



1 Advertisement

Post Title: Course Coordinator

School/department: School of Education and Social Work

Hours: Full time (36.5 hours per week). Requests for flexible working options will be considered (subject to business need).

Contract: permanent

Reference: 7361

Salary: Starting at £22,254 and rising to £25,627 per annum, pro rata

Placed on: 14 December 2021

Closing date: 21 January 2022. Applications must be received by midnight of the closing date.

Expected interview date: TBC

Expected start date: As soon as possible

The School of Education and Social Work is seeking to appoint an experienced, well organised administrator to coordinate and provide administrative support within a busy team.

The successful candidate will provide support for a range of Initial Teacher Education (ITE) courses within the school; supporting students; providing administrative support to members of staff.

They will undertake a variety of tasks including timetabling, students admissions, examination boards, students' submissions and assessments, service team meetings and work closely with academic staff to support the progress and welfare of students.

Please contact Adam Stewart ams56@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 / Division

Please find further information regarding the school/division at <http://www.sussex.ac.uk/esw/>

3. Job Description

Job Description for the post of: Course Co-ordinator

Department: Education

Section/Unit/School: School of Education and Social Work

Location: Essex House

Grade: 4

Responsible to: Senior Course Coordinator

Responsible for: n/a

Purpose of the post:

1 Providing course coordination for ITE Progress and Assessment

- 1.1 Provide a prompt, efficient and responsive service to both external customers (e.g. students and providers) and internally (academic colleagues, Schools and departments)
- 1.2 Assist with telephone and email enquiries from students and maintain good communication throughout the course
- 1.3 Maintain student records and essential databases and spreadsheets, especially the PGCE trainee tracker and mark entry
- 1.4 Assist with planning of teaching: maintain timetables, relay information and set teaching methods.
- 1.5 Assist with the editing of handbooks and the website
- 1.6 Support processes for academic advising and attendance monitoring
- 1.7 Assist with the assessment and examination process in liaison with the convenors and other School support staff, the Student Systems and Record Office and the Academic Development and Quality Enhancement office, including supporting examination boards and external moderation
- 1.8 Process temporary and permanent withdrawals and to inform all necessary departments, including Student Progress and the Student Life Centre
- 1.9 Claim student bursaries from the DfE
- 1.10 Keep accurate records of student bursary payments and to liaise with the University finance department in regards to this
- 1.11 Answer queries relating to student bursaries
- 1.12 Assist with the production of data for the PGCE Annual Course Review

2 Other Duties

- 2.1 Provide consistently high level customer service
- 2.2 Deal effectively and efficiently with enquiries from staff, students and visitors
- 2.3 Deal directly with difficult situations - which could include complaints and distressed students and resolve them in a professional and understanding manner.
- 2.4 Provide administrative support for the Education Departmental and Board of Study meetings including preparation of agendas, circulation of papers, production of minutes and undertaking follow-up actions as appropriate.
- 2.5 Raise purchase orders and sales orders. Keep track of Purchase Orders and invoices and monitor
- 2.6 Update Canvas with school job vacancies
- 2.7 Produce academic transcripts for past students when requested
- 2.8 Support initiatives that promote student experience

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

3. Person Specification

SKILLS / ABILITIES	Essential	Desirable
Ability to deal effectively and to communicate well with people at a range of levels	x	
Ability to work effectively to deadlines while under pressure	x	
Good ICT skills, including experience of using databases and spreadsheets	x	
High degree of accuracy and attention to detail	x	
Ability to explain regulations and procedures in a clear and concise manner	x	
Ability to plan and prioritise own workload, and delegate when appropriate	x	

KNOWLEDGE	Essential	Desirable
Knowledge of working in an educational environment	x	

EXPERIENCE	Essential	Desirable
Experience of developing and maintaining administrative and clerical systems	x	
Experience of supporting and servicing meetings	x	
Experience of working in higher education admissions		x
Experience of document and website editing		x

PERSONAL ATTRIBUTES AND CIRCUMSTANCES Essential Desirable

Commitment to providing high levels of service to students and staff	x	
Commitment to contributing to effective team working	x	
Commitment to staff development		x
Ability to deal sensitively with anxious students	x	