

## Job Description

### Non-standard Course and Programmes Co-Ordinator

<b>Salary:</b>	Grade 5
<b>Contract:</b>	Full time, ongoing
<b>Location:</b>	Medway Campus
<b>Responsible to:</b>	System Specialist and Stakeholder Liaison Manager
<b>Job family:</b>	Administrative, professional and managerial

#### Job purpose

The Non-standard Course and Programmes Co-ordinator will play a key role in the Academic Registry directorate. The post holder will be a skilled specialist user of, and have a thorough knowledge of, the University's student records system to keep student records as up to date as possible.

The role holder will provide administrative support throughout the academic year, including peak periods of the student lifecycle. These activities require a high attention to detail with the ability to prioritise conflicting demands whilst maintaining precision in meeting rigorous deadlines.

#### Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Develop and maintain specialist knowledge of KentVision processes to assist in the creation and maintenance of core functionality within the student record.
- Lead on delegated tasks, to ensure the smooth running of course and programmes administration is of a consistently high quality for across the Universities curriculum portfolio.
- To manage your workload to ensure that all tasks are carried out in a timely fashion.
- Act as a point of reference to give advice and guidance to staff on policy and procedural matters and information concerning course and programmes administrative procedures to ensure consistency across the University.
- Through a system of regular and rigorous data validation, ensure that system data is reliable, of high quality, and consistent with the University's regulations and business processes, to provide a level of assurance and accountability on University data.
- Undertake the administration and processing of the University's Assessment Boards and In Stage Assessment Reviews across the institution and all of its sites to ensure results are published accurately in line with deadlines and compliant with regulations.
- Be a leading member of the team to provide a sound working knowledge of Course and Programme information to staff within the Academic Registry directorate and to other staff in professional service departments/schools to ensure course and programme activities are completed in accordance with University regulations and in a timely manner.
- The role holder will be based at our Medway campus and will carry out Medway operational task such as arrivals event, registration processing, examination management, ID card production, online module registration (OMR) and student liaison.

#### Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Act as gatekeeper within Course and Programme administration, liaising with QACO to ensure the University does not breach Competition and Markets Authority (CMA) and Quality Assurance regulations. A full and thorough understanding of the University's highly complex rules and regulations is essential to ensure progression and award rules are set up accurately on to the student data system to ensure students are eligible to graduate.
- Be an expert user of KentVision and CLIENT to assist the movement of students through both the student records system workflow and student life. This requires the user to have in depth knowledge of CLIENT SITS and the processes around Assessment and Award.
- Work with a high level of personal autonomy to set and monitor objectives and standards in own area of work to maximise service quality and efficiency.
- Handle all data in accordance's with policies and processes, UK Visa & Immigration regulations and GDPR, ensuring that sensitive and personal data is handled appropriately.

## Facts & figures

The Non-standard Course and Programme team is part of the Academic Registry, a large team offering a complete administrative service to students from acceptance of study through to alumni. There are approximately 17,000 current student records, including records from the University's Associate and Partner Colleges.

The role will be based at either our Canterbury or our Medway Campus, although the role-holder will also be expected to travel to our teaching centres in Canterbury, Medway as necessary.

## Internal & external relationships

**Internal:** Academic Schools, Programme Administration, Reference Data, Quality Assurance, Congregations, KentVision Support, Information Systems, Kent Union, Human Resources, Occupational Health.

**External:** Partner College and Validated Institution colleagues, City Councils, The Student Loans Company, Transport for London, Edexcel.

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Conflict resolution
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

### Essential Criteria:

- GCSE English and Maths or equivalent (A)
- ECDL or equivalent (A)
- Knowledge and understanding of the HE environment (A, I)

- Experienced user of databases and student recordkeeping (A, I)
- Experience of using CLIENT SITS for Assessment and Award (A, I)
- Proficiency in the planning, organising, resourcing, and monitoring ongoing jobs and projects (I, T)
- Excellent interpersonal skills – establishing relationships and maintaining contacts with people from a variety of backgrounds (I)
- Ability to deal flexibly with a wide range of situations and to be proactive (I)
- High level of accuracy and attention to detail (A, I)
- Ability to communicate effectively with patience and politeness with all contacts, from students to senior management, whether verbally or in writing (I)
- Ability to provide a sense of stability across the department by assisting and supporting team members to achieve workload and deadlines where necessary (I)
- Flexibility and the ability to respond positively to changing priorities in a challenging environment (I)
- Proactive and self-motivated (I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

**Desirable Criteria:**

- First Degree or equivalent experience (A)

*Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage*