JOB DESCRIPTION
Teaching Coordinator
Vacancy ref: N2412

Job Title: Teaching Coordinator
Grade: 5S

Duration: Fixed Term: 10 Month Appointment

Department: Linguistics and English Language

Directly responsible to: Departmental Officer

Supervisory responsibility for: N/A

Other contacts:
- Internal: Departmental staff; students; faculty office; central professional services
- External: External Tutors; external examiners; visitors (including prospective students) and suppliers.

Role:
The Teaching Coordinator role is a multi-faceted role which will both support existing members of the departmental Professional Services team in delivering an excellent level of service to enable high quality administrative support to all taught students and academic staff, and providing comprehensive administrative support to primarily the Departmental Officer, and the wider Department. The post holder 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.

The post is a full time appointment, fixed term for 10 months from date of appointment.

The postholder will provide support to existing team members, undertaking duties as required from those listed below. The level of work in each area will vary according to the time of year and departmental needs.

Major Duties (Undergraduate, Part 1) and Postgraduate (Approx 0.5 FTE)

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.
- Provide cover on a rota basis for the on campus Faculty Student Support Hub on a voluntary basis
- Work relevant academic and administrative 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.
- Provide support to the visiting researcher programmes.

**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.

**Major Duties (Undergraduate Recruitment and Conversion) (Approx 0.1FTE)**

- Support the department in developing creative and cost effective activities and projects to raise the profile of the department and encourage students to apply for and study at Lancaster University.
- Under the direction of the department UG admissions director develop a programme of activities and events to facilitate the recruitment of UG as prioritised by the department.
- Liaising with departmental colleagues in the organisation of departmental applicant visit days and the department’s contribution to University-wide open days.
- Liaise and build strong sustainable links with key school contracts, teachers, departmental and wider university colleagues to raise awareness of courses and subject.
- To provide support for in-house recruitment events ensuring all logistical arrangements, including room and accommodation bookings, hospitality and travel arrangement are in place. Liaising with the department’s safety officer to ensure safety/insurance related issues are in place.
- To provide accurate information, advice and guidance to prospective undergraduate students about courses in the department and the UCAS process.
- Support external marketing activities at schools, other external organisations and HE recruitment events. This includes attending the event(s) if required.
- Collate, organise and prepare suitable material to be used in departmental recruitment marketing including print and digital, working closely with relevant academic staff; coordinate and review departmental literature, including monitoring its use and impact, and develop strategies for improvement.
- Liaise with artwork designers, photographers and printers as required to ensure high quality publications are produced.
- Managing any associated student staff, relating to recruitment activities.
- Exploring opportunities to apply for funds to support marketing and recruitment activities.
- Undertaking any other administrative and clerical duties as required by the Head of Department or Departmental Officer consistent with the grade of the post.

**Major Duties (Departmental Assistance) (Approx 0.4FTE)**

- To provide administrative support to the Departmental Officer, and to assist the Departmental Officer in providing administrative support across the Department, as directed.
- To provide a range of clerical and administrative services in relation to all aspects of departmental teaching, research and ‘third mission’ activity, including:
- To be the main point of contact for all LAEL enquiries, managing the general departmental email lists and redirecting as appropriate;
- Timely dissemination of information;
- Making room bookings outside the Department, and where necessary outside the University;
- Catering bookings
• To assist with the processing of expenses claim forms and other finance related tasks and to assist with the purchasing of goods and services via the University Procurement system.
• To complete the University training on workstation safety assessments and carry out assessments at the appropriate time and maintaining accurate records. To provide advice and/or further referrals as appropriate.
• To assist with the administration of short courses and ad hoc events within the Department.
• To provide full servicing of the Departmental Board meeting, including the production of comprehensive minutes.
• To manage the process for Departmental room bookings, and keys for all rooms.
• To ensure the photocopier and printers are adequately stocked and maintained and to liaise with ISS when required and re-order paper and printer toners as necessary. To monitor and maintain adequate stationery supplies, placing timely orders as and when necessary.
• To assist with hospitality and travel arrangements for visitors to LAEL.
• To assist with travel arrangements for Departmental staff if required, using the University travel portal.
• To log faults on the University fault reporting system, where required.
• To assist with the compilation of Departmental information, as directed.
• The production of documentation using Microsoft Office Programs, as required, and with limited supervision.
• The creation of templates to improve efficiency as required.
• To undertake daily Departmental secretarial duties, including post, updating signage and notice boards, shredding, scanning, filing and photocopying.
• To keep abreast of the Department and its course offerings, the sector and ensure that skills and training are up to date.
• Any other duties as may be required by the Head of Department, Departmental Officer or nominated representative, consistent with the grading of the post.