UNIVERSITY OF WARWICK

Job Description

Job title	Taught Programmes Coordinator
Department	Mathematics
Grade	4

Job purpose (a brief summary of the role)	To develop and manage the administrative processes and systems related to the Department's undergraduate and postgraduate taught programmes, thereby ensuring that an effective and supportive environment is provided to all students, staff and external contacts.
Duties and responsibilities	Role holders will assume an appropriate proportion of the responsibilities listed below and may specialise in certain tasks but will be expected to flexibly assume responsibilities to meet the needs of the department and provide cover for absences. **Student Administration** • Managing the processes and maintenance of accurate student records, using software and web applications such as SITS and Tabula to ensure that student's records are regularly updated. This includes processing course transfers, checking and confirming module registration, receiving and processing unusual option forms, allocation of students to personal tutors. • Responsibility for the department's support mechanisms for student induction and enrolment, including the preparation of materials, information packs and other published information for current and prospective students including those on exchange programmes. • Maintenance of efficient and accurate office procedures including the setting up, maintaining and archiving of student and programme data in both physical and digital files. • Assist with the set-up of registers and monitoring points and the recording of attendance monitoring data. This includes submission of attendance monitoring reports to Student Records, providing supporting evidence of monitoring points for internal and external audit purposes and following up on missed monitoring points in collaboration with the Mathematics Student Support & Progression Officer. • Co-ordination of departmental admissions procedures in conjunction with the Admissions Tutor(s). To co-ordinate with academic staff and the Central Admissions Office with regard to individual applications. • Co-ordinating the allocation of dissertation projects including provision of information to staff and students, maintaining the forms for making choices and communicating allocations to staff and students. • Managing the allocation of reference writers and providing information to support reference writing. **Student Support** • Acting as an initial point of contact for existing/prospective students and external visitors to the Department of Mathematics, both in person and by email, providing information and advice on standard questions regarding all aspects of our degree programmes.

	• Managing and maintaining arrangements for students with reasonable adjustments, identification and management of arrangements for students who have serious medical and/or personal problems, referring to students to other parties as required. • Responsibility for recording outcomes for mitigating circumstances claims, communicating with students, organising panels and referring cases to the Senior Tutor as needed. • Monitoring student engagement and progress and raising any concerns with the relevant member of administrative or academic staff. • Contributing to student handbooks, newsletters and FAQs and archiving of communications. • Contributing to the improvement of the student experience by supporting the Director of Student Experience, Director of Undergraduate Studies, Careers Advisor, MathsSoc and SSLC with the implementation of enhancement initiatives. **Examinations & Assessment** • Responsibility for setting up and providing information for the submission of assessed work (online or physical), enabling the accurate recording of assignment marks, and the distribution of feedback to the students. • Responsibility for delivering in-department examinations, including room set-up, invigilation, registration, transport of papers and scripts between departments and creating invigilator packs. This may include occasional working at weekends and varied office hours during the week. • Provide support with the timely creation and collation of exam papers, including checking of exam paper rubrics. • Maintaining and communicating information about deadlines and departmental procedures for assessed work to markers. • Keeping accurate records of individual assessment activities including extensions, waivers, penalties, turnaround times and outcomes of academic conduct investigations. • Providing support with the checking, collection and recording of exam marks, the distribution and archiving of exam scripts and assessed work, via physical media, electronic files and web applications. • Co-ordinating accurate, user-friendly and timely documentation for markers, moderators, external examiners and exam boards. • Supporting examination boards in organising meetings, preparing and distributing documentation, writing minutes and recording outcomes. • Co-ordinating the appointment of staff and PhD students to invigilator roles. **Course Administration** • Organising and contributing to the Department's programme of admissions events, open days and offer holder visit days (which may include occasional working at weekends). • Providing administrative support for admissions, including organisation and communications support in the creation and updating of webpages, prospectus and brochures. • Co-ordinating, collecting, collating and publishing module feedback, and creating reports on the information. • Providing support with keeping web-based and learning platform content for teaching related pages up to date. • Providing support for teaching committee including collating and distributing agendas, writing minutes and maintaining web pages.

	• Providing support for course and module approval forms, keeping information updated and working with academic leads to make revisions and changes. • Entering and maintaining small group teaching schedules, including set up, communication and release of information, individual session timings, staff and student allocations. • Maintaining staff and student access permissions to localised areas of learning and teaching delivery platforms according to teaching allocations and module enrolments • Organising the Graduation Day reception and prize giving event. **General/Other** • Assist administrative and academic staff by carrying out general office duties such as printing, photocopying, filing and answering telephone enquiries. • Creating and maintaining documentation such as SOPs to enable new or cover staff to carry out responsibilities. • Undertaking mandatory training as required to maintain knowledge and understanding of systems and procedures. • To engage with continued professional development in order to offer first-class customer service to stakeholders. • Proactively building relevant relationships with other academic and non-academic departments. • Any other duties that the Taught Programmes Manager or appropriate administrative/academic colleague may reasonably request to support the general administration of the Department.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Educated to GCSE/O level standard, or equivalent, in English and Mathematics.	A
E2	Previous experience of working in an administrative role.	A & C
E3	Strong IT skills to include use of MS Office (particularly Word and Excel), email and databases.	A,B & C
E4	Strong oral and written communication.	A,B & C
E5	Ability to work independently and prioritise workloads.	A & C
E6	Ability to work flexibly as part of a team.	A & C
E7	Excellent interpersonal skills and customer service skills and the ability to act with tact and sensitivity.	A,B & C
E8	Ability to work with high degree of accuracy and attention to detail.	A,B & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Educated to A level standard or equivalent.	A
D2	Knowledge and understanding of the undergraduate student life cycle and the capacity to master new areas of knowledge and skills rapidly.	A & C
D3	Relevant experience of working in a busy customer focussed environment.	A & C