

1. Advertisement

Post Title: Online Distance Learning Coordinator

School/department: Division for the Student Experience/Educational Enhancement

Hours: Full-time. Requests for [flexible working](#) options will be considered (subject to business need).

Location: Brighton, United Kingdom

Contract: Permanent

Reference: 20683

Salary range: Starting £24,144 rising to £27,396 per annum, pro rata if part time

Placed on: 22 May 2023.

Closing date: 18 June 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 University of Sussex is seeking to appoint an enthusiastic, creative and highly motivated individual to join the Online Distance Learning (ODL) Team within the Educational Enhancement department. This important role will deliver high quality administrative support to meet the needs of the University's ODL provision, developed in partnership with Pearson.

This is an exciting opportunity to join a specialist team committed to supporting innovation in teaching and learning. It's an opportunity for an individual interested in a career within the field of learning technology to gain valuable skills and experience in a supportive digital environment.

If you'd like to discuss the role in more detail, please email the Online Distance Learning Manager Mellow Sadik, m.sadik@sussex.ac.uk

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

<http://www.sussex.ac.uk/schoolsandservices/professionalservices/student-experience>

<http://www.sussex.ac.uk/tel/>

3. Job description for the post of: Online Distance Learning Coordinator

Job description: Online Distance Learning Coordinator

Grade: 4

School/Division: Student Experience/Educational Enhancement

Location: The Library/hybrid

Responsible to Online Distance Learning Manager

Direct reports None

Key contacts: Strategic ODL partner
Academic and professional services staff in schools
Professional services staff in Divisions (e.g. Finance, DSE).

Purpose of the post:

The Online Distance Learning Coordinator provides administrative and operational support for the university's online distance learning (ODL) course provision, working in collaboration with Schools, Professional Services and the University's distance learning partner Pearson. The post contributes to student enrolment and progression processes, course/module development and launch activities, and ensures ODL administrative functions run smoothly.

Responsibilities:

1. Provides assistance for student/staff enrolment processes and progression tracking. Enrols new and continuing students onto modules, ensuring timeliness and accuracy. Liaises with IT on account creation for partnership staff.
2. Supports course/module development and launch procedures through contribution to pre-launch content reviews and go live checks. Compiles quantitative feedback from student end of module surveys and identifies key trends. Contributes to user acceptance testing of new/redeveloped digital processes or platforms and records issues on tracker documents.
3. Provides administrative assistance to the ODL team's daily operational and office procedures. Coordinates and schedules events and hospitality with ODL team, Pearson, academic and professional services staff. Captures and shares meeting minutes and follow-up actions with teams.
4. Creates, updates and securely maintains ODL documentation including guidance templates/documentation for partner, academic and professional service staff. Ensures course/module records – including enrolment forecasts - are up to date and made available to relevant colleagues on a timely basis.
5. Supports response to ODL-related queries from students and colleagues, providing a high quality customer service. Demonstrates a customer-focussed orientation when engaging with all internal and external stakeholders.
6. Builds and maintains effective and collaborative relationships with Academic, Professional Services and partner staff, in support of the development of premium quality online learning provision.
7. Takes personal responsibility for continuing professional development.

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

4. Person Specification for the post of: Online Distance Learning Coordinator

Essential criteria

1. Excellent written and oral skills, with a concern for accuracy

2. IT literate with proven experience working with MS Office products and with the ability to learn new software/systems
3. Evidence of a good level of analytical and numerical ability
4. Demonstrable service orientation, together with a client/customer focus
5. Excellent interpersonal skills, with the ability to confidently express points to colleagues and partners
6. Pro-active and flexible, able to think ahead, prioritise and manage a varied workload
7. Knowledge of and commitment to providing a high level of service
8. Demonstrates sensitivity, tact and the ability to remain calm when working to different priorities
9. Experience of working cooperatively as part of a team to meet objectives
10. Evidence of a high degree of personal initiative and commitment to professional development

Essential role-specific criteria

1. Evidence of experience of providing administrative support including supporting and servicing meetings, committees and minute writing.
2. Experience of producing/contributing to digital communication materials and resources
3. Understanding of GDPR, appreciation of the need to maintain confidentiality and keep information/data secure

Desirable criteria

1. Experience of writing for the web and copy editing
2. Demonstrable understanding of FE/HE sector.

Date: May 2023