



## 1 Advertisement

**Post Title: Academic Experience Coordinator**

**School/department: Social Science/Education and Social Work**

**Hours:** Full-Time hours considered up to a maximum of 1.0 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:** 20988

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

**Placed on:** 26 June 2023.

**Closing date:** 11 July 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 administrator to support a range of activities to support student academic experience. The post will have primary focus supporting the School of Education and Social Work.

Join us, and you will play a key part in supporting our students across their academic journey, based on our beautiful and vibrant university campus. The successful candidate will require excellent attention to detail and will be able to demonstrate that they that they can work well as part of a team dealing with sensitive situations.

The post-holder will support key processes in the remit of student and academic experience supporting the work of the Directors of Teaching and Learning and Student Experience.

Duties will include, but are not limited to, dealing with staff/student enquiries, maintaining accurate curriculum and assessment information, student engagement monitoring, event organisation and minute/note taking.

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

The ability to communicate effectively, both orally and in writing is essential alongside a good working knowledge of Microsoft packages. Experience of working in HE academic administration or Student Support Services would be an advantage.

Please contact Susan Chater [S.Chater@sussex.ac.uk](mailto:S.Chater@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.*

## 2. The School / Division

Please find further information regarding the school/division at [School of Education and Social Work : Schools and services : University of Sussex](#)

## 3. Job Description

<b>Job Title:</b>	Academic Experience Coordinator
<b>Grade:</b>	G4
<b>School/Division:</b>	<b>Social Science/ESW</b>
<b>Location:</b>	<b>Falmer campus:</b> Essex House and Arts C
<b>Responsible to:</b>	Assistant Education Manager
<b>Direct reports:</b>	N/A
<b>Key contacts:</b>	Professional services colleagues, Directors, Course/Module Convenors I

### 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.

Supporting the student academic journey by providing administrative support that focuses on academic experience, support and welfare via monitoring attendance, engagement, and compliance; working with staff within the school and central departments, to ensure students are able to engage effectively with their studies.

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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.

### Role specific duties

- Support processes for academic engagement monitoring, compliance and regulatory activities e.g temporary withdrawal, transfers and other study requests.
- Assist student services in respect of student support and wellbeing processes. Including administration of procedures involving sensitive materials and data, such as claims for exceptional circumstances, appeals and students at risk.

- To provide administrative support and guidance for school student support activities with the Director of Teaching and Learning, Director of Student Experience, HoDs, course and module convenors, in accordance with university policy and procedures
- Curriculum administration: including support for learning activities e.g., the co-ordination of student course options, welcome/induction, student representation and enhancement events.
- Provide general administrative support including servicing meetings, exam board support and preparing correspondence, reports and other documents

## 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 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.

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.

## **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 accurately under pressure and meet deadlines
6. Ability to handle complex cases such as appeals, complaints, and misconduct in an accurate, sensitive, and confidential manner, potentially including upsetting personal information.
7. Experience of supporting and servicing meetings (including preparing committee agendas and writing minutes)
8. Commitment to providing high levels of service to students and staff with the ability to deal sensitively with upset and anxious students or staff.

### **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
7. Knowledge of student regulations e.g. attendance monitoring, student complaints