



1 Advertisement

Post Title: Senior Course 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). Evening & weekend work will occasionally be expected.

Contract: Permanent

Reference: 10618

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

Placed on: 05 January 2023

Closing date: 30 January 2023 Applications must be received by midnight of the closing date.

Expected interview date: TBC

Expected start date: TBC

We are seeking to appoint a full-time Senior Course Coordinator to lead a small team that coordinates the administrative support for our MBA. This is an exciting opportunity to work in a busy and vibrant environment that supports the journey of our highly engaged cohort of MBA students. Highlights of the role, include contributing to open days & welcome events, plus other bespoke activities with interesting groups of people and the opportunity to be part of a passionate & dynamic team of academic leads.

The MBA Senior Coordinator works within the admin team at the Business School, supporting the postgraduate taught programmes. The role works closely with other areas of the University supporting the MBA, such as Careers & Employability, Accreditations, Admissions & Recruitment and Comms & Marketing. The individual in the role benefits from the support of the other Senior Course Coordinators supporting the standard programmes yet also retains a significant degree of autonomy in terms of providing admin support for the MBA and it's key stakeholders. The role primarily works with the MBA Course Director and reports to the Assistant Education Manager/Deputy School Administrator.

The MBA Coordinator will interact with a diverse set of stakeholders including students from all walks of life, faculty, professional services staff, and external stakeholders. The role holder will deliver a high level of customer service and operational execution. They will be a creative, enthusiastic and well-organised individual, who is a good team member, with proven administrative and organisational skills. The ability to take 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. Prior Knowledge of HE is desirable but not essential.

Please contact Heidi Davies, 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 Course Coordinator (MBA)

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 (business-need considered)

Grade: 5

Responsible to: Deputy School Administrator/Assistant Education Manager

Responsible for: Course Coordinators

Role description:

The MBA Senior Coordinator works within the admin team at the Business School, supporting the postgraduate taught programmes and in particular the MBA. The role works closely with other areas of the University supporting the MBA, such as Careers & Employability, Accreditations, Admissions & Recruitment and Comms & Marketing. The individual in the role benefits from the support of the other Senior Course Coordinators supporting the standard programmes yet also retains a significant degree of autonomy in terms of providing admin support for the MBA and it's key stakeholders. The role primarily works with the MBA Course Director and reports to the Assistant Education Manager/Deputy School Administrator.

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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 and processes of the division/school through the effective co-ordination of activities for the MBA.
2. To lead a small team of co-ordinators to achieve departmental objectives, providing clerical support to school staff, officers and faculty.
3. Maintain, publish and disseminate information and appropriate communications to ensure services and processes are understood, utilised and applied effectively.
4. To act as the main point of contact for service users in the effective and efficient delivery of services relating to the MBA.
5. Provide support for quality assurance and staff and/or student feedback activities including reporting on usage and uptake information.
6. Support administrative elements of the admissions process, working closely with colleagues in Admissions & Recruitment, Marketing, the Director of Recruitment & Admissions and the Directors of the MBA.

KEY RESPONSIBILITIES

- To lead a small team of course co-ordinators 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 support the admission process for the *MBA*
- To act as an ambassador for the service, with a focus on customer service and delivery.
- Contribute ideas and suggestions for improvements to work practices and methods

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 Canvas and Sussex Direct (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 coordinators
 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 ROLE-SPECIFIC CRITERIA

1. Approachable, professional and able to remain calm under pressure
2. Confident in communicating with senior colleagues and stakeholders
3. Ability to understand and explain regulations and procedures in a clear and concise manner
4. Ability to plan own workload and work independently and make decisions as necessary
5. Aptitude for identifying areas of continuous improvement.
6. Desire to work with engaged & motivated students and academics.

ESSENTIAL CRITERIA

1. The ability to lead and motivate a small team.
2. Effective planning and organisational skills to organise own workload plus priorities in order to meet deadlines and plan effectively the work of the team.
3. Effective oral and written communications skills in order to provide information and respond to questions and queries with the ability to deal effectively and to communicate well with a broad range and level of internal and external stakeholders
4. Ability to work flexibly within a small team and autonomously on projects.
5. Competent IT skills to effectively manage own workload.

6. Ability to deliver a high degree of accuracy and attention to detail and the ability to maintain this under pressure
7. Experience of developing administrative & clerical processes & process improvements.
8. Experience of line management

DESIRABLE CRITERIA

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