

# Job Description

**Job title:** Course Administrator

**Reports to:** Academic Administration Manager

**Department/School:** School of Humanities and Social Science

**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.

## Line management responsibility for: N/A

## 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, Diversity, and Inclusion 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

# Person Specification

The person specification focuses on the knowledge, skills and abilities, qualifications, and the experience 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**); these are shown at the end of each criteria.

## Essential Criteria

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

* Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
* The University of Brighton welcomes job sharers. Job sharing is a way of working where two people share one full-time job, dividing the work, responsibilities, pay, holidays, and other benefits between them proportionate to the hours each works, thereby increasing access to a wide range of jobs on a part-time basis. The advert for the post for which you are applying will indicate whether applications from job sharers can be considered (this may not be possible for a post that is already part time for example). Refer to the ‘Balancing Working Life’ section on our website here: [Benefits and facilities](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).
* 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, is pro-rated for part time employees.

|  |  |  |  |
| --- | --- | --- | --- |
| **Grades** | **Annual entitlement per grade** | **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 |
| Band 10 and above | 30 days | Band 10 and above | 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 [Strategy 2019 - 2025](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).

Date: **May 2025**