

Job Description

Job title	Programme Coordinator
Department	Warwick Global Academy
Grade	FA4

Job purpose (a brief summary of the role)	To provide day-to-day support and coordination for academic programmes delivered within Warwick Global Academy. This will include ensuring effective use and administration of a range of academic processes and systems, coordinating student communications and events, and organising a range of activities relating to specified programmes.
Duties and responsibilities	Course and Student Administration • Setting up and rescheduling classes in accordance with the timetable and room bookings. This includes the allocation of students to seminar groups. • Maintain accurate student records and emergency contact information, using software such as Excel, Azorus, eVision and Tabula. • Support academic colleagues with coursework submissions, marking and moderation processes. • Monitoring students' progression and attendance, liaising with students, colleagues in the Academic Services Team and academic colleagues about the appropriate course of action, where necessary. • Ensure students receive excellent support throughout their time in the department, facilitating easy access to necessary support and welfare resources. • Advise academic colleagues on relevant processes and procedures, including those relating to Personal Tutoring and the Senior Tutor; absence management; student monitoring and academic regulations (at departmental and university-level). • Support the Quality Assurance processes of the department in gathering course, module and external examiner feedback. • Liaising with academic and professional services colleagues to ensure module and course materials are up-to-date and maintained appropriately using the University Course and Module approval systems. This includes supporting the Academic Administrator in devising and updating relevant course handbooks and guidance, and advising staff and students on its contents. Events and activities • Support the delivery of course-related events and activities, including but not limited to academic enrichment events; welcome and induction activities; the University Fair and end-of-programme activities. • Support a programme of student-facing social activities, including Global Cafes, cultural trips and celebration events. • Facilitate practical arrangements for events, including coordinating bookings with external suppliers and Conferences, making travel arrangements, and ensuring that all relevant information is made available to (and received from) stakeholders by the required deadline.

Communications

- Keep web-based content up to date, including the department's student-facing website and handbook.
- Support the delivery of a student communications plan, including by collating and coordinating the production of relevant copy and materials for students to be circulated via regular newsletters and social media announcements.
- Act as an initial point of contact for current and prospective students, both in person and by email, providing information and advice on standard questions regarding all aspects of WGA programmes, and their course regulations.

Examinations and Assessment

- Support with the organisation of student conferences and in person assessments
- Check, collect and record of assessment marks, and the distribution and filing of exam scripts and assessed work.
- Co-ordinate accurate, user-friendly and timely documentation for external examiners and exam boards.
- Support the Exams Secretary with the department's Examination and assessments procedures.
- Prepare and distribute Exam Board outcomes to academic staff, students and the Examinations Office.
- Support the mitigating circumstances and Academic Integrity processes as required.

Other duties

- Minute-taking at departmental-level committees and meetings.
- Support the team with their projects or duties to ensure the smooth running of the Academic Services team.
- Support the Academic Administrator in delivering improvements to working practices and procedures.
- Coordinate the administration of meetings associated with courses and modules, including working groups, Student-Staff Liaison meetings, peer observations, disciplinary meetings and plagiarism panels.
- Complete relevant training and adhere to financial and safeguarding regulations, policies and procedures.
- Any other general administrative duties commensurate with the grade as may be required by the Academic Administrator or appropriate colleague.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Educated to A-Level Standard or equivalent relevant experience	A
E2	Experience of working in a customer-focused office environment, preferably within Higher Education.	A & C
E3	A high level of competence in the use of IT systems and a proficient user of Microsoft Office software.	A & C
E4	Excellent administrative skills with the ability to act quickly and accurately to tight deadlines in accordance with policies and processes	A,B & C
E5	Excellent organisational and time management skills, with proven ability to prioritise and manage a complex and demanding workload	A,B & C
E6	Ability to work independently and as part of a team	A & C
E7	Excellent oral and written communication skills and experience of, or familiarity with, a range of web-based communications tools (e.g. SharePoint, and Microsoft Teams) within a work environment	A,B & C
E8	Excellent interpersonal skills and experience of working professionally with stakeholders from a range of backgrounds, including students, team members and other staff within the department and central university	A & C
E9	Willingness to learn and engage with professional development opportunities.	A & C

Desirable Criterion No.	Desirable Criterion Description	Measured by
D1	Experience of using SITS, Tabula, OPeRA, SharePoint and SiteBuilder.	A & C
D2	Familiarity with standard university policies and procedures relating to the delivery of programmes and student experience.	A & C
D3	Experience working with international students.	A,B & C