

## Job Description

### Job title: Programme Coordinator

Faculty of Health and Life Sciences

Full time (18.5 hours per week)

Fixed Term contract: Until Nov 2026

	Duties of the role
Overall purpose of the role	<p>This position plays a vital role in supporting the Year Zero programmes. Working closely with the team leader to coordinate and manage administrative tasks associated with the Faculty Office's programmes. Taking ownership of specific subject areas, you will prioritise tasks and address enquiries to ensure the delivery of effective and efficient services to students, academic colleagues, and internal departments.</p> <p>The Faculty Office oversees all aspects of student administration, from registration to graduation, and is crucial in supporting both students and academic teams. It collaborates closely with the faculty academic Programme team, Registry Services, Academic Quality, and External Partners to ensure compliance with university procedures, regulations, and deadlines. The programmes are taught via DMUIC who offer a diverse range of courses, enabling students to progress seamlessly into various undergraduate and postgraduate degrees at De Montfort University upon successful completion.</p>
Main duties and responsibilities	<p><b>Support for Academic Management &amp; Academic Administration:</b></p> <ul style="list-style-type: none"> <li>• Provide administrative support to academic committees, assessment boards, and their sub-committees, including servicing meetings and taking minutes as required.</li> <li>• Assist academic staff and programme teams in the administration of teaching, learning, and assessment for programmes and modules.</li> <li>• Liaise with contacts from DMUIC.</li> </ul> <p><b>Student Administration:</b></p> <ul style="list-style-type: none"> <li>• Administer and maintain student data within the SAP system to ensure accuracy. Input student, curriculum, and attendance information, and generate statistical reports as needed.</li> <li>• Enhance the student experience by promptly and appropriately addressing student enquiries on the phone and face-to-face, and providing support to the Student Advice Centre as required.</li> <li>• Manage assessment procedures in compliance with university regulations and legal requirements. Oversee the assessment process, including the preparation of examination papers, coordination with internal and external examiners, script processing, and assessment board activities.</li> <li>• Oversee student registration processes, organising and participating in registration, teaching days, and re-registration events. Ensure all processes and data inputs align with university protocols and deadlines.</li> </ul> <p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• Familiarise yourself and comply with the DMU Health &amp; Safety Policy as it applies to your work area and activities.</li> <li>• Support the Team Leader in organising team activities and, when requested, serve as a mentor to new or less experienced staff members.</li> <li>• Ensure that filing and archiving systems are maintained and kept up to date.</li> </ul>

	Duties of the role
	<ul style="list-style-type: none"><li>• Perform any other duties commensurate with the job grade as reasonably required from time to time.</li><li>• Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.</li></ul>

## Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
<b>Administration</b>	Extensive administrative experience, including data entry, composing correspondence, management of high volumes of paperwork and production of reports.	Essential		✓	✓	✓	
	Extensive customer service experience in an administrative environment, including giving clear advice and providing accurate information to customers and/or external parties.	Essential		✓	✓		
	Experience in committee servicing.	Essential		✓			
	Understand confidentiality and the requirements of GDPR.	Essential		✓	✓		
	Educated to A level standard or experiential equivalent.	Essential		✓			✓
	Experience of working in the Higher Education sector		Desirable	✓			
	Experience of working in an environment with students and educational programmes		Desirable	✓			
<b>Records and reports</b>	Competent email and word processing user including experience of Microsoft Office/Outlook packages	Essential		✓	✓	✓	
	Strong organisational skills including sound time management and a proven ability of multi-task, prioritise own workload and an ability to cope under pressure and meet tight deadlines.	Essential		✓	✓		
	High levels of accuracy and strong attention to detail.	Essential		✓	✓	✓	
<b>Liaison and Communications</b>	Ability to communicate clearly, both verbally and in writing, and prepare documents to an academic standard.	Essential		✓	✓	✓	

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	Strong interpersonal skills, including conflict management and the ability to work as an effective team member.	Essential		✓	✓		
	Evidence of experience in dealing with customers, giving advice and dealing with complaints.	Essential		✓	✓		
Equality and diversity	Able to provide a service to a diverse range of people to promote good relations and equality.	Essential		✓			
Other requirements	Occasional out of core hours work		Desirable	✓	✓		
	Strong team player with flexible approach	Essential		✓	✓		
	Self-motivated with ability to meet challenging deadlines	Essential		✓	✓		
	Ability to promote a positive health and safety culture, and improve health and safety performance	Essential		✓			

**\*A = Application Form; I = Interview; T = Test; D = Documentary Evidence**