



1 Advertisement

Post Title: Senior Course Coordinator (Team Leader)

School/department: University of Sussex Business School

Hours: Full-time hours considered up to a maximum of 1.0 FTE. Requests for flexible working options will be considered (subject to business need).

Location: Brighton, UK

Contract: Permanent

Reference: 21218

Salary: starting at £ 28,759 to £ 32,982 per annum, pro rata if part-time.

Placed on: 24 July 2023.

Closing date: 5 September 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 role is based in the University of Sussex Business School. We are seeking to appoint a full-time Senior Coordinator to lead a small team and coordinate support for a range of courses within the School. This is an exciting opportunity to work in a busy and vibrant unit that is expanding its teaching provision. You will be responsible for administering the School's courses and teaching support processes, including quality assurance systems. The post will provide an opportunity for working with a friendly team of staff. The successful candidate will have excellent organization, communication, IT and customer service skills.

Please contact Heidi Davies, 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

Job Description for the post of: Senior Coordinator (Team Leader)

Department: Professional Services

Section/Unit/School: University of Sussex Business School

Location: The role is based in the Jubilee building at our Falmer campus with elements of remote-working

Grade: 5

Responsible to: Senior Education and Operations Manager and Education Manager

Responsible for: Coordinators and Assistant Coordinators

Job description:

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With the assistance of the Education Manager, you will be in charge of supervising a group of coordinators and assistant coordinators, which includes carrying out orientation, training, and evaluations. You will be required to take the initiative to oversee the division of tasks among the team members in consultation with them and in light of their respective areas of responsibility, you will lead the teams communications both internally and externally. Have a thorough awareness of the team's various roles and areas of responsibility by attending Departmental meetings offering pertinent data and presentations as needed, and making sure that all of the team's duties are properly represented. Help with teaching planning: keep a schedule pertaining to data, organise instructional sessions, and be in charge of overseeing a group of coordinators. Deal effectively and efficiently with enquiries from staff, students and visitors

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.

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. To lead a small team of fellow co-ordinator colleagues to achieve departmental objectives, providing clerical support to school staff and officers.
3. Maintain, publish and disseminate information and appropriate communications to ensure services and processes are understood, utilised and applied
4. To act as the main point of contact for service users in the effective and efficient delivery of services.
5. 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 co-ordinator colleagues to achieve departmental objectives, 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.
1. 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
 2. 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

3. 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
4. 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
5. This role does not have any budget responsibility.
6. This role has team leadership and supervisory responsibility for a small team of coordinator colleagues.
7. This role does not have any responsibilities for equipment or premises.
8. 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.

INDICATIVE PERFORMANCE CRITERIA

PERSON SPECIFICATION

ESSENTIAL CRITERIA

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

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Good analytical skills, the ability to analyse large data sets.

2. High degree of accuracy and attention to detail.
3. Experience of supporting and servicing meetings (In-person and online).
4. Ability to think creatively and imaginatively about a wide range of opportunities and issues.
5. Ability to deal sensitively with the support needs of students

DESIRABLE CRITERIA

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