**JOB DESCRIPTION**

**Undergraduate Coordinator**

Vacancy Ref: N2645

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Undergraduate Coordinator</th>
<th>Present Grade:</th>
<th>5S</th>
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</thead>
<tbody>
<tr>
<td>Department/College:</td>
<td>Organisation, Work and Technology, Lancaster University Management School</td>
<td>Directly responsible to:</td>
<td>Departmental Officer</td>
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<tr>
<td>Supervisory responsibility for:</td>
<td>Undergraduate Assistant (part time 3 mornings per week)</td>
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**Other contacts:**

**Internal:** Academic; administrative; research staff; students, within the department, Faculties and the University.

**External:** Prospective students, parents, teachers, external suppliers, seminar speakers, contacts on behalf of other staff, other external agencies (e.g. Tech Partnership Degree).

**Major Duties:**

The post of Undergraduate Coordinator will provide comprehensive support for the professional management of undergraduate studies within the department of Organisation, Work and Technology, working closely with the Departmental Officer, Programme Directors and the Director of Education. The role is supported by one part time Undergraduate Assistant, *(14 hours over 3 mornings per week)*, for which the role holder will have supervisory responsibility.

Duties will include providing support for departmental staff and students, responding to queries both face to face, by telephone and e-mail.

1. To provide administrative support for the work of departmental undergraduate activities, including the preparation of programme handbooks, module outlines and module assessment guides, class and reading lists, registers and attendance monitoring; including follow-up action for non-attenders and persistent offenders.

2. To provide clerical and administrative support including:
   - directing telephone, face to face and email enquiries and taking messages;
   - word processing, formatting documents, preparing correspondence and other written communication;
   - preparation of reports and spreadsheets;
   - filing, photocopying, collection and distribution of mail; organization of courier services;
   - maintaining accurate records, both paper files and databases, including the University’s LUSI student record system, and running reports as required;
   - maintaining departmental notice boards and document holders, keeping them tidy and up-to-date;
   - organisation of receptions for undergraduate major students during Welcome Week and following Part II final year results;
   - raise Purchase Orders when necessary; notifying Departmental Officer of Graduate Teaching Assistant seminar commitments to ensure timely monthly payroll submissions; raising internal requisitions;

3. To be responsible for the preparation of all information for the internal and external undergraduate examination boards and mitigating circumstances meeting(s) prior to the main examination boards; including preparation, collation and distribution of papers; and any follow-up action required.

4. Responsibility for receipt and distribution of assessed coursework; keeping accurate records; responsible for, monitoring and maintaining all aspects of undergraduate record keeping, including LUSI and departmental mark sheets; recording work received and subsequent marks. Follow-up correspondence, coursework extensions, late or missing assignments. Liaising with appropriate University departments and support services as necessary. Co-ordinate and deal with procedures of intercalation. Responsible for coordinating the
moderation and return of coursework assessments to students within the University’s 4 week deadline, including monitoring and notifying relevant tutors of any students with Inclusive Learning and Support Plans as notified by the Disabilities Office. Coordinate with module conveners’ the moderation of examination scripts in preparation for review by the External Examiners’.

5. Communicate effectively with staff, students and other members of the team to ensure that a coordinated, flexible, efficient service is provided. Provide pastoral care to students exercising initiative and discretion and liaising with other departments, Faculties, Colleges and Central Services as necessary. Provide guidance and information on all aspects of programme content, requirements and regulations. Producing statistical data and information on past and present students as required.

6. Provide administrative support to the Programme Directors’ and Director of Education for incoming and outgoing Study Abroad students, including; taking responsibility for Part I, Part II and Study Abroad enrolment. Inputting module choices and ensuring individual student choices are compliant with relevant schemes of study, and assessment requirements are fulfilled for the relevant visiting period; including timely marking and inputting of assessment marks into LUSI for production of transcripts by International Office deadline. Liaison with International Office and students regarding overseas institution application deadlines, qualification requirements, and allocation of institutions to OWT Study Abroad students.

7. To receive, collate and prepare for distribution all undergraduate coursework assignments and examination scripts for departmental course modules and maintain records of past coursework assignments and examination papers. Following up non-submissions and non-attendance as required, collating and recording any extenuating circumstances. Providing student support and advice on University procedures and proactively monitoring progress and follow-up action required.

8. To maintain course module virtual learning sites (Moodle), and ensure appropriate teaching and administrative staff have the required access to them. Posting material as and when required. Establishing and monitoring coursework submissions; establishing and disseminating feedback and marks via the virtual learning sites for students on placement.

9. Responsibility for monitoring and updating LUSI module information, ensuring accuracy within online courses handbook.

10. Supporting the Departmental Admissions Faculty Representative when required with Visit and Open Days, including providing information for the iLancaster App and acting as liaison for Recruitment and Conversion activity; producing target specific flyers and information.

11. Responsibility for monitoring disability reporting and dissemination of Inclusive Learning and Support Plans to module conveners for individual students as appropriate.

12. Coordinating with University timetabling regarding undergraduate timetable queries and room changes as a result of monitoring individual module enrolments.

13. To be responsible for the regular maintenance and updating of departmental web pages and ensure information is current.

14. Managing the relationship between the Tech Partnership Degree with regard to the B.Sc. (Hons) Management & IT schemes of study, including the placement year. Providing student statistical data about programme numbers. Organising student visits and liaising with employer sponsored competitions for employability initiative. Supporting employer career skills session on campus with the UG MIT Society.

15. To provide cover for departmental colleagues at busy times and during periods of leave of absence.

Undertaking any other administrative and clerical duties as required by the Head of Department consistent with the grade of the post.