1   Advertisement

Post Title: Assistant Coordinator (Communications)
School: Education & Social Work / Law Politics & Sociology / Global Studies
Hours: Full-time considered up to a maximum of 1.0 FTE (36.5 hours). Requests for flexible working options will be considered (subject to business need).
Location: Falmer, Brighton, United Kingdom
Contract: Permanent
Reference: 21160
Salary: Starting at £23,144 to £24,248 per annum, pro rata if part-time.
Placed on: 31 July 2023.
Closing date: 15 August 2023. Applications must be received by midnight of the closing date.
Expected Interview date: To be confirmed
Expected start date: As soon as possible.

The Social Science Schools at the University of Sussex are looking to recruit an Assistant Coordinator to support and develop student communications. Recent (2023) graduates are encouraged to apply. Principle activities will include direct communication via a number of platforms; keeping internal and external-facing information platforms updated (including websites and Canvas); posting to the three Schools' multiple social media channels (including Facebook, Twitter, Instagram, TikTok, LinkdIn); designing/producing simple promotional materials, such as posters/flyers.

To develop their skills in support of the role, the successful applicant will undertake the 'Digital Marketing Level 3' apprenticeship run by Creative Process (starts September 2023). You will attend taught sessions at the Creative Process training centre [8th Floor, Telecom House, 125-135 Preston Rd, Brighton, BN1 6AF] on a monthly basis. Additional training will take a blended learning approach and include coaching, online support and workplace visits. You will be provided with a full training schedule at induction and your trainer will work with you to establish an exact timetable. You will ultimately submit a portfolio containing evidence of workplace tasks undertaken and completed. This evidence will be gathered by you throughout the apprenticeship.

Please contact Heather Stanley (Assistant Operations Manager, School of Education and Social Work) at h.stanley@sussex.ac.uk for informal enquiries.

For full details and how to apply see our vacancies page

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2.   The School / Division

See further information regarding the three Social Science Schools at the University of Sussex at:
Education and Social Work: https://www.sussex.ac.uk/esw/
Law, Politics and Sociology: http://www.sussex.ac.uk/lps/
Global Studies: http://www.sussex.ac.uk/global/

3.   Job Description

Job Description for the post of: Assistant Coordinator (Communications)

School: Education & Social Work / Law Politics & Sociology / Global Studies

Location: Room 122, Essex House

Grade: 3

Responsible to: Assistant Operations Manager (Communications)

ROLE DESCRIPTION

To work with communications colleagues in the three Social Science Schools at the University of Sussex to support student communications. Responsibilities will include direct communication via a number of platforms; keeping internal and external-facing information platforms updated (including websites and Canvas); posting to the three Schools' multiple social media channels (including Facebook, Twitter, Instagram, TikTok, LinkdIn); designing/producing simple promotional materials, such as posters/flyers.

PRINCIPAL ACCOUNTABILITIES

In relation to a range of named services or processes, to:

1. Support the successful delivery of services and processes through the effective coordination of activities, events and meetings.
2. As directed, assist in maintaining, publishing and disseminating information and appropriate communications
3. To be a point of contact for service users in the effective and efficient delivery of services. Assess and triage queries and potential issues, referring to more senior colleagues where necessary.
4. Provide support to team colleagues who are required to provide quality assurance and staff and/or student feedback activities, including reporting on usage and uptake information.

Role-specific duties:
- Deal effectively and efficiently with enquires from students and staff
- Provide administrative support to school staff, and support local resource management.

- Deal with - or refer - queries and correspondence.
- Support school events, including admissions activities, student inductions, and celebratory events.
- Within clear parameters, take responsibility for specific projects or areas of work.

KEY RESPONSIBILITIES

1. Working as part of a team and within the wider institution, in line with local policy and procedure, as directed 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
   - Acting as an ambassador for the service, with a focus on customer service and delivery.

2. Communicating effectively with all stakeholders, ie:
   - Publicising activities, events and meetings to all relevant staff, students or external parties in an effective way
   - As directed, undertake the editing of local guidelines ensuring that content relating to own areas 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

3. Providing support, information and guidance to staff and students, ie:
   - Being the first point of contact in answering incoming queries in a helpful and timely way and in line with service level agreements, referring to others as appropriate more complex issues or ones that are outside of normal practice
   - Referring staff and students to procedures and processes when needed.

4. 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.

5. Creating and maintaining accurate information to:
   - Ensure comprehensive records and files for future reference are maintained
   - Provide data as requested

This role does not have any budget responsibility.
This role does not have any line management responsibility.
This role does not have any responsibilities for equipment or premises.

The postholder is expected 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 which may vary from time to time without changing the general character of the post or level of responsibility entailed.

4.   Person Specification

ESSENTIAL CRITERIA

1. At least 5 GCSEs (graded A* to C or 9 to 5) or equivalent, including English and Maths.
2. Have lived in the UK for the past three years - or within the European Economic Area (EEA) for the last three consecutive years and have the right to work in the UK.
3. Must not be undertaking any other government funded training.
4. With guidance, effective organisational skills to organise own workload and priorities.
5. Effective oral and written communications skills.
6. Ability to work flexibly within a small team.
7. Competent IT skills to effectively manage own workload

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Accurate word processing and data entry, and an ability to ensure professional standards of presentation
2. Flexibility in responding quickly to events and taking appropriate action.
3. Familiarity with various social media platforms, including creating custom graphics and posting video content and "stories".
4. A provable passion for content production and digital media/marketing

DESIRABLE CRITERIA

5. Some knowledge/understanding of the needs of students in a university or further education context.
6. Some knowledge/experience of the platforms students use at the University of Sussex, such as Canvas.
7. Some experience of design work and use of relevant platforms (Canva, Photoshop, InDesign, etc)