Job Title:	Course Co-ordinator (Phase 3)
Grade:	G4
School/Division:	**BSMS**
Location:	**Audrey Emerton Building, Eastern Road, Brighton BN2 5BE**
Responsible to:	Assistant Curriculum & Assessment Manager (Phase 2/3)
Direct reports:	**N/A**
Key contacts:	Curriculum & Assessment Manager/ Assistant Curriculum & Assessment Manager / Curriculum & Assessment Officers

Role description:

To serve as a point of contact and link between students, staff members, internal departments, and external contacts. To provide clerical and administrative support ensuring that the processes and services for which they are responsible operate smoothly.

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 co-ordination of activities, events and meetings

2. Maintain, publish and disseminate information and appropriate communications to ensure services and processes are understood, utilised and applied

3. To act as the main point of contact for service users in the effective and efficient delivery of services.

4. Provide support for quality assurance and staff and/or student feedback activities including reporting on usage and uptake information.

KEY RESPONSIBILITIES

1. Working as part of a team and within the wider institution, 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 does not have any line management responsibility.
7. This role does not have any responsibilities for equipment or premises.
8. 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.

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

PERSON SPECIFICATION

ESSENTIAL CRITERIA

- Good secondary education (see role-specific criteria below).
- Effective planning and organisational skills to organise own workload and priorities.
- Effective verbal and written communication skills to work with colleagues and students, providing information and responding to questions and queries.
- Ability to work flexibly within a small team and also on own initiative.
- Competent IT skills to effectively manage own workload using Microsoft Office applications.
- Ability to manage competing deadlines.
- High degree of accuracy and attention to detail.

ESSENTIAL ROLE-SPECIFIC CRITERIA

Applicants may demonstrate the required criteria through direct experience in a similar role or through relevant transferable skills and experience gained in another setting.

- Experience of coordinating teaching administration and student-facing educational activities.
- Experience of supporting assessment processes, including the administration of coursework, marks, deadlines and examination-related activities.
- Experience of maintaining accurate records using databases, student record systems or similar platforms.
- Experienced in the use of Excel/spreadsheets for recording, monitoring and reporting information.
- Experience of liaising with students, academic staff and professional services colleagues to support the delivery of teaching and assessment activities.

- Experience of using and applying procedures and processes, escalating issues appropriately where required.
- Experience of organising meetings, teaching groups, events or similar activities involving multiple stakeholders.

DESIRABLE CRITERIA

- Experience working in a higher education or similar environment.
- Experience using MyStudies or similar virtual learning environments.
- Experience using SITS/Evision or similar student record systems.
- Experience supporting examinations and assessment administration.
- Experience of managing timetables.
- Experience monitoring attendance and maintaining student engagement records.
- Commitment to providing high levels of customer service.