

## JOB DESCRIPTION Student Programmes Co-ordinator

<b>Job Title:</b> Student Programmes Co-ordinator	<b>Grade:</b> 5
<b>Department:</b> Accounting and Finance	
<b>Directly responsible to:</b> Student Programmes Officer	
<b>Supervisory responsibility for:</b> N/A	
<p><b>Other contacts:</b></p> <ul style="list-style-type: none"> <li>• <b>Internal:</b> Departmental staff; students; faculty office; central professional services</li> <li>• <b>External:</b> External tutors; visitors (including prospective students) and suppliers.</li> </ul>	
<p><b>Role:</b> The Student Programmes Co-ordinator will be responsible for delivering an excellent level of service to enable high quality administrative support to all students and academic staff. As part of the Student Programmes Team, they will manage all Undergraduate department-based administration for students, schemes and modules. They will work collaboratively across the faculty and with central professional services divisions, leading on continuous improvement and driving new initiatives to meet strategic objectives that enhance student experience.</p>	
<p><b>Major Duties:</b></p>	
<p><b>Student Office Administration</b></p> <ul style="list-style-type: none"> <li>• Be a first point of contact for all current and prospective taught students, keeping students informed and disseminating information to students in a timely way</li> <li>• Work with the Student Programmes Officer and relevant academic colleagues to administer <ul style="list-style-type: none"> <li>○ The registration of new students</li> <li>○ Student assessment, including processing of coursework; preparation and delivery of exams and tests recording of assessment outcomes; recording of exceptional circumstances</li> <li>○ Coordination of timetabling throughout the academic year including handling queries and issues</li> <li>○ Maintenance of student, scheme and module records</li> <li>○ Monitoring of attendance reports, alerting and escalating issues as appropriate</li> <li>○ To assist with transition arrangements for new students starting University including the preparation of Welcome week activities</li> <li>○ To oversee the administration of the Industry degree programme</li> <li>○ To oversee the administration the Academic Tutorial system</li> </ul> </li> <li>• Create and maintain student records in line with university policy and General Data Protection Regulations (GDPR)</li> <li>• Support the administrative processes associated with examinations and awarding of degrees including preparation of documents as appropriate</li> <li>• Participate in and service meetings as required</li> </ul>	
<p><b>Quality Assurance and Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• Responsibility for quality assurance procedures including:</li> </ul>	

- Ensuring all schemes, modules and student records conform to university procedures and regulations in line with external regulations data management
- Supporting the relevant committees and meetings in the department and feeding in to Faculty and University level equivalents, supporting academic staff and ensuring follow up on actions
- Managing and coordinating the compilation of data and information for reviews, reports, Annual Teaching Reviews and 'Freedom of Information' requests in line with General Data Protection Regulation (GDPR), including external quality assurance audits and professional accreditation bodies
- Proactively participate in projects and initiatives for continuous improvement, including attending forums and networks and sharing of good practice

### **Student Wellbeing, Engagement and Retention**

- Work collaboratively with academic staff, programme coordinators, Student Based Services (SBS) and colleges to provide an inclusive support service to all students, signposting where appropriate
- Support academic staff with initiatives to improve student retention
- Work collaboratively with faculty and central professional services divisions to promote student engagement and employability

### **Departmental Specific Duties**

- To work collectively with Faculty and Central Professional services to ensure the department is compliant with UKVI.
- To work collectively with the department academic and support staff, student reps and Faculty to raise awareness of the National Student Survey.
- To work collaboratively with the department, Faculty and Central Professional services to improve student communication channels.
- To work collaboratively with the department and Central Professional services i.e. disabilities office, counselling service and retention team to ensure the department provides an inclusive teaching provision for all students.
- As required to support employability, student experience and alumni activities.
- Participation in relevant training and development.
- Any other duties deemed appropriate to the grade of the post.