

JOB DESCRIPTION & PERSON SPECIFICATION

1. JOB INFORMATION

Post Title	Senior Course Officer
Salary	ASS Band 6, Competitive starting salary range from £31,443 up to £33,939 per annum (dependent upon experience) with the potential to progress. A discretionary range for candidates with exceptional experience can be discussed/considered
Mode	Full-time, Permanent
Location	NITE (National Institute of Teaching & Education), Fleming House, Knowlhill, Milton Keynes, MK5 8FR
Job Reference	3707

ABOUT NITE

Part of the Coventry University Group, NITE is a leading provider of teacher education, including degrees and professional development training programmes. We aim to set the standard in teacher training and leadership development within the global education sector.

Our courses:

- Have practical intentions to improve the quality of teaching and leadership in schools and colleges
- Are underpinned by the best available evidence of 'what works'
Aare designed by experienced educators, who know what it takes to successfully teach and lead in schools today
- Are competitively priced and/or designed to access tuition-fee funding schemes (e.g. the apprenticeship levy)

The distinct features, which thread through all of our courses, promote accessibility and personalised experiences. These include:

- Online delivery models which blend with school-based practice
- Tutorial and mentoring programmes to support learning, deepen students' understanding and prompt independent study and research
- The flexibility of multiple in-year start dates and part-time routes

2. JOB DESCRIPTION

.1 Purpose

This post is an exciting opportunity for a skilled administrator and multi-tasker to join our team. You will ensure that the day-to-day administration of programmes and projects run smoothly. Reporting to a Course Manager, working closely with delivery teams and liaising with others across the wider institute, university group and externally, you will also support on the set up of new course processes, support the administration of assessment processes, payment claims, invoices and purchase orders.

Other responsibilities will include supporting student and staff queries, note and minute taking and administration related to inspection activity.

.2 Main Duties and Responsibilities

OPERATIONAL & ADMINISTRATIVE PROCESSES AND RESPONSIBILITIES

1. Setting up suppliers, requesting Purchase Orders, processing invoices and claims for course specific payments
2. Contribute administratively to the smooth running and effectiveness of the Institute e.g. taking notes and minutes of meetings, administering within specific projects and co-ordinating meetings
3. Support the development of Institute-wide operating and administrative processes, including maintaining spreadsheets and databases and providing analytical reports.
4. Gather and analyse data and information on a variety of student and organisational items and produce reports as appropriate
5. Support the preparation of information on budgets, arranging appointments, setting up internal and external meetings including events such as residentials, booking travel and accommodation, room bookings and refreshments etc.
6. Ensure that all trainees, mentors, schools, visiting assessors and wider contacts receive a high standard of customer service in all communications and interactions.
7. Proactively create, monitor and review processes and procedures to ensure they are effective and efficient in meeting objectives.
8. Ensure all queries are suitably dealt with and that communications and protocols are maintained appropriately.
9. Keep informed and up to date with the development and revision of courses, programme specifications and modules.
10. Ensure procedures are fit for purpose, documented, shared and adapted as appropriate, proactively taking ownership of small scale projects.
11. Act as a key point of contact liaising with professional staff, academic staff and external contractors ensuring the effective and efficient flow of information.
12. Deal with enquiries from current and prospective staff, students and external stakeholders in person, over the phone and by email.
13. Provide diary support, arranging online training sessions and setting up internal and external meetings and student conferences, organising venue bookings and refreshments as appropriate.

COMPLIANCE AND QUALITY

14. Track trainee cohorts across their training period to evidence course compliance.
15. Liaise with employees within the wider CU Group in relation to joint activity e.g. Registry and Apprenticeships
16. Oversee the administration of all Visiting Assessors and their student visits.

17. Assist with the administration of all inspection (Ofsted and other such bodies) and quality assurance activities.
18. Undertake such other duties as are within the scope and spirit of the job purpose, the title of the post and its grading.

.3 Supervision Received

The post holder will be responsible to a Course Leader.

.4 Supervision Given

None

Line Management responsibilities may change in line with the organisation's development.

3. PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<i>Education/ Qualifications</i>	English and Maths GCSE Grade C or above (or equivalent)	Educated to degree level Good A levels or equivalent Professional qualification in a relevant area
<i>Experience (Paid and Unpaid)</i>	Successful track record of liaising with people and achieving results Experience of working in an office environment, performing a wide range of operational and administrative tasks Experience of developing, documenting and implementing new processes Track record of efficiently and accurately processing a variety of information within pre-defined systems	Experience of working in or with schools in the UK or Internationally Experience or working in Initial Teacher Training and/or in Higher Education
<i>Knowledge</i>	Knowledge of best practice in customer service and managing service level standards	Knowledge and experience of quality assurance procedures and policies
<i>Personal Attributes</i>	Ability to communicate with a broad range of people including teachers and school senior leaders Good-natured and good-humored Sympathetic and respectful of others Ability to prioritise and to work to tight deadlines. Excellent customer service skills. Proactively seeks service improvement.	
<i>Job-related skills and capabilities</i>	Methodical problem-solver and an ability to swiftly process large amounts of information within a number of different contexts (i.e. juggle lots at once!) Highly organised and accurate with the ability to give attention to detail. Ability to prioritise work in order to meet deadlines Diligent, conscientious and takes pride in their work Excellent written and oral	

	communication skills Excellent organisational and time management skills Highly-proficient user of IT, especially the Microsoft Office Suite Ability to work independently and demonstrate initiative, whilst being aware of when it is appropriate to seek advice	
<i>Other Requirements</i>	Ability to work flexibly including some evenings, weekends and traditional holiday periods. (if appropriate) Ability to travel independently and represent NITE externally both in the UK and overseas. (if appropriate)	