1 Advertisement

Post Title: Course Coordinator
School/department: School of Education and Social Work
Hours: Full time (36.5 hours per week). Requests for flexible working options will be considered (subject to business need).
Contract: permanent
Reference: 2591
Salary: Starting at £21,814 and rising to £25,217 per annum, pro rata (if applicable)
Closing date: 10 December 2019. Applications must be received by midnight of the closing date.
Expected Interview date: TBC 2019
Expected start date: As soon as possible

The School of Education and Social Work is seeking to appoint an experienced, well organised administrator to coordinate and provide administrative support within a busy team.

The successful candidate will provide support for a range of Initial Teacher Education (ITE) courses within the school (including the Pedagogy and Practice PGCE); supporting students; providing administrative support to members of staff

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

The School was created in August 2009, bringing together two established and thriving departments – the Department of Education and the Department of Social Work and Social Care. The School is committed to contributing to social justice at global, international and national levels in terms of our research, teaching and professional education. We have a developing stream of interdisciplinary activity that unites the work of colleagues in both Departments and the School has a large number of both home and international doctoral students.

The School is led by the Head of School and both departments are led by a Head of Department. The academic work is supported by 25 members of professional services staff who are located within the school and led by the School Administrator as well as by a range of central university services. Our professional services team comprises of posts that cover support for courses and admissions, research and projects, curriculum and assessment as well as communications and technical laboratory activities.

The School is committed to promoting equality, diversity and inclusion within its staff group.
3. Job Description

Job Description for the post of: Course Co-ordinator

Department: Education

Section/Unit/School: School of Education and Social Work

Location: Essex House

Grade: 4

Responsible to: Senior Course Coordinator

Responsible for: n/a

Purpose of the post:

1 Providing course coordination for ITE Progress and Assessment

1.1 Provide a prompt, efficient and responsive service to both external customers (e.g. students and providers) and internally (academic colleagues, Schools and departments)

1.2 Assist with telephone and email enquiries from students and maintain good communication throughout the course

1.3 Maintain student records and essential databases, especially mark entry

1.4 Assist with planning of teaching: maintain timetables, relay information and set teaching methods.

1.5 Assist with the editing of handbooks and the website

1.6 Support processes for academic advising and attendance monitoring

1.7 Assist with the assessment and examination process in liaison with the convenors and other School support staff, the Student Systems and Record Office and the Academic Development and Quality Enhancement office, including supporting examination boards and external moderation

1.8 Process temporary and permanent withdrawals and to inform all necessary departments, including Student Systems and Records Office and the Student Life Centre

1.9 Claim student bursaries from the DfE

1.10 Keep accurate records of student bursary payments and to liaise with the University finance department in regards to this

1.11 Answer queries relating to student bursaries

2 Other Duties

2.1 Provide consistently high level customer service

2.2 Deal effectively and efficiently with enquiries from staff, students and visitors

2.3 Deal directly with difficult situations - which could include complaints and distressed students and resolve them in a professional and understanding manner.

2.4 Provide administrative support for the Education Departmental and Board of Study
meetings including preparation of agendas, circulation of papers, production of minutes and undertaking follow-up actions as appropriate.

2.5 Raise purchase orders and sales orders. Keep track of Purchase Orders and invoices and monitor

2.6 Update Canvas with school job vacancies

2.7 Produce academic transcripts for past students when requested

2.8 Support initiatives that promote student experience

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.

3. Person Specification

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<thead>
<tr>
<th>SKILLS / ABILITIES</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Ability to deal effectively and to communicate well with people at a range of levels</td>
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<td>Ability to work effectively to deadlines while under pressure</td>
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<td>Good ICT skills, including experience of using databases and spreadsheets</td>
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<td>High degree of accuracy and attention to detail</td>
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<td>Ability to explain regulations and procedures in a clear and concise manner</td>
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<td>Ability to plan and prioritise own workload, and delegate when appropriate</td>
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<tr>
<th>KNOWLEDGE</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Knowledge of working in an educational environment</td>
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<tr>
<th>EXPERIENCE</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Experience of developing and maintaining administrative and clerical systems</td>
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<td>Experience of supporting and servicing meetings</td>
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<td>Experience of working in higher education admissions</td>
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<td>Experience of document and website editing</td>
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<tr>
<th>PERSONAL ATTRIBUTES AND CIRCUMSTANCES</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Commitment to providing high levels of service to students and staff</td>
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<td>Commitment to contributing to effective team working</td>
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<td>Commitment to staff development</td>
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The University is committed to equality and valuing diversity, and applications are particularly welcomed from women and black and minority ethnic candidates, who are under-represented in academic posts in Science, Technology, Engineering, Medicine and Mathematics (STEMM) at Sussex.