



# Edge Hill University

## Programme Coordinator (Maternity Cover)

**Reference:** EHA1935B-0622

**Salary:** £22,254 - £24,174 per annum  
Grade 4, Points 15-18

**Contract Type:** Fixed Term for 6 months

**Hours:** Full Time (36.25 hours per week)

**Location:** Ormskirk



**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.**

**Edge Hill  
University**

**Job Description for the post of:**

**Programme Coordinator (Maternity Cover)  
Full Time  
Fixed Term for 6 months  
EHA1935B-0622**

**Accountable to:** Departmental Administration Manager

**Reporting to:** Senior Programme Administrator

## **About the Role**

The post-holder will co-ordinate a wide range of administrative support, working within 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 collaboratively with colleagues within the School Administration Team to contribute to the establishment of a cohesive and integrated team within the school structure, ensuring school responsibilities are implemented in a positive and responsive manner, maximising their own skills, knowledge and expertise and engaging in training and staff development relating to the full range of administrative tasks within their role.

This will be a varied, interesting and challenging role, which requires excellent organisational skill, 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 administration and academic staff to deliver an outstanding student experience and to meet the business needs of the school. Provide general administrative support to a range of activities required for the smooth running of the School.

### **2. Designated area of responsibility**

Take responsibility for the administration requirements of identified programmes and students, and/or general office and executive support needs, as agreed with

your line manager. It is important to note that designated areas of responsibility will be continually reviewed as the provision within the school evolves.

3. Professional Support

Provide effective, professional support to the whole school 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.

4. Range of activities and workload planning

Co-ordinate and undertake a range of activities to support the planning, operation and delivery of high-quality programmes, working without direct supervision, prioritising workload as appropriate. Working closely with colleagues within the School and in liaison with central university departments, ensure that administrative arrangements comply with the university's academic cycle for each stage of the student journey. Co-ordinate arrangements and allocate tasks to others as appropriate, ensuring that the administrative functions are planned in advance and assisting administrators with their workload planning.

5. Administration processes and policy development

Co-ordinate and support the development, implementation and ongoing evaluation of administrative processes for a range of programmes and relating to all stages of the student experience. You will be contributing to the development and review of both existing and new policies and procedures. Additionally, you will contribute to 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 accurate monitoring and maintenance of student records and data within a designated area of responsibility, including collating data from internal and external records and systems and in line with any university or external regulatory body requirements. 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

Provide and collate data, statistical information and outcomes of evaluation to support the production of school reports, accessing internal and external records and systems in line with any university or external regulatory body requirements. Present information professionally for consideration by internal and external audiences.

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. Professional, regulatory and statutory bodies

Ensure that administrative procedures meet the quality assurance requirements of Professional, Statutory and Regulatory Bodies and external agencies, so that standards are continually monitored and met.

10. External engagement

Work in partnership with external stakeholders to develop and nurture excellent working relationships for the sharing of information and the maintaining of positive channels of communication. Act as an ambassador for the School, promoting its wider services to stakeholders and representing the school at meetings and events, when required. Actively seek to contribute to partnership working with external colleagues and service users.

11. Technology & Systems

Utilise appropriate information management systems and software including Microsoft Office, maximising their effectiveness in relation to your area of designated responsibilities. Taking a proactive approach to ensuring in-house systems remain relevant and updated.

12. Staff, student and public information

Co-ordinate and contribute to the production of staff, student and public information materials for your designated area of responsibility, ensuring the quality and presentation of information is consistent and in line with school and university policies.

Be an excellent source of information for students, signposting them to the appropriate central services. Be part of induction sessions to introduce the school and key contacts and ensure school information is kept up to date and appropriate information is stored on them, (e.g. wiki, notice boards, BB) including central services information.

13. Boards, committees & meetings

Organise and service designated formal boards, committees and meetings, including the production and distribution of relevant documentation, agenda and minutes, monitoring action points to ensure completion as required by the Chair. Where relevant, participate in the school's decision-making processes, by contributing as a member of boards, committees and meetings.

12. Training and teamwork

Identify and provide training requirements as necessary within designated areas of responsibility. Share best practice and develop the School administration procedures in collaboration with other Schools. Provide cover and support for other associated administration roles as required.



### 13. Marketing and events

Provide 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. Liaise with internal and external colleagues, ensuring effective and efficient communication systems and customer care standards are maintained.

### 14. Student recruitment and selection

In liaison with central university admissions and student recruitment teams, co-ordinate and support the student recruitment and selection activities relating to a designated area of responsibility, planning and implementing the arrangements for School interview days, including liaison with all internal and external interview participants. Additionally, co-ordinate and support the School's arrangements and input to university Open Events.

#### **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, providing operational cover 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 contribute to 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

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**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.**

**Internal staff wishing to apply for a fixed term role as a secondment opportunity must discuss this with their existing line manager before applying.**

**Person Specification for the post of:**  
**Programme Coordinator (Maternity Cover)**  
**Full Time**  
**Fixed Term for 6 months**  
**EHA1935B-0622**

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

**Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).**

		Essential	Desirable	*Method of assessment (I/A/S/T/P)
<b>Qualifications</b>				
1	A Levels (Grades A-D) or equivalent, relevant professional qualification to the same level; or relevant work experience	*		A
2	IT qualification, ECDL or equivalent or experience in the use of Microsoft Office, including Word and Excel	*		A / T
<b>Experience and Knowledge</b>				
3	Experience of working in an administrative, organisational role in a busy office environment	*		S / I
4	Experience of servicing formal meetings and minute taking	*		S / I
5	Experience in the use of database management, records systems and software packages	*		S / I
6	Experience of working in Higher Education, medical education, NHS or health sector		*	A / S
<b>Abilities/Skills</b>				
7	Excellent communication and presentation skills both oral and written, including excellent attention to detail, with a demonstrable ability to ensure accuracy of data and documents	*		S / I
8	Excellent organisational and prioritisation skills which enable you to work efficiently under pressure, to meet competing deadlines	*		S / I
9	Able to work on own initiative and use creativity to resolve problems	*		S / I
10	Able to effectively develop, implement and evaluate systems and processes and make recommendations for change	*		S / I
11	Able to work positively and flexibly as part of a team, with the ability to develop and maintain effective working relationships at all levels	*		S / I

## How to Apply

When you are ready to start the formal application process, please visit [www.edgehill.ac.uk/jobs](http://www.edgehill.ac.uk/jobs) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

For informal enquiries about this vacancy you may wish to contact: Louise Westhead, Departmental Administration Manager at [Westhead@edgehill.ac.uk](mailto:Westhead@edgehill.ac.uk).

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 23:59 on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

*At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.*