

**JOB DESCRIPTION**  
**Student Programmes Coordinator**

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| <b>Job Title:</b> Student Programmes Coordinator  | <b>Grade:</b> 5S |
| <b>Department:</b> Faculty of Science and Technology  |                  |
| <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 Education Services Team; Faculty Office; central professional services</li> <li>• <b>External:</b> External Tutors; External Examiners; visitors (including prospective students) and suppliers.</li> </ul>   |                  |
| <p><b>Role:</b></p> <p>The Student Programmes Coordinator will support the Student Programmes Officer in delivering an excellent level of service to enable high quality administrative support to all 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.</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>○ Registration of new and continuing students</li> <li>○ Student assessment, including processing of coursework; preparation and delivery of exams and tests; recording of assessment outcomes; recording of mitigating 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 the attendance reports, alerting and escalating issues as appropriate</li> </ul> </li> <li>• Create and maintain student records in line with university policy and General Data Protection Regulations (GDPR)</li> <li>• Support with 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>• Supporting quality assurance procedures including: <ul style="list-style-type: none"> <li>○ Ensure all schemes and student records conform to university and funder procedures and regulations in line with external regulations data management</li> <li>○ Support for the relevant departmental committees and meetings and feed in to faculty and university level equivalents, supporting academic staff and follow up on actions</li> <li>○ 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)</li> </ul> </li> <li>• Maintain collaborative working relationships within the faculty and across the university</li> <li>• Proactively participate in projects and initiatives for continuous improvement, including attending forums and networks and sharing of good practice</li> </ul> |                  |

### **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 teams, Student Based Service (SBS), colleges and other central professional services to provide an inclusive support service to all students, signposting where appropriate
- Supporting departments to deliver projects and initiatives to enhance student wellbeing, engagement and retention

### **Specific Duties**

- Participation in relevant training and development
- Any other duties as deemed appropriate to the grade of the post.