



UNIVERSITY
OF SUSSEX



1. Advertisement

Post Title: ODL Course Coordinator

School/department: University of Sussex Business School, Professional Services

Hours: Full-time hours considered up to a maximum of 1.0 FTE (36.5). Requests for flexible working options will be considered (subject to business need).

Location: Hybrid – a blend of remote and office-based working in Brighton, UK

Contract: Permanent

Reference: 21187

Salary: starting at £24,144 to £27,396 per annum, pro rata if part-time.

Placed on: 01 August 2023

Closing date: 29 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.

We are seeking an experienced, well-organised Course Coordinator, who is a good team member, to support with the provision of the Online Distance Learning (ODL) courses offered by the University of Sussex Business School, working in collaboration with the University's distance learning partner Pearson.

The post holder will have experience working in a busy environment and a strong commitment to consistently delivering the highest standard of customer service to internal and external stakeholders. Duties will include dealing with student, faculty, and colleague enquiries, maintaining module and assessment information, distributing student information, and supporting examination and assessment processes. Initiative, flexibility, and the ability to communicate effectively, both orally and in writing, are essential, and a good working knowledge of Microsoft packages is also important.

The Business School currently offers 4 online Masters degrees in International Marketing, Energy Policy, Sustainable Development, and Global Supply Chain Management. Taught 100% online and with 6 start dates per year, our courses give students the opportunity to start their course when they like and study in their own time from their own home. The Virtual Learning Environment is our digital alternative to the University campus, and the platform has been designed specifically for students learning online with Sussex.

This is a hybrid working role consisting of a blend of on and off campus working in a typical working week. Up to 50% of the role can be performed remotely in agreement with your line manager, and the remainder will be based on campus.

Please contact Vicky Carroll (V.Carroll@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

Please find further information regarding the school/division at <https://www.sussex.ac.uk/business-school/>

3. Job Description

Job Description for the post of: ODL Course Coordinator

Department: Professional Services

Section/Unit/School: University of Sussex Business School

Location: School Office, Jubilee Building

Grade: 4

Responsible to: Senior Online Distance Learning Coordinator

Responsible for: N/A

ROLE DESCRIPTION

Serving as a point of contact and link between students, staff members, internal departments, and external contacts, to provide clerical and administrative support and ensure that the processes and services for which the team are responsible operate smoothly.

KEY RESPONSIBILITIES

1. Working as part of the Course Administration team and within the wider institution, in line with local policy and procedure, to 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
 - Coordinating 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
2. Support the administration of the teaching support process
 - Assist with the assessment and examination process in liaison with faculty, and other School and University support staff, including supporting examination boards and external moderation
 - Provide support for quality assurance and student feedback activities

- Maintaining course, module, and assessment records and entering data into systems as required.
3. 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 Canvas sites (and other sources of information) to accurately reflect current activity in an engaging way
 4. 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, and referring staff and students to these as required
 - Assisting with the production of letters and reports
 - Liaising with colleagues with similar areas of responsibility and being actively involved in meetings and networks, sharing information and contributing to the development of processes
 5. Creating and maintaining accurate information on activity that has taken place
 - Creating comprehensive records and files for future reference and ensuring these are maintained
 - Attending and minuting meetings
 - Presenting data on attendance and usage to enable analysis and interpretation
 6. This role does not have any budget responsibility.
 7. This role does not have any line management responsibility.
 8. This role does not have any responsibilities for equipment or premises.
 9. 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.
 10. 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.

4. Indicative Performance Criteria

PERSON SPECIFICATION

ESSENTIAL CRITERIA (see role-specific criteria below)

1. Good secondary education.
2. Effective planning and organisational skills to organise own workload and priorities.
3. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
4. Ability to work flexibly within a small team and on own initiative.
5. Competent IT skills to effectively manage own workload – MS Suite and databases.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Ability to work consistently, thoroughly, and accurately when completing tasks.
2. Ability to explain regulations and procedures in a clear and concise manner.
3. Experience of administrative and clerical systems.
4. Experience of supporting and servicing meetings (including preparing committee agendas and writing minutes).
5. Commitment to providing high levels of service to students and staff.
6. Ability to deal sensitively with anxious students.
7. Outward looking and positive towards new challenges.
8. Willingness to instigate technological solutions to tasks to work smartly and increase efficiency.

DESIRABLE CRITERIA

1. Knowledge of course and module structures and assessment methods.
2. Knowledge of examination board and University regulations regarding student progress and assessment.
3. Experience of quality assurance and examination matters.
4. Experience of student records systems.
5. Commitment to staff development.
6. Two years' experience in a similar role.
7. Two years' experience working in a university or similar environment.