

Job Description

Job Title	Postgraduate Services Coordinator
Department	Warwick Business School - Masters
Grade	4

<p>Job purpose (a brief summary of the role)</p>	<p>To provide effective, consistent, and high-quality customer focused administrative support for core activities which span the Masters' (Postgraduate) group. This will involve acting as the first point of contact for our campus-based students and a range of enquirers and stakeholders from across WBS and the University.</p> <p>The post comes in 2 halves: (a) providing a Reception service for Postgraduate Students, triaging initial enquiries and either responding or escalating as necessary (b) providing clerical/admin support to the professional services team (c. 60 headcount).</p>
<p>Duties and responsibilities</p>	<p>Staff Support</p> <ul style="list-style-type: none"> • Provide administrative support for recruitment and other HR-related activities, including arranging interviews, in consultation with the relevant Recruiting Manager. • Play a key role in managing resources for the Masters Group. This includes organising all office equipment, including ordering stationery and coordinating office allocation and IT requirements for the Group through WBS Infrastructure and WBS eSolutions. Prepare purchase requisitions and process Masters Group financial transactions as required. Arrange travel for the Operations Director (Masters Programmes) as and when required. • Act as a central point for communications for Masters Group staff, including arranging various meetings and appointments for relevant internal and external stakeholders and customers. • Respond to enquiries from internal and external stakeholders and customers as a first point of contact for the Masters Group, ensuring that accurate and timely information is communicated and/or escalated as appropriate. <p>Student Support</p> <ul style="list-style-type: none"> • Provide support and guidance for students throughout the student lifecycle and through a variety of media (e.g. face to face, email, online, telephone). Ensuring that enquiries are responded to in a helpful, appropriate and timely way and escalating or investigating queries where appropriate. Produce Transcripts and Records of Marks for MBA students. The post holder will be expected to work from the Masters Student Reception desk. • Provide administrative support for a small number of taught modules, including the assessment process, providing assessments to students, processing submissions, liaison with markers, and timely release of confirmed marks and feedback. • Assist with organising student events within the Masters Group as directed by the Operations Manager (Masters Programmes), or their Deputy. <p>Other</p>

	Co-ordinate and provide administrative support for projects, with guidance from the Operations Manager (Masters Programmes), which may involve undertaking research and collating information from a range of sources. Maintain, review and propose relevant changes to group administrative processes.
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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 Level (or equivalent) with Grade A to C (or equivalent) in English and Mathematics.	A
E2	Solid experience of working in a relevant role, ideally in a customer-facing role, acting as a first point of contact for enquiries.	A,B & C
E3	A demonstrated track record of operational excellence in an administrative support role.	A
E4	Strong administrative skills.	A,B & C
E5	Excellent customer focused skills.	A & C
E6	Ability to work on own initiative as well as in a flexible team environment.	A & C
E7	Ability to work to deadlines.	A,B & C
E8	Ability to work with a high degree of accuracy and with attention to detail.	A,B & C
E9	Excellent written and verbal communication skills through a range of relevant media (face to face, email, telephone).	A,B & C
E10	Proficient IT skills including word processing, databases, spread sheets and presentation software.	A,B & C
E11	Experience of maintaining electronic records on a management information system.	A & C
E12	Strong organisation and coordination skills.	B & C
E13	Confidence and discretion in dealing with confidential matters.	A & C
E14	Ability to act assertively and make appropriate decisions.	C

Desirable Criterion No.	Desirable Criterion Description	Measured by
D1	Educated to A Level standard (or equivalent).	A
D2	Experience of working within a HE environment.	A