

1 Advertisement

Post Title: Senior Education Coordinator

School: School of Media, Arts and Humanities

Hours: Full time hours 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).

Contract: permanent

Reference: 8492

Salary: starting at £26,341 to £30,497 per annum, pro rata if part time [current salary scales can be found here](#)

Placed on: 31 May 2022

Closing date: 23 June 2022. Applications must be received by midnight of the closing date.

Expected Interview date: ASAP

Expected start date: June 2022 or as soon as possible

This post provides an opportunity to work closely with other Senior Education Coordinators in the Education & Students Team, taking responsibility for planning, monitoring, review and evaluation of team workload with a focus on continuous improvement and customer service. The postholder will collaborate with colleagues to find ways of working that build positive working relationships between academic leads and Professional Services staff in the School, and between Professional Services Teams internally and across campus.

An experienced administrator with a proven track in supervising people and workload, you will have excellent organisational and communication skills, and be both a team player and confident to work on your own initiative, setting team and individual priorities and managing fair allocation of workload. You will be able to communicate the activities and priorities of the team clearly to colleagues. You will pay meticulous attention to detail and have the ability to advise senior colleagues on policies and procedures related to course administration.

Please contact Hayley Bowerman H.L.Bowerman@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

The School of Media, Arts & Humanities formally launched on 1st September 2020. The School is situated in the Arts A, Arts B and Silverstone Buildings. Media, Arts and Humanities is a School that brings together a wide range of disciplines including English, History, Art History, Philosophy, Media, Film, Music and Language Studies. The School of Media, Arts and Humanities 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 regarding the school/division at:
<https://www.sussex.ac.uk/schools/media-arts-humanities>

3. Job Description

Job Description for the post of: Senior Education Coordinator

Department: Education & Students

Section/Unit/School: School of Media, Arts & Humanities

Location: Arts A

Grade: 5

Responsible to: Education Manager

Responsible for: Course Coordinators

Job Description:

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4. Person Specification

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 school through the effective co-ordination of activities, events and meetings.
2. To lead a team of fellow Co-ordinator colleagues to achieve School objectives, providing clerical support to school staff and officers. To develop ways of working that support the fair allocation of workload across the team.
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

- To lead a small team of fellow co-ordinator colleagues to achieve School 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 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.

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 website pages (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 co-ordinator colleagues. The postholder will be responsible for activities such as induction, appraisal, one-to-one and team meetings, and supporting staff development.

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

8. Support achievement of the 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

1. Planning, monitoring, review and evaluation of team workload with a focus on continuous improvement.
2. Building positive working relationships between academic leads and Professional Services staff in the School.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Good secondary education (see role-specific criteria below).
2. The ability to lead and motivate a small team.
3. Excellent planning and organisational skills to organise own and team workload and priorities.
4. Excellent 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 manager own workload – MS Suite.
7. Ability to manage change and effectively communicate complex and at times difficult information

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. Experience of line management and related processes eg induction, one-to-one and team meetings, appraisals, performance motivation and management
7. Two years' experience in a similar role.
8. Two years' experience working in a university or similar environment.