, Skype for Business, Zoom; and a familiarity with using social media platforms for business related purposes.
8. Helpful, cooperative, and sensitive to the needs and feelings of others including a commitment to customer service, approachability, and flexibility in responding to emergencies and unforeseen events.
9. Working with accuracy with a high level of attention to detail.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Ability to explain regulations and procedures in a clear and concise manner.
2. Ability to deal effectively and to communicate well with people at a range of levels.
3. Excellent communication skills (written and verbal)

DESIRABLE CRITERIA

1. Experience of working in a similar role.
2. Knowledge of the UK higher education environment.