



## 1 Advertisement

**Post Title: Senior Online Distance Learning Coordinator**

**School/department:** University of Sussex Business School

**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) Hybrid working

**Contract:** Fixed Term, until 31/07/2025

**Reference:** 20686

**Salary:** starting at £ 28,131 to £ 32,411 per annum, pro rata if part-time

**Placed on:** 19 May 2023

**Closing date:** 16 June 2023. Applications must be received by midnight of the closing date.

**Expected interview date:** To be confirmed

**Expected start date:** To be confirmed

An exciting opportunity for a ODL Senior Coordinator has arisen within The University of Sussex Business School.

The School has a portfolio of 30 regular courses across its five departments of Accounting and Finance, Management, Strategy and Marketing, Economics and SPRU (Science Policy Research Unit).

The Senior Distance Learning Coordinator will work with the Postgraduate Taught team, but also with the School's Business Liaison Team to support the development of Executive Education. They will work closely with the Director of Online Distance Learning in the School, and with the Deputy School Administrator, and help to coordinate the expansion of the programme to include new courses.

The role holder will be responsible for,

- course administration
- event management, and
- all day to day operational running of the distance learning programme.

The Senior Distance Learning Coordinator will interact with a diverse customer base of students, faculty, staff, university and external organisations, and will be expected to deliver a high level of customer service and operational execution.

We are seeking a creative, enthusiastic and well-organised administrator, who is a self-motivator and good team member, with strong proven administrative and organisational skills. The ability to take the initiative and to work effectively under pressure will be essential. The successful candidate will have an aptitude for detailed work, problem solving and self-management. Knowledge of HE is desirable.

Please contact Heidi Davies, [Heidi.Davies@sussex.ac.uk](mailto:Heidi.Davies@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**

<b>Job Title:</b>	Senior Course Co-ordinator (ODL)
<b>Grade:</b>	G5
<b>School/Division:</b>	University of Sussex Business School
<b>Location:</b>	Jubilee Building
<b>Responsible to:</b>	Deputy School Administrator (Line Manager) and Director of Distance Learning
<b>Key contacts:</b>	Central ODL

### **Role description:**

The Senior Distance Learning Coordinator will work with the Postgraduate Taught team, but also with the School's Business Liaison Team to support the development of Executive Education. They will work closely with the Director of Online Distance Learning in the School, and with the Deputy School Administrator, and help to coordinate the expansion of the programme to include new courses.

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## **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.
4. Provide support for quality assurance and staff and/or student feedback activities including reporting on usage and uptake information.

### **KEY RESPONSIBILITIES**

To lead a small team of fellow administrative colleagues to achieve departmental objectives. 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 respond to enquiries interpreting university and external regulations as appropriate, considering implications of problems and referring to others as appropriate, more complex issues or ones that are outside of normal practice, 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
- Contribute ideas and suggestions for improvements to work practices and methods.
- 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
- 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

- 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
- Creating and maintaining accurate information on activity that has taken place
- This role does not have any budget responsibility.
- This role does not have any line management responsibility.
- This role does not have any responsibilities for equipment or premises.
- The post holder reports to the [Deputy School Administrator], they are given clearly agreed responsibilities in specific areas. Their line manager would agree daily/weekly/monthly tasks and duties in order to achieve their agreed objectives and support the delivery of the University's goals. The post holder may be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
- 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.

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**

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 manage own workload – MS Suite.

## **ESSENTIAL ROLE-SPECIFIC CRITERIA**

- Approachable, professional and able to remain calm under pressure
- Ability to deliver a high degree of accuracy and attention to detail and the ability to maintain this under pressure
- Ability to prioritise workload to meet multiple deadlines and forward plan
- Confident communicating with senior colleagues and stakeholders
- Ability to deal effectively and to communicate well with a broad range and level of internal and external stakeholders
- Ability to work effectively to deadlines while under pressure
- Good ICT skills including databases
- Ability to understand and explain regulations and procedures in a clear and concise manor
- Ability to plan own workload and work independently and make decisions as necessary
- Able to coordinate a small budget, and to set up systems to monitor expenditure, resolving problems as they occur

## **DESIRABLE CRITERIA**

1. Two years' experience in a similar role.
2. Two years' experience working in a university or similar environment.