1. Advertisement

Post Title: Senior Online Distance Learning Coordinator
School/department: University of Sussex Business School, Professional Services
Hours: Full time hours considered up to a maximum of 1 FTE (36.5 hours)
Requests for flexible working options will be considered (subject to business need).
Location: Hybrid – blend of remote and office-based working in Brighton, UK
Contract: Fixed term until 31 July 2025
Reference: 21768
Salary: Starting at £28,759 to £32,982 per annum, pro rata if part time
Placed on: 20 October 2023
Closing date: 20 November 2023. Applications must be received by midnight of the closing date.
Expected Interview date: To be confirmed
Expected start date: As soon as possible

An exciting opportunity has arisen within the University of Sussex Business School Online Distance Learning team for a Senior Online Distance Learning Coordinator to help lead and support the with the provision of online taught courses offered by the School, working in collaboration with the University’s distance learning partner Boundless Learning.

The Business School currently offers 4 online Masters degrees in International Marketing, Energy Policy, Sustainable Development, and Global Supply Chain Management, as well as one Postgraduate Certificate course in Marketing Analysis and Consultancy. Taught 100% online and with 6 start dates per year, our courses give students the opportunity to start their course when they like and study flexibly in their own time from their own home. The Virtual Learning Environment is our digital alternative to the University campus, and the platform has been designed specifically for students learning online with the University.

With the help of the Assistant Education Manager for Online Distance Learning within the School, the post holder will be responsible for supervising a small team of Coordinators to support and organise the administration and day to day operational running of our courses and associated teaching support processes. Duties will include, but are not limited to:

- Dealing with student, faculty, and colleague enquiries
- Maintaining accurate module and assessment records
- Distributing student information
- Supporting examination and assessment processes

We are seeking a creative and motivated candidate, who is a good team member and has a strong record of administrative and organisational skills. The ability to take initiative and to work effectively and flexibly under pressure in a busy environment will be essential, as will an aptitude for detailed work and problem solving. The post-holder will interact with a diverse customer base of students, faculty, and staff across the university and external
organisations, and will be expected to deliver a high level of customer service and operational execution. Knowledge of the Higher Education environment, particularly relating to Online Distance Learning, is also desirable.

This is a hybrid working role consisting of a blend of on and off campus working in a typical working week. Up to 50% of the role can be performed remotely in agreement with your line manager, and the remainder will be based on campus.

Please contact Vicky Carroll (V.Carroll@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.

Please note: The University requires that work undertaken for the University is performed from the UK.

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 Online Distance Learning Coordinator

Department: Professional Services
Section/Unit/School: University of Sussex Business School
Location: This role is based in the Jubilee Building at our Falmer Campus, with elements of remote working.

Grade: 5
Responsible to: Assistant Education Manager (Online Distance Learning)
Responsible for: Course Coordinators

ROLE DESCRIPTION

To lead a small team by coordinating the provision of clerical and administrative support across a number of areas/functions, ensuring that the processes and services for which the team are responsible operate smoothly, and acting as a key point of contact and link between students, staff members, internal departments, and external contacts.

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 coordination of activities, events, and meetings.

2. To lead a small team of fellow coordinator colleagues to achieve departmental objectives, providing clerical support to school staff.

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

1. To lead a small team of fellow coordinator colleagues to achieve departmental objectives whilst also working as part of a team within the wider institution, in line with local policy and procedure, responding to enquiries interpreting university and external regulations as appropriate, considering implications of problems and referring to others as appropriate, assisting 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
   - Coordinating 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
   - Contribute ideas and suggestions for improvements to work practices and methods

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
• Presenting data on attendance and usage to enable analysis and interpretation

6. This role does not have any budget responsibility.

7. This role has team leadership and supervisory responsibility for a small team of coordinator colleagues.

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

9. The post holder reports to the Assistant Education Manager, working under comprehensive direction within a clear framework to manage their own work and achieve their agreed objectives and support the delivery of the University’s goals. The post holder will be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.

10. 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.

11. 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. Person Specification

ESSENTIAL CRITERIA (see role-specific criteria below)

1. Good secondary education.

2. The ability to lead and motivate a small team.

3. Effective planning and organisational skills to organise own workload and priorities, and delegate where necessary.

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 manage own workload – MS Suite and databases.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Ability to deliver a high degree of accuracy and attention to detail.

2. Ability to deal effectively with a broad range of internal and external colleagues and stakeholders across all levels.
3. Ability to work effectively to multiple deadlines while under pressure.

4. Ability to understand and explain regulations and procedures in a clear and concise manner.

5. Experience of supporting and servicing meetings.

6. Experience of providing high levels of service to students and staff.

7. Experience of developing administrative and clerical systems.

**DESIRABLE CRITERIA**

1. Relevant experience in a similar role.

2. Relevant experience working in a university or similar environment.