



Job Title: MBA/ODL Course Coordinator

School/Division: University of Sussex Business School, Professional Services

Hours Full time hours considered up to a maximum of 36.5 hours. Requests for flexible working options will be considered (subject to business need).

Contract: Permanent

Ref: 9536

Salary: Starting at £23,144 to £26,396 per annum, pro rata if part time

Placed on: 12 September 2022

Closing date: 05 October 2022. Applications must be received by midnight of the closing date.

Expected Interview date: TBC

Expected start date: ASAP

We are seeking an experienced, well-organised administrator, who is a good team member, to assist with the coordination of MBA/ODL taught courses. Duties will include dealing with student enquiries, organising teaching groups and room bookings, distributing student information and supporting examination boards. Initiative, flexibility and the ability to communicate effectively, both orally and in writing, are essential. A good working knowledge of Microsoft packages is also important

The Sussex MBA is the only degree course offered by the Business School that is designed specifically for professionals seeking to enhance and develop their business skills. It is a globally recognized and highly sought qualification and the MBA course at Sussex is accredited by both EQUIS and AMBA (The Association of MBAs)

The Business School currently offers three online Masters degrees in International Marketing, Energy Policy and Sustainable Development. Taught 100% online and with six start dates a year, our courses give students the opportunity to start their course when they like and study in their own time from their own home. The Virtual Learning Environment, is our digital alternative to the University of Sussex's campus and the platform has been designed specifically for students learning online with Sussex.

Please contact Heidi Davies, Vicky.Carroll@sussex.ac.uk for informal enquiries.

For full details and how to apply see our <https://www.sussex.ac.uk/about/jobs>

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: MBA/ODL Course Coordinator

Department: Professional Services

Section/Unit/School: University of Sussex Business School

Location: Jubilee Building, School Office

Grade: 4

Responsible to: MBA/ODL Senior Coordinators / School Administrator

Responsible for: N/A

KEY RESPONSIBILITIES

1. Working as part of the Course Administration team and within the wider institution, in line with local policy and procedure, as directed assist with the planning, scheduling and delivery of activities, events and meetings including, but not limited to;

- Helping to ensure that timelines 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. Administer the school's courses

- Assist with planning of teaching: maintain timetable relating information and plan teaching groups.
- Assist with planning the co-ordination of student course options.
- Support processes for academic advising and attendance monitoring.
- Deal effectively and efficiently with enquiries from staff, students and visitors.

3. Support the administration of teaching support processes

- Assist with the assessment and examination process in liaison with the convenors and other School support staff and the Student Progress and Assessment office, including supporting examination boards and external moderation
- Provide support for quality assurance and student feedback activities.
- Provide assistance to student support services in respect of student attendance monitoring processes.

4. 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 sites (and other sources of information) to accurately reflect current activity in an engaging way

5. Providing support, information and guidance to staff and students.

- To be the first point of contact in answering incoming queries in a helpful, friendly and timely way and in line with service level agreements, referring to others as appropriate more complex issues or ones that are outside of normal practice
- Providing guidance on relevant procedures and processes
- Referring staff and students to procedures and processes when needed

6. 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

7. Creating and maintaining accurate information on activity that has taken place

- Ensure comprehensive records and files for future reference are maintained
- Providing usage and uptake reports as requested
- Presenting data on attendance and usage to enable analysis and interpretation

8. This role does not have any budget responsibility.

9. This role does not have any line management responsibility.

10. This role does not have any responsibilities for equipment or premises.

11. 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

1. Good secondary education.
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 on own initiative, to include occasional weekends.
5. Competent IT skills to effectively manage own workload – MS Suite and databases.

ESSENTIAL ROLE - SPECIFIC CRITERIA

1. Ability to work consistently, thoroughly, and accurately when completing tasks.
2. Ability to explain regulations and procedures in a clear and concise manner.
3. Experience of administrative and clerical systems
4. Experience of supporting and servicing meetings (including preparing committee agendas and writing minutes)
5. Commitment to providing high levels of service to students and staff
6. Ability to deal sensitively with anxious students
7. Outward looking and positive towards new challenges
8. Willingness to instigate technological solutions to tasks to work smartly and increase efficiency

DESIRABLE CRITERIA

1. Knowledge of course and module structures and assessment methods.
2. Knowledge of examination board and University regulations regarding student progress and assessment
3. Experience of quality assurance and examination matters
4. Experience of student records systems
5. Commitment to staff development
6. Two years' experience in a similar role.
7. Two years' experience working in a university or similar environment