



## 1 Advertisement

**Post Title: Senior Coordinator (MBA)**

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

**Hours:** full time or part time hours considered up to a maximum of 36.5 hours per week. Requests for flexible working options will be considered (subject to business need).

**Contract:** Permanent

**Reference:** 9160

**Salary:** starting at £27,131 to £31,411 per annum, pro rata if part time

**Placed on:** 23 August 2022

**Closing date:** 23 September 2022 Applications must be received by midnight of the closing date.

**Expected interview date:** TBC

**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 the MBA. This is an exciting opportunity to work in a busy and vibrant environment.

The MBA Senior Coordinator will work within the Postgraduate Taught team but will also be required to coordinate with the Business Liaison team to support the development of Executive Education. They will work closely with the MBA Course Director. The role holder will be responsible for course administration, event management and the day to day operational running of the teaching programme and bespoke Executive Education courses.

The MBA Coordinator will interact with a diverse customer base of students, faculty, staff, university and external organisations. The role holder will deliver a high level of customer service and operational execution. We are seeking a creative, enthusiastic and well-organised administrator, who is a good team member, with 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](#)

## 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: Deputy School Administrator and**

**Responsible for: Course Coordinators**

**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. To lead a small team of co-ordinator colleagues.

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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. 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 co-ordinator 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. Ability to deal effectively and to communicate well with a broad range and level of internal and external stakeholders
2. Ability to work effectively to deadlines while under pressure
3. Ability to prioritise workload to meet multiple deadlines and forward plan
4. Good ICT skills including databases
5. Ability to deliver a high degree of accuracy and attention to detail and the ability to maintain this under pressure
6. Experience of developing administrative & clerical systems
7. Experience of line management

#### **DESIRABLE CRITERIA**

1. Two years' experience in a similar role.

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