



## 1. Advertisement

**Post Title:** ODL/MBA Course Coordinator

**School/department:** University of Sussex Business School, Professional Services

**Hours:** Full time hours considered up to a maximum of 36.5 FTE. Requests for flexible working options will be considered (subject to business need).

**Location:** Brighton, United Kingdom

**Contract:** Fixed term until 31 May 2024

**Reference:** 20562

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

**Placed on:** 28 April 2023

**Closing date:** 22 May 2023 Applications must be received by midnight of the closing date.

**Expected interview date:** To be discussed with HR

**Expected start date:** ASAP

We are seeking an experienced, well-organised Course Coordinator, who is a good team member, to support with the provision of the Online Distance Learning (ODL) and Master of Business Administration (MBA) courses offered by the University of Sussex Business School. The post holder will have experience working in a busy environment and a strong commitment to consistently delivering the highest standard of customer service to internal and external stakeholders.

Duties will include dealing with student, faculty, and colleague enquiries, organizing teaching groups and room bookings, maintaining 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.

The Business School currently offers 4 online Masters degrees in International Marketing, Energy Policy, Sustainable Development, and Global Supply Chain Management, working in collaboration with the University's distance learning partner Pearson. Taught 100% online and with 6 start dates per year, our courses give students the opportunity to start their course when they like and study in their own time from their own home. The Virtual Learning Environment is our digital alternative to the University campus, and the platform has been designed specifically for students learning online with Sussex. The Sussex MBA is the only degree course offered by the Business School that is designed specifically for professionals seeking to enhance and develop their business skills. It is a globally recognized and highly sought qualification and the MBA course at Sussex is accredited by both EQUIS and AMBA (The Association of MBAs).

Please contact Sydney Guyomard (S.guyomard@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

Please find further information regarding the school/division at <https://www.sussex.ac.uk/business-school/>

## 3. Job Description

Job Description for the post of: ODL/MBA Course Coordinator

**Department:** Professional Services

**Section/Unit/School:** University of Sussex Business School

**Location:** School Office, Jubilee Building

**Grade:** 4

**Responsible to:** Senior Online Distance Learning Coordinator / Senior MBA Coordinator

**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.

## KEY RESPONSIBILITIES

1. Working as part of the Course Administration team and within the wider institution, in line with local policy and procedure, as directed 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
  - Coordinating 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. Administer the School's courses
  - Assist with the planning of teaching: maintain timetable related information, and plan teaching groups
  - Assist with the planning and coordination of student course options
  - Support processes for academic advising and attendance monitoring
  - Deal effectively and efficiently with enquiries from staff, students and visitors
3. Support the administration of the teaching support process
  - Assist with the assessment and examination process in liaison with faculty, other School and University support staff, and the Student Progress and Assessment office, including supporting examination boards and external moderation
  - Provide support for quality assurance and student feedback activities
  - Provide assistance to student support services in respect of student attendance monitoring processes

4. 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 sites (and other sources of information) to accurately reflect current activity in an engaging way
5. Providing support, information and guidance to staff and students
  - Provide support to the Heads of Department and Directors within the School
  - 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
6. 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
7. Creating and maintaining accurate information on activity that has taken place
  - Creating comprehensive records and files for future reference and ensuring these are maintained
  - Providing usage and uptake reports as requested
  - Presenting data on attendance and usage to enable analysis and interpretation
8. This role does not have any budget responsibility
9. This role does not have any line management responsibility
10. This role does not have any responsibilities for equipment or premises
11. 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
12. 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.

## **4. Indicative Performance Criteria**

### **PERSON SPECIFICATION**

#### **ESSENTIAL CRITERIA** (see role-specific criteria below)

1. Good secondary education.
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 on own initiative.
5. Competent IT skills to effectively manage own workload – MS Suite and databases.

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

1. Ability to work consistently, thoroughly, and accurately when completing tasks.
2. Ability to explain regulations and procedures in a clear and concise manner.
3. Experience of administrative and clerical systems.
4. Experience of supporting and servicing meetings (including preparing committee agendas and writing minutes).
5. Commitment to providing high levels of service to students and staff.
6. Ability to deal sensitively with anxious students.
7. Outward looking and positive towards new challenges.
8. Willingness to instigate technological solutions to tasks to work smartly and increase efficiency.

#### **DESIRABLE CRITERIA**

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