1 Advertisement

Post Title: Information Coordinator (Operations)
School/department: School of Media, Arts and Humanities
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).
Location: Brighton, United Kingdom
Contract: Fixed term to 31 July 2023
Reference: 10304
Salary: £23,144 to £26,396 per annum, pro rata if part time
Placed on: 12 December 2022
Closing date: 17 January 2023
Applications must be received by midnight of the closing date
Expected Interview date: ASAP
Expected start date: ASAP

We are seeking a creative, proactive, and well-organised communicator and administrator to join our Operations team in the School of Media, Arts & Humanities. This is a great opportunity for someone with a keen interest in communications and the development of internal networks.

You will be responsible for the development, management and sharing of information and communications within the Operations team and across the School. Working in partnership with colleagues in Research, Education, and particularly the internal Comms Team, you will be able to identify where there are gaps in internal communications and work with colleagues to find creative solutions which drive forward our internal communications and information management.

The post holder will:
- support the coordination of information and activities, ensuring processes and services operate smoothly
- be a key point of contact and liaison with other teams in the School
- have a key role supporting meetings
- support the production and delivery of effective communications and information in various formats.

Please contact Carmen Long – c.long@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

The School of Media, Arts and Humanities formally launched on 1st September 2020 and is situated in the Arts A, Arts B and Silverstone Buildings. The School brings together a wide range of disciplines including English, History, Art History, Philosophy, Media, Film, Music and Language Studies. It offers a vibrant platform for high-quality teaching and learning, and cutting-edge, interdisciplinary research in a friendly and supportive atmosphere, combining theory, practice, activism and critical and creative work.

For students there is a real focus on graduate employability, with an exciting industry facing curriculum with work placements and strong links with cultural institutions such as the BBC and museums, theatres, and galleries around the world.

Please find further information at: https://www.sussex.ac.uk/schools/media-arts-humanities/

3. Job Description

Job Title: Information Coordinator (Operations)
Grade: 4
School: Media, Arts and Humanities
Location: Arts A
Responsible to: Executive Assistant to the Dean
Direct reports: N/A

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.

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.

4. Provide support for quality assurance and staff and/or student feedback activities including reporting on usage and uptake information.

**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 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

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.

INDICATIVE PERFORMANCE CRITERIA

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. An understanding of communications and marketing activities

2. Experience of copy editing or copy writing for print and/or web

3. Experience of supporting and servicing meetings

4. Experience of working with complex databases/information

DESIRABLE CRITERIA

1. Two years' experience in a similar role.

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

3. Experience of events co-ordination

4. Ability to use publishing design software such as Canva; Adobe Creative Cloud

5. A good understanding of graphic design and creative layout