UNIVERSITY OF WARWICK

Job Description

Job title	Assistant Education Operations Coordinator
Department	WMG
Grade	3

Job purpose (a brief summary of the role)	To provide efficient clerical support for the Education administration team and act as first point of contact for a range of enquiries from applicants, students and teaching colleagues.
Duties and responsibilities	1. To be the first point of contact for high volume email, face-to-face, and telephone enquiries from both students and staff to the WMG Student Office. To support the WMG student reception desk, providing high level customer service and finding and accurately relaying information. This includes monitoring numerous resource email accounts, resolving queries where possible or directing people to the appropriate information, allocating emails for colleagues and ensuring that emails are responded to within response time targets. 2. To provide support to WMG's Admissions team, processing first stage of student applications and supporting documents within Universal Admissions. This includes accurately assessing whether documents are genuine and meet the entrance criteria and chasing for missing documents. Supporting with responding to enquiries from potential applicants and offer holders, checking the progress of their application, advising on timescales. 3. To provide clerical support for WMG's teaching activity under direction of Education Operation Coordinators and the Education Operations Team Leaders. This may include checking timetables and room bookings, processing module booking requests from students, managing attendance records, booking break-out spaces, supporting with exam set up, supporting with academic conduct panels or sending communications to students in accordance with departmental Standard Operating Procedures. 4. To provide support to the project dissertation process including collating supervisor feedback, checking marking/moderation processes have been followed, issuing academic conduct letters or checking marks to tight timescales ahead of exam boards. 5. To accurately record student monitoring points in relation to a variety of student activities such as supervisor and personal tutor meetings, which is used for UKVI visa monitoring purposes or Degree Apprenticeship compliance where applicable. To process requests for change of study location, in liaison with Programme Management, ensuring accurate record keeping and routine follow up actions. 6. To provide support for departmental student events, including Induction week activities, Exam Boards, Graduation, Industrial Visits and wider Student Experience events as required. 7. To provide support to the Education Operations Team Leaders, Education Operations Officers, Programme Management and other departmental administration teams as commensurate to the grade on a wide range of clerical and administrative duties.

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	A Levels or equivalent.	A
E2	GCSE (or equivalent) Maths and English.	A
E3	Experience of working in a customer focused environment.	A & C
E4	Experience of office/clerical work.	A & C
E5	Understanding of studying at Higher Education level, either through own study or work experience.	A & C
E6	Good IT skills, particularly MS Office.	A,B & C
E7	Excellent written and oral interpersonal communication skills: sensitivity to others and cultural awareness.	A,B & C
E8	Ability to work both independently and as part of a team.	C
E9	High level of accuracy.	B & C
E10	Ability to learn and convey information quickly and efficiently.	C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Knowledge and experience of SITS & Tabula.	A & C