**JOB DESCRIPTION**

**Teaching Coordinator**

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| **Job Title:** Teaching Coordinator | **Grade:** 5S |
| **Duration:** Indefinite with end date (maternity cover) | |
| **Department:** Lancaster University Management School | |
| **Directly responsible to:** Faculty Education Services Manager | |
| **Supervisory responsibility for:** NA | |
| **Other contacts:**   * **Internal:** Departmental staff; students; faculty office; central professional services * **External:** External tutors; External Examiners External tutors; External ExaminersExternal Tutors; external examiners; visitors (including prospective students) and suppliers, project clients, employers and programme applicants | |
| **Role:**  The Teaching Coordinator will support the Education Services leadership team in delivering an excellent level of service to enable high quality administrative support to all taught students and academic staff. They will work collaboratively across the faculty and with central professional services divisions, supporting continuous improvement and contributing to new initiatives to meet strategic objectives that enhance student experience.  **Major Duties:**  **Student Office Administration**   * 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 * Work with the Education Services leadership team and relevant academic colleagues to administer:   + Registration of new and continuing students   + Student assessment, including processing of coursework; preparation and delivery of exams and tests; recording   of assessment outcomes; recording of mitigating circumstances   * + Coordination of timetabling throughout the academic year including handling queries and issues   + Maintenance of student, scheme and module records   + Monitoring the attendance reports, alerting and escalating issues as appropriate * Create and maintain student records in line with university policy and General Data Protection Regulations (GDPR) * Support with the administrative processes associated with examinations and awarding of degrees including preparation of documents as appropriate * Participate in and service meetings as required   **Quality Assurance and Continuous Improvement**   * Supporting quality assurance procedures including: * Ensure all schemes and student records conform to university and funder procedures and regulations in line with external regulations data management * Support for the relevant committees and meetings in the department and feed in to faculty and university level equivalents, supporting academic staff and follow up on actions * Coordinating the compilation of data and information for reviews, reports, Annual Teaching Reviews and ‘Freedom of Information’ requests in line with GDPR (including external quality assurance audits, including professional accreditation bodies) * Maintain collaborative working relationships within the faculty and across the university * Proactively participate in projects and initiatives for continuous improvement, including attending forums and networks and sharing of good practice   **Student Wellbeing, Engagement and Retention**   * Be a first point of contact for students with health and wellbeing issues * Working collaboratively with academic staff, departmental student office team, Student Based Service (SBS), colleges and other central professional services to provide an inclusive support service to all students, signposting where appropriate * Supporting the department to deliver projects and initiatives to enhance taught student wellbeing, engagement and retention   **Departmental Specific Duties**   * Participation in relevant training and development * Any other duties as deemed appropriate to the grade of the post * To arrange and provide support and cover for other members of the departmental team during busy periods or holiday times, in agreement with Department-based colleagues and the Faculty Education Servies Manager * Projects – To ensure students undertaking projects are fully briefed and aware of the university and programme regulations and requirements. To co-ordinate activities for the dissertations within the department including dissertation submission and distribution, the marking and moderation process and to ensure that all documentation (including health and safety information) is accurately recorded and maintained. | |