The University of Brighton logo.



# Job Description

**Job title:** Senior Course Administrator

**Reports to:** Academic Administration Manager

**Department/School:** School of Business and Law

**Location:** Brighton - Moulsecoomb Campus

**Grade:** 5

## Purpose of the role

The role holder works in an academic school and is responsible for coordinating a broad range of effective administration services to support the student lifecycle, including planning and organising activities to ensure the delivery of high-quality user-focussed services. This includes training and supervision of administrative staff, advanced use of relevant supporting systems, implementing service standards and procedures, handling enquiries and providing information and advice on university-wide services, policies and procedures.

## Line management responsibility for:

## Main areas of responsibility:

* Cooordinate and provide a range of administration services to support the delivery of courses and other university processes according to the needs of the school.
* Effectively collaborate with Academic Registry to deliver across a range of university processes including learning support plans, academic appeals and mitigating circumstances, undertaking duties as defined in the agreed protocols for these activities.
* Provide an efficient and effective enquiry service for students, staff, visitors and other external stakeholders, implementing agreed service standards.
* Act as an advanced user of systems to support academic administration (SITS, CMS, Blackboard etc.), undertaking relevant training and developing an excellent understanding of university data requirements.
* Support the induction and training of Course Administrators, supervise and prioritise their work, and monitor individual progress.
* Coordinate examination board processes, including preparation of papers, advising on academic regulations, recording decisions and processing progression outcomes.
* Support the delivery of examinations, including examination paper moderation, ensuring that appropriate procedures are followed to safeguard security and liaise with colleagues in Registry Services regarding examination requirements.
* Work collaboratively with university colleagues operating as one team to contribute to course developments and business improvements.
* Organise and service relevant meetings, including booking rooms, preparing and circulating agendas, minuting meetings, and following up actions.
* Be responsible for the effective implementation of university systems, regulations, policies and processes across all areas of responsibility.
* Contribute to course reviews and other service improvements within the school and wider university.
* Keep up to date with school and university initiatives, policies and procedures, undertaking relevant training and implementing updates as required.
* Deputise for Academic Administration Manager 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

|  |
| --- |
| **Knowledge, skills, and abilities** |
| * Strong administrative and organisational skills. **(A,I)** * Able to plan, prioritise and manage a range of work activities, including enquiries received through different routes, within agreed service levels. **(A,I, E)** * Able to interpret, apply and communicate regulations, policies and procedures, demonstrating sensitivity and diplomacy when communicating complex or difficult information. **(A,I,E)** * Able to produce written communications and documents clearly, concisely and grammatically correct. **(A,I,E)** * 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 effectively as part of a team as well as independently and shows willingness and initiative. **(I)** * Promotes team-working and the sharing of good practice, developing effective professional relationships with others. **(A,I)** * Diplomacy and negotiation skills, with the ability to resolve issues and conflicting interests. **(I)** * Able to work proactively, collaboratively and flexibly to ensure effective service delivery. **(I)** |
| **Qualifications** |
| * Good standard of secondary education or equivalent practical, relevant work experience. **(A)** |
| **Experience** |
| * Experience of delivering a broad range customer-focussed enquiry and administrative support services. **(I)** * Experience of implementing and adhering to a range of regulations, policies, procedures and service standards. **(A,I)** * Experience of inducting and training and supervising the work of others. **(A,I)** * Experience of using complex databases ensuring high quality and accurate data. **(I)** |
| **Technical/work**  **based skills** |
| * Ability to use standard Microsoft Office computer programs to a high standard. **(I,E)** |

# 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: **23/05/2025**