It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

Senior Coordinator
EHA0835-0421

Reporting to: Departmental Administration Manager

Accountable to: Director of School

The Post

The post-holder will support the management of a wide range of administrative support, leading the School Administration Team to deliver an outstanding student experience and to meet the business needs of the school. The post will have an integrated portfolio of responsibilities which will support the full student journey from recruitment to award, together with the general business functions of the school.

The post will work closely with the School Coordinator/Department Administrator to establish a cohesive and integrated administration team within the new school structure, ensuring that the transition from faculty to school responsibilities is implemented in a supportive and responsive manner, maximising staff skills, knowledge and expertise and enabling training and staff development across the full range of administrative roles.

This will be a varied, interesting and challenging role, which requires excellent organisational skills, flexibility, attention to detail, and the ability to prioritise in order to meet deadlines to the required quality standards.

Duties and Responsibilities

1. Working in Partnership
   Work in partnership with the School Co-ordinator/Department Administrator and academic staff within the School, to deliver an outstanding student experience and to meet the business needs of the school.

   Working with the School Co-ordinator/Department Administrator ensure there is sufficient administrative support for a range of activities to support the smooth running of the school.

   Act as a source of specialist knowledge, providing advice and guidance to a range of stakeholders as required.

2. Professional Support
   In conjunction with the School Co-ordinator/Department Administrator manage the provision of effective administrative support to the school management/academic team, students and key stakeholders, dealing with specialist queries in an efficient, friendly and professional manner, interpreting requirements, providing advice and guidance, and signposting as appropriate.

3. Line management
   Line manage designated staff, including the full range of HR processes as these relate to the team. Ensure sufficient cover is in place to support the needs of the business at all times. Where appropriate, delegate work, monitor and review individual and team progress and performance to ensure that consistent and high standards of work are provided and that staff feel supported and motivated in their responsibilities.

4. Range of activities and workload planning
   Plan, prioritise and organise own area of work, work of others and resources to achieve agreed objectives. Manage, co-ordinate and undertake a range of activities to support the planning, operation and delivery of high quality programmes; this may include office and executive support to meet the business needs of the school. Work closely with colleagues within the school and in liaison with central university departments, to ensure that administrative arrangements comply with the university's requirements for each stage of the student journey.

5. Administration processes and policy development
   In conjunction with the School Co-ordinator/Department Administrator, manage and support the development, implementation and ongoing evaluation of administrative processes for a range of programmes. Using your initiative and creativity and weighing up the pros and cons of different approaches ensure that these relate to all stages of the student experience. Contribute to the development and review of both existing and new policies and procedures, within the School and where appropriate, across the Faculty/wider institution.   Additionally, this may include the development and enhancement of processes relating to general office and executive support to meet the business needs of the school, including finance and staff support.

6. Data and records
   Ensure the effective management, monitoring and maintenance of student records and data within a designated area of responsibility. This will include collating data from internal and external records and systems and in line with any university or external regulatory body requirements, ensuring the accuracy of data to produce reports and statistical analysis within a range of programmes. Monitor the student journey, ensuring procedures relating to trigger points are actioned efficiently in order to proactively identify any concerns relating to individual students. This may also include data relating to School financial and staffing requirements.

7. Report writing
   Analyse, interpret and write reports as deemed appropriate, develop presentations, and management information (including financial reports) relevant to the service and intended audience as and when required.

8. Quality management
   In liaison with the Faculty Quality Officer, ensure that administrative procedures relating to the university's quality assurance requirements for academic programmes adhere to

the guidance set out in the Quality Management Handbook and the Faculty's Annual Quality Statement.

9. <u>Professional, regulatory and statutory bodies</u>
In conjunction with the School Co-ordinator/Department Administrator support in the management of the provision of effective administrative support for a diverse range of Professional, Statutory and Regulatory Bodies and external agency requirements. This will include liaison with external bodies as well as academic staff within the school to ensure standards are continually monitored and met.

10. <u>External engagement</u>
Build relationships with key external stakeholders to establish, develop and maintain excellent working relationships to facilitate future opportunities for the sharing of information and the maintenance of channels of communication. Act as an ambassador for the School, promoting its wider services to stakeholders and represent the school at both internal and external meetings and events. Actively seek to contribute to partnership working with external colleagues and service users.

11. <u>Staff, student and public information</u>
Oversee the production of all staff, student and public information working closely with the relevant University departments. Ensure the quality and presentation of information is consistent and in line with school and university policies; and that information relating to designated areas of responsibility is clear, accurate and appropriately provided to students and the public via a range of mechanisms including printed materials; Blackboard, wikis and the school website.

12. <u>Technology & Systems</u>
Ensure the effective utilisation and management of information management systems and software. In conjunction with the School Co-ordinator/Department Administrator, proactively review and utilise technology and improved procedures to work smarter; enhance and streamline processes and improve the student experience.

13. <u>Boards, committees & meetings</u>
Participate in the school's decision-making processes, by contributing as a member of formal boards, committees and meetings, preparing and submitting reports as required and providing input and expertise within these fora. Organise and service designated formal boards and committees, including the production and distribution of relevant documentation and minutes, monitoring action points to ensure completion as required by the Chair.

14. <u>Training</u>
Provide training across the Faculty on systems and procedures as necessary, identifying training requirements. This will include cross-school liaison with administrative colleagues, sharing best practice and developing the school administration procedures in collaboration with the other schools. Provide cover and support for other associated administrative roles, as required.

15. <u>Marketing and events</u>
In conjunction with the School Co-ordinator/Department Administrator manage the provision of administrative support for internal and external events, relating to both the promotion of programmes and for the engagement of external stakeholders involved in the delivery of education within the school.

16. <u>Student recruitment and selection</u>
    In conjunction with the School Co-ordinator/Department Administrator, manage the provision of administrative support for student recruitment and selection activities, ensuring these are aligned with the requirements of central university admissions and student recruitment teams. Oversee the School's arrangements and input to university Open Days.

In addition:

➢ As a member of the School you will be expected to demonstrate commitment to the professional behaviours set out in the Edge Hill University Staff Code of Practice. This will include a requirement to demonstrate high levels of emotional intelligence in dealing with students, customers, partners and colleagues, adopting a solution focused approach to deal positively and proactively with complex and difficult situations for individuals.

➢ To support the operational and strategic development of the Information Desk, ensuring operational cover is provided from within the School as required.

➢ Work autonomously to respond and resolve a high level of complex enquiries from students and staff including giving expert advice and support. Deal sensitively and knowledgeably with issues from students, assess the impact and severity of matters and escalate to a senior level when action needs to be taken by academic or another department, e.g. pastoral care.

➢ To lead and manage various projects assigned by the School Administration Manager, ensuring projects are delivered in an efficient and timely manner.

➢ To assist with the preparations for Welcome Sunday, Open Days, Applicant Visit Days and additional events as required.

In addition to the above all Edge Hill University staff are required to:

a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety

b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons

c) Undertake appropriate learning and development activities as required

d) Participate in Edge Hill's Performance Review and Development Scheme

e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner

f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 5, Points 19-22

            £24,46 - £26,715 per annum

Hours :   36.25 hours per week

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

PERSON SPECIFICATION

Senior Coordinator
EHA0835-0421

CRITERIA:

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	*Method of assessment (I/A/S/T/P)
Qualifications				
1	Educated to degree level (or equivalent work experience)	*		A
2	IT competence in word processing, advanced data analysis and database management software packages	*		S/T
Experience and Knowledge				
3	Ability to plan, organise and prioritise work activities for self and others with the ability to lead on programmes of work	*		S/I
4	Experience of working in a busy office environment where several tasks need to be undertaken simultaneously	*		I
5	Successful experience of working within a Higher Education environment and significant understanding of the HE sector	*		A/I
6	Experience of successfully line managing staff including conducting performance reviews / setting objectives, providing constructive feedback and providing flexible support during busy times or periods of change	*		S/I
7	Experience of tracking, analysing and reporting on complex data	*		I
8	Experience of establishing new and improving existing administrative systems and procedures	*		S/I
Abilities/Skills				
9	Demonstrate high levels of accuracy and attention to detail	*		I/T
10	Excellent skills in influencing and negotiation skills	*		I
11	High level of oral and written communication and interpersonal skills, with the ability to communicate complex information effectively to a wide range of audiences	*		S/I
12	Ability to define priorities and work flexibly and effectively under pressure to meet demanding and often conflicting deadlines	*		I

13	Ability and willingness to use own initiative, with minimal supervision to solve problems efficiently and effectively	*		S/I
Other				
14	Emotional resilience and self-awareness, with the ability to manage self, whilst supporting and managing others	*		I
15	Pro-active, forward looking, able and willing to contribute positively to continuous improvement and change in the workplace	*		S/I

***Method of Assessment**
(I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation)
Please note that applications will be assessed against the Person Specification using this criteria.