UNIVERSITY OF WARWICK

Job Description

Job title	Programme Coordinator (Masters Programmes)
Department	Warwick Business School
Grade	FA4

Job purpose (a brief summary of the role)	To work as part of a team, assisting effective administration of taught courses and processes for masters programmes and to provide an excellent support to all relevant stakeholders.
Duties and responsibilities	• Provide effective and comprehensive customer-focused administrative support for masters programmes. • Provide support and guidance for current students throughout the student lifecycle and through a variety of media (e.g. face to face, email, online, telephone), ensuring that enquiries are responded to in a helpful, appropriate and timely way and escalating queries where appropriate. • Assist in the maintenance of accurate records throughout the student life cycle through data held on customer relationship and management information systems, ensuring the timely provision of information to internal and external stakeholders as required (e.g. sponsors, current students, faculty, other University departments). • Assist in the organisation of a range of teaching events in the UK and overseas (including both face-to-face and online events). This may include booking the venue; publishing the information externally in advance; handling event booking/queries; including the sourcing and provision of AV/IT equipment; provision of evaluation forms; confirming accommodation, refreshment, security access and cleaning arrangements. • Provide administrative support for the assessment process, including providing assessments to students, processing submissions, liaison with markers, timely release of confirmed marks and feedback. • Ensure that programme quality assurance processes are completed in a timely way, monitoring student attendance, collating and disseminating feedback and resolving or escalating any issues that arise, as appropriate. • Coordinate and prepare purchase requisitions for payment authorisation, check and reconcile invoices and, where required, prepare payroll paperwork for fee payments. • Participate in internal and public events (e.g. teaching events, graduation, WBS Forum). • Provide flexible support for related teams as required. Please note that involvement in the delivery of student events will require some flexibility in working hours (with advance notice). Working to support evening or weekend events will form part of your normal working week where this is required.

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 GCSE or equivalent	A
E2	Experience of working in an administrative environment, dealing with queries and providing advice and guidance	A & C
E3	Strong administrative skills	A,B & C
E4	Excellent customer focused skills	A & C
E5	Ability to work on own initiative as well as in a flexible team environment	A & C
E6	Experience of maintaining electronic records on a management information system	A & C
E7	Ability to work to deadlines	A,B & C
E8	Ability to work with a high degree of accuracy and with attention to detail	A,B & C
E9	Excellent written and verbal communication skills through a range of relevant media (e.g. face to face, email, telephone)	A,B & C
E10	Proficient IT skills including word processing, databases, spread sheets and presentation software and virtual learning environments.	A,B & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Educated to A level	A
D2	Customer Service NVQ Level II/III	A
D3	Experience of working within a HE environment	A & C