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| **Job title:** | Course Administrator |
| **Reports to:** | Academic Administration Manager |
| **Department:** | School of Applied Sciences |
| **Location:** | Brighton - Moulsecoomb |
| **Grade:** | 4 |

# Purpose of the role

The role holder works in an academic school and is responsible for the effective administration of a course or group of courses. The role encompasses a full range of administration and support across the student lifecycle to ensure the delivery of high-quality user-focussed services. This includes handling enquiries, providing information and advice on University-wide services, policies and procedures, and administrative support for course teams.

**Main areas of responsibility:**

* Provide an efficient and effective reception and enquiry service for students, staff, visitors and other external stakeholders, adhering to agreed customer service standards.
* Broker smooth access for students to the relevant university services to support their needs.
* Provide a comprehensive range of administrative services to support the delivery of courses and other university processes, including the preparation, publication and distribution of course materials and effectively carrying out required academic and other university administrative procedures.
* Be responsible for the accurate and timely maintenance of student, curriculum and assessment records using relevant university IT systems.
* Work collaboratively with university colleagues operating as one team to contribute to course developments and business improvements.
* Monitor all students’ attendance and engagement with their studies in line with University policy and liaise with Student Support and Guidance Tutors to take appropriate action where engagement is below expectations.
* Organise and service course and school meetings, including booking rooms, preparing and circulating agendas, minuting meetings, and following up actions.
* Keep up to date with school and university initiatives, policies and procedures, undertaking relevant training and implementing updates as required.
* Assist with special projects, events or initiatives within the School or wider University appropriate to the grade of this post such as service improvement projects, induction and enrolment, award ceremonies, open days etc.

# General responsibilities

These are standard to all University of Brighton job descriptions.

* To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
* To adhere to the University’s Equality and Diversity Policy in all activities, and to actively promote equality of opportunity wherever possible.
* To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
* To work in accordance with the Data Protection Act 2018 and UK GDPR.



The person specification focuses on the knowledge, qualifications, experience and skills (both general and technical) required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form (A), at interview (I) and in some instances through an exercise (E).

*To be available for flexible working, including occasional duties on other sites*

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| **Essential criteria** |  |  | **A, I, E** |
| **Knowledge/skills** | •  •  •  •  •  •  • | Effective administrative and organisational skills, able to plan, prioritise and manage a range of work activities within agreed service levels.  Able to interpret, apply and communicate regulations and procedures, demonstrating sensitivity and diplomacy when communicating complex or difficult information.  Able to produce written communications and documents clearly, concisely and grammatically correct.  Adopts a user-centred customer service approach to handling enquiries, and exercises judgement as to when to involve others or pass on more complex or specialist enquiries to ensure an effective service.  Works independently with a minimum of supervision and shows willingness and initiative to successfully resolve issues.  Promotes team-working and the sharing of good practice, developing effective professional relationships with staff across the university, as well as using own initiative.  Works proactively, collaboratively and flexibly to ensure effective service delivery. | **A, I,**      **A, I**        **A, I**      **A, I**        **A, I**      **A, I**        **A, I** |
| **Qualifications** | • | Good standard of secondary education or equivalent practical, relevant work experience. | **A** |
| **Experience** | •  • | Experience of delivering a broad range customerfocussed enquiry and support services.  Experience of carrying out a range of organisational and administrative duties. | **I**  **I** |
| **Technical/work**  **based skills** | •  • | Ability to use Microsoft Office computer programs to a high standard.  Experience of using complex databases ensuring high quality and accurate data. | **I, E**    **A, I** |



* Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
* Annual leave entitlements are shown in the table below and increase after 5 years’ service. In addition, to the eight Bank Holidays, there are university discretionary days between Christmas and New Year. All leave, including bank holidays and discretionary days, are pro-rated for part time employees.

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| **Grades** | **Basic entitlement per year** | **Grades** | **After 5 years’ service** |
| 1-3 | 23 days | 1-3 | 28 days |
| 4-7 | 25 days | 4-7 | 30 days |
| 8-9 | 27 days | 8-9 | 30 days |

* More information about the department/school can be found here [Professional Services Departments](https://www.brighton.ac.uk/about-us/contact-us/professional-services-departments/index.aspx) or here [Academic departments)](https://www.brighton.ac.uk/about-us/contact-us/academic-departments/index.aspx)
* Read the University’s [2019 - 2025 Strategy](https://www.brighton.ac.uk/practical-wisdom/index.aspx)
* The University has an attractive range of benefits and you can find more information about them on our [website](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx)

14/02/2023