

Job Description

Administrative Coordinator

Faculty

Grade: D

Role profile: SSD1

Full Time, Permanent

	Duties of the role
Overall purpose of the role	The Administrative Coordinator plays a crucial operational role, providing comprehensive administrative support for a diverse portfolio of undergraduate and postgraduate programmes. This role encompasses a broad range of responsibilities, including complex student administration and academic support, and maintenance of student records to ensure the highest level of data quality. The Administrative Coordinator will work closely with academic staff, administrative colleagues, and students. This will include a wide range of stakeholders, including module leaders, programme leaders, and professional services staff in Registry and Library and Student Services. The role holder will foster strong working relationships and effective communication channels. This role requires flexibility, as the Administrative Coordinator will support various student and academic support functions across multiple programmes in one or more Faculties. The Administrative Coordinator reports directly to a Team Leader or Administrative Officer.
Main duties and responsibilities	Registration: - Assist with the organisation and operation of Faculty registration and re-registration events, both physically and virtually. - Input and process registration data onto University databases in line with University deadlines. - Prepare registration information to issue to new and returning students Administration Support: - Provide administrative support to academic programmes, including managing course regulations, student progressions, and related documentation. - Offer guidance and advice to students and academic staff on student regulations, university policies, and administrative procedures. - Ensure adherence to university quality assurance procedures in all aspects of programme administration. Assessment Processes:

	Duties of the role
	• Manage and administer student assessment and progression processes, ensuring adherence to academic regulations and deadlines. • Coordinate assessment activities, including setting submission dates and monitoring the timely receipt of marks. • Provide administrative support to assessment boards, including scheduling, documentation, and communication. • Create and manage Assessment Board Reports (ABRs), ensuring accuracy and completeness. • Advise students on In-Year Retrieval (IYR) processes and procedures. • Organise Module Assessment Reviews (MARs) to support module quality assurance. Quality Assurance and Data: • Action data requests received from Registry and within the Faculty Office, ensuring data accuracy and integrity within University systems. Faculty and Registry Engagement: • Actively participate in knowledge sharing initiatives to promote best practice processes across Faculties. • Effectively triage academic and student queries to the appropriate teams, such as the Student Records and Timetabling teams, ensuring timely resolution. Committee Support and Servicing: • Prepare agendas and supporting papers for a variety of committee meetings. • Accurately record and produce minutes for meetings, ensuring clarity and completeness. • Represent the Faculty at designated committee meetings, effectively communicating Faculty perspectives and decisions. • Provide comprehensive administrative support to Programme Management Boards (PMBs), including scheduling, documentation, and communication. • Provide comprehensive administrative support to academic committees, assessment boards, and their sub-committees. Additional Responsibilities: • Liaise and represent the University as required with third parties, such as Professional Bodies, Funding Bodies, and external agencies. Assist the wider remit of the faculty including: - • Assisting colleagues within other Faculty support teams as required, e.g. Open Days, Clearing, graduations. • Perform any other duties commensurate with the job grade as reasonably required from time to time. • The post holder will 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

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	of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. • The post holder is required to minimise environmental impact in the performance of the role, seek to promote environmental sustainability within area of responsibility and actively contribute to the delivery of the DMU Environmental Policy.

Person Specification

Coordinator

Faculty Office, Faculty of Business and Law

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Administration	Educated to degree level or equivalent, GCSEs at grade C in English Language and Mathematics (<i>or demonstrable equivalent experience</i>).	Essential		✓			✓
	Excellent written skills with high levels of accuracy and attention to detail.	Essential		✓		✓	
	Competent numerical skills to make accurate calculations and verify details and data.	Essential		✓		✓	
	Ability to prioritise and organise workload and work to deadlines with minimal supervision in a logical, resourceful and transparent manner.	Essential			✓	✓	
	Experience of working effectively in a busy office in an administrative role within a higher education environment.	Desirable		✓	✓		
	Understanding of the importance of confidentiality and adhere to the General Data Protection Regulations.	Essential		✓	✓		
	Committee Servicing	Desirable		✓	✓		
IT Use	Competent user of Microsoft Office packages, Excel, Word and Outlook packages.	Essential		✓	✓	✓	
	Experience of using databases	Essential		✓	✓		
	Experience of Microsoft office 365	Desirable		✓	✓		

Record Keeping/ Systems Maintenance	Experience of inputting, amending and checking high volumes of data to a deadline	Essential		✓	✓		
	Ability to collect, collate, organise and log data in a timely manner.	Essential		✓	✓		
	Ability to adhere to protocols e.g., on data maintenance and destruction.	Essential		✓	✓		
	Experience of using SAP		Desirable	✓	✓		
Student and General Enquiries	Ability to respond to queries and communications in an accurate, appropriate, professional and timely manner.	Essential		✓	✓	✓	
	Experience of using a variety of communication modes appropriately and competently, both internally and externally at all levels.	Essential		✓	✓	✓	
	Willingness to cover other staff members as required.	Essential			✓		
	Excellent customer service skills.	Essential		✓	✓		
Other Requirements	Ability and willingness to work proactively as part of a large team whilst demonstrating independent working and initiative.	Essential		✓	✓		
	Willingness to cover key university events	Essential		✓	✓		
	A willingness to be flexible towards duties and adaptable to change	Essential		✓	✓		
	Occasional work out of core hours.		Desirable		✓		

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