**Role profile**

<table>
<thead>
<tr>
<th>Job title</th>
<th>Department Coordinator</th>
<th>Job family and level</th>
<th>Administrative, Professional and Managerial Level 3</th>
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</thead>
<tbody>
<tr>
<td>School/Department</td>
<td>Electrical &amp; Electronic Engineering</td>
<td>Location</td>
<td>University Park Campus</td>
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### Purpose of role
To provide effective administration support to the Head of Department, the department senior education and student experience management team and coordinate department education and student experience activities. The role holder is the key departmental contact for all programme related queries ensuring these are dealt with in a timely and efficient manner, and that departments are making best use of support provided by Registry and Academic Affairs and in Faculty support teams. On behalf of the programme directors, the role holder follows up key actions agreed at departmental meetings and acts as a conduit for information both to and from the department ensuring key Education and Student Experience targets are met.

### Main responsibilities
(Primary accountabilities and responsibilities expected to fulfil the role)

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<th>% time per year</th>
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1. **Responsibility for day-to-day operations and running the Head of Department’s (HoD) office**
   - Responsible for day-to-day operations and running of HoD’s office.
   - Act as the primary contact for all matters relating to the Head of Department.
   - Pro-active diary management and work scheduling including arranging meetings, organising venues, facilities and hospitality.
   - Maintain confidentiality and discretion when managing all department issues.
   - Identify key department administrative needs and ensure these are met.
   - Ensure that the HoD is prepared and, where necessary, briefed for upcoming events and meetings.
   - Convene and service department meetings including follow up actions as appropriate.
   - Organise and manage logistics and communications for department staff recruitment activities and induction.

2. **Education and Student Experience: Programme Delivery and Quality Assurance Coordination and Support**
   - The role holder will be the primary contact for academic staff within the Department, holding detailed knowledge specific to the
Department whilst also having an extensive understanding of the faculty and university education and student experience activity.

- The role holder is instrumental to successful departmental operations, ensuring issues are dealt with professionally, effectively and swiftly, with the role holder monitoring progress on issues and following up as necessary using their specialist knowledge.
- Coordinate and participate in the Learning Community Forums, liaising with RAA, ESE team and members of the department to ensure action points are addressed and escalated as required.
- Assist with the arrangement of welcome and open day events.
- Coordinate and support key ESE activities throughout the academic year, in partnership with RAA, including evaluation and continual improvement.

### Education and Student Experience: Projects and Operations Support

- Contribute to the successful implementation of education and student experience initiatives across the Faculty ensuring their home Department needs are identified and addressed in line with Faculty policy. Including working with the Education and Student Experience Managers, contribute to process and procedure review and continual improvement through actively engaging with recommendations for improvement;
- Identify gaps or shortfalls in education and student experience information relevant to the department and formulate solutions for these.
- Project coordination of department and/or faculty level student experience projects including creating and managing project plans, monitoring progress
- Organise and coordinate project events, coordinating and briefing staff and students as appropriate.
- Organise and coordinate student field trip and site visits

### Information & Communication management

- Responsible for managing the department email resource, ensuring matters are responded to or escalate as appropriate.
- Respond to requests for documentation, taking into account appropriate access rights and issues of confidentiality.
- Compile, manage and maintain key department and ESE information such as student Moodle pages, department role profiles, key contacts and responsibilities.
- Ensure updated information, including policies and procedures are effectively communicated to staff within the department.
- Maintenance of department information in accordance with the University Document Retention Policy.

### Customer Service

- Ensure service provision works towards enhancing both staff and student experience through:
  - Delivery of a variety of service support mechanisms, including training sessions and materials, to maximise service quality, efficiency and continuity
  - Ensuring professional customer service standards are maintained acting upon issues promptly.

### Any other duties appropriate to the grade and role

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## Person specification

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<tr>
<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
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</table>
| ▪ Skilled in working on own initiative, identifying opportunities and creating solutions.  
▪ Skilled in using MS Word, Excel, Office 365 and ability to integrate different packages.  
▪ Excellent verbal and written communication skills.  
▪ Excellent organizational, planning, prioritization and time-management skills. | ▪ Working knowledge of education and student experience activities in a higher education environment. |

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<tr>
<th>Knowledge and experience</th>
<th>Essential</th>
<th>Desirable</th>
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| ▪ Relevant experience in a similar or relevant role  
▪ Experience of managing a diverse workload  
▪ Ability to work on own initiative and identify new opportunities and creative solutions  
▪ Proven ability to define priorities and work flexibly to meet demanding and conflicting deadlines  
▪ Ability to work independently and deal with unforeseen issues in ever changing circumstances  
▪ Ability to work accurately under pressure and to meet deadlines.  
▪ Experience in document writing and minute taking.  
▪ Proven ability to work in a team environment, supporting colleagues and sharing expertise.  
▪ Comprehensive knowledge of the work practices, processes and procedures relevant to the role.  
▪ Operating knowledge of systems and processes in own area that would be required to provide first line advice and guidance to staff and students. | ▪ Previous relevant work experience in a Higher Education environment.  
▪ An understanding of the key working relationships required with staff at all levels across the faculty/university  
▪ Knowledge of University systems i.e. Agresso, Moodle, Campus Solutions. |

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<tr>
<th>Qualifications, certification and training (relevant to role)</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>▪ HNC or HND in a relevant subject, or equivalent qualifications/certification, plus considerable experience in a relevant role(s).</td>
<td>▪ Educated to degree level, or equivalent.</td>
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Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people  
Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

Taking ownership  
Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.

Forward thinking  
Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

Professional pride  
Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

Always inclusive  
Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

Line manager  
Education and Student Experience Manager

Role holder  
Department Coordinator

Key stakeholder relationships  
Colleagues  
Students