IMPERIAL

Programme Coordinator - Finance MSc Programmes Suite

Department/Division/Faculty:	Teaching Programme Support, Imperial Business School
Campus/Location:	South Kensington/White City (Hybrid)
Job Family/Level:	Professional Services, Level 3a (Salary scales)
Responsible to:	Programme Manager, Finance MSc Programmes Suite
Line management for:	No Direct Reports
Key working Relationships (Internal):	Programme Director, Senior Programme Manager, Programme Managers, Academic Directors, Head of Department, Teaching faculty, PhD students acting as teaching assistants (TAs), Admissions, Marketing & Recruitment team, Examinations team, Careers and Professional Development team, Alumni team, Educational Technology Unit (IDEAS Lab), Facilities team, MSc Responsible Mining and Metals Finance (RMMF) programme and other Programme teams.
Key Working Relationships (External):	Registry, Library, ICT, Catering
Contract type:	Full Time, Open Ended

Purpose of the Post

The Programme Coordinator is responsible for assisting with the coordination of a high-quality, professional administrative service for one or more MSc Programme(s) within the Finance MSc Programmes Suite: MSc Finance, MSc Risk Management & Financial Engineering (RMFE) MSc Finance & Accounting (F&A), MSc Investment & Wealth Management (IWM); MSc Financial Technology (MSc FinTech).

Key Responsibilities

Programme Co-ordination and Support

- To ensure the smooth day-to-day running of the programmes throughout the academic year including answering emails, speaking with students, and being the “logistical expert” for all details of the programme.
- Deliver clear and engaging communications to students using the Business School’s bespoke Learning Management System (LMS), the Hub and soon, Canvas.
- To be responsible for preparing, organising and populating programme pages on the Hub and Canvas with up-to-date materials and information, ensuring accuracy, clarity and consistency in content.
- Work with the IDEAS Lab to implement improvements to the Hub and Canvas by reporting faults and suggesting features
- Provide support to students and faculty to utilise the Hub and Canvas and champion innovative uses of technology on your programme.
- Assist the set up and management of online timetables for the MSc Programme(s) with the timetabling team and to arrange lecturer office hours.
- To compile and provide recording schedules for lectures and classes and to liaise with the IDEAS lab, ICT and AV services to resolve recording problems as quickly as possible.
- Maintain up-to-date student records and emailing lists, including working with the admissions team and registry to ensure that all students are registered properly and to resolve problems as quickly as possible. Allocation and reallocation of students into study teams and, where necessary, manage student streaming for double-streamed programmes.
- Manage coursework process for programme modules, including creating coursework submission areas, peer review surveys, monitoring submissions, releasing grades/feedback and following-up with students where necessary, via the Hub and Canvas.
- Liaise with academics and teaching assistants to ensure that coursework is marked to agreed deadlines and maintain accurate coursework marksheet records within shared team drive.
- Collate coursework samples for the Exams/Education Quality and Teaching Teams.
- In liaison with the Exams team, to set up in-class tests, assist with exam arrangements (as required) and process student requests for mitigating circumstances, clerical checks and access to exam papers.
- To be available during the busy Induction period of late August and all of September

Student Support and Student Experience

- To be the main point of contact for one or more MSc Programme(s) students and to liaise and facilitate contact between staff and students.
- To provide advice to students on routine matters and help them ‘settle-in’. You will be responsible for resolving students’ problems and queries independently as they arise throughout the year, referring issues to your manager when you judge this to be necessary to ensure that efficient customer service is delivered.
- To assist with the organisation of induction including Welcome Day student materials.

- To act as Secretary for the Student Staff Committee meetings (SSC) for the MSc Programme(s), including taking minutes and administration of SSC budgets.
- Assist with coordinating the SSC nomination, election and appointment process for the MSc programme(s).
- To write letters and produce interim transcripts for students as requested, assisting lecturers with reference letters.
- To monitor the MSc programmes' generic email address inboxes to ensure that queries are dealt with quickly and effectively.
- To monitor social and digital media sites for the MSc programme(s) to ensure relevant queries are dealt with in a timely fashion and that inappropriate and/or offensive materials are removed.
- To ensure timely communication of activities and events relating to student experience in the Business School and wider College via the Student Experience area.
- To inform the Programme team, Marketing and Recruitment teams, and Alumni of upcoming events of interest and student success stories relating to student experience
- To ensure that the programmes office is staffed daily during core times.

Cross-Programme Responsibilities

- To assist or lead on at least one major project for the finance suite of programmes e.g. events, student experience, social media, workshops, careers or IDEAS lab/ICT
- Arrange catering and room bookings/venues when necessary.

Other Responsibilities

- You will operate as an individual, organising and planning your own work activities, to contribute to the achievement and objectives of the Finance programmes' team and Finance Department and to maintain and improve efficiency of current working methods.
- You will prioritise your workload effectively and pre-empt any issues that may arise where possible.
- Attend necessary school-wide meetings and programme team meetings as requested by your manager.
- To assist in marketing the programmes by liaising with the marketing and recruitment team and the web manager; responsible for maintaining the programme pages MSc programmes websites and keeping them up-to-date as necessary.
- To attend Information Sessions and Trade Fairs when required to represent the programmes team and support the marketing, recruitment & admissions team and faculty.
- To liaise and assist with internal and/or external partners/providers as requested by your manager.
- To raise programme-related purchasing orders.
- To ensure that students are aware of the Health and Safety policies and procedures in the College.

- Other tasks/responsibilities that reasonably may be requested by the Business School and wider College via the Student Experience area
- To inform the Programme team, Marketing and Recruitment teams, and Alumni of upcoming events of interest and student success stories relating to student experience
- To ensure that the programmes office is staffed daily during core times.

Person Specification

Requirements Candidates/post holders will be expected to demonstrate the following:	**Essential (E)/ Desirable (D)**
Education	
Undergraduate bachelor's degree or equivalent experience	D
Experience	
Previous experience of office administration	E
Knowledge	
MS Office (Word, Excel, PowerPoint, email (Outlook), Office 365	E
Experience/knowledge of working with a Virtual Learning Environment (VLE) or online communications Hub	D
Interested in business/business education	D
Skills & Abilities	
Proven ability to manage multiple deadlines and prioritise tasks effectively during high-pressure periods, such as exam seasons or student intake weeks.	E
Ability to adhere to strict schedules and manage time effectively, ensuring all administrative tasks and deadlines are met without supervision	E
Able to work independently and take initiative to deal with unforeseen problems and circumstances	E
Excellent planning and organisational skills and effective time management	E
Experience proofreading and editing documents to ensure consistency and compliance with institutional standards.	E
Written communication skills, including drafting professional emails, reports, and presentations for diverse audiences	E
Proven ability to collaborate effectively with cross-functional teams to contribute to team goals	E
Flexible and versatile, with the ability to adapt to changing priorities and resolve queries with professionalism and empathy	E
Demonstrated ability to build rapport and maintain positive relationships with diverse groups, including students, faculty, and external partners.	E

Further Information

Please note that job descriptions cannot be exhaustive, and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Our values are at the root of everything we do and everyone in our community is expected to demonstrate Imperial:

- Respect
- Collaboration
- Excellence
- Integrity
- Innovation

Employees are also required to comply with all Imperial policies and regulations.

We are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We encourage candidates to apply irrespective of age, disability, marriage or civil partnership status, pregnancy or maternity, race, religion and belief, gender reassignment, sex, or sexual orientation. You can read more about our commitment on our webpages.