



## 1 Advertisement

**Post Title:** Course Coordinator

**School/department:** School of Law, Politics and Sociology

**Hours:** Full Time hours considered up to a maximum of 1 FTE (36.5 hours)

Requests for flexible working options will be considered (subject to business need).

Hybrid working arrangement subject to business need.

**Location:** Brighton, United Kingdom

**Contract:** Permanent

**Reference:** 20444

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

**Placed on:** 03 May 2023

**Closing date:** 26 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

The Social Science cluster is seeking to appoint a well organised course coordinator to support a range of taught courses within the School including supporting students and providing administrative support to members of staff.

Working as part of the education team, duties will include dealing with student enquiries, maintaining timetable and assessment information, distributing student information and supporting examination boards.

Initiative, flexibility and the ability to communicate effectively, both orally and in writing, are essential. A good working knowledge of Microsoft packages is also important.

You will serve as a point of contact and link between students, staff members, internal departments, and external contacts providing clerical and administrative support ensuring that the processes and services operate smoothly.

Please contact Paul Jackett [P.Jackett@sussex.ac.uk](mailto:P.Jackett@sussex.ac.uk) or Pippa Robinson [pjr26@sussex.ac.uk](mailto:pjr26@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.*

**Please note: The University requires that work undertaken for the University is performed from the UK.**

## 2. The School / Division

Please find further information regarding the school/division at [School of Law, Politics and](#)

### **3. Job Description**

<b>Job Title:</b>	Course Coordinator
<b>Grade:</b>	G4
<b>School/Division:</b>	Law, Politics and Sociology
<b>Location:</b>	Freeman Building
<b>Responsible to:</b>	Assistant Education Manager
<b>Direct reports:</b>	N/A
<b>Key contacts:</b>	Head of Department, Course/Module Convenors

#### **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.

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#### **PRINCIPAL ACCOUNTABILITIES**

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

1. Support the successful delivery of the courses, services and 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.

#### **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 teaching, activities, events and meetings including, but not limited to;
  - Helping to ensure that time lines 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 canvas and 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 Division's/Unit's/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.
  10. Role specific duties
    - Course administration: including support for timetabling and assessment activities.
    - Assist with planning of teaching and the co-ordination of student course options.
    - Support processes for academic advising, quality assurance and student feedback activities.
    - Provide assistance to student support services in respect of student attendance monitoring processes and wellbeing.
    - Where appropriate, support placements, field trips, sandwich years and other programme specific administration
    - Providing general administrative support including servicing meetings and preparing correspondence, reports and other documents

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

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.

## **INDICATIVE PERFORMANCE CRITERIA**

### **PERSON SPECIFICATION**

#### **ESSENTIAL CRITERIA**

1. Good secondary education (see role-specific criteria below).]
2. Effective planning and organisational skills to organise own workload and priorities.
3. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
4. Ability to work flexibly within a small team and also on own initiative.
5. Competent IT skills to effectively manager own workload – MS Suite.

#### **ESSENTIAL ROLE-SPECIFIC CRITERIA**

1. Excellent communication and presentation skills, both written and verbal.
2. Ability to explain regulations and procedures in a clear and concise manner.
3. Experience of administrative and clerical systems in an office environment
4. The ability to multitask and prioritise an everchanging workload
5. The ability to work under pressure and reach deadlines
6. Problem-solving and decision-making skills
7. The ability to work autonomously
8. Experience of supporting and servicing meetings (including preparing committee agendas and writing minutes)
9. Commitment to providing high levels of service to students and staff
10. Experience of developing organisational processes and systems to ensure efficiency

#### **DESIRABLE CRITERIA**

1. Two years' experience in a similar role.
2. Two years' experience working in a university or similar environment.
3. Knowledge of course and module structures and assessment methods.
4. Knowledge of examination board and University regulations regarding student progress and assessment
5. Experience of quality assurance and examination matters
6. Experience of student records systems