



Job title	Course Coordinator – Undergraduate Medicine	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	School of Medicine, Education Centre	Location	The East Midlands Campuses of the University of Nottingham

Purpose of role

The purpose of the role is to provide coordination and senior level administrative support for Undergraduate taught courses.

You will lead and coordinate the-administrative processes relating to programme and module delivery, working closely with Course Directors, Module Convenors and other colleagues. The role includes recognising when issues fall outside routine processes and escalating appropriately.

The duties and percentage time allocation provides an indication and framework for the role and should not be regarded as a definite list or allocation.

The School of Medicine recognise the importance of continuous professional development and therefore the importance of providing opportunities, structured support and encouragement to engage in professional development each year.

To find out more about the School of Medicine, its value, vision, teaching and research, please see our [further information leaflet](#).

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Course Administration: - Act as the primary administrative contact for allocated course(s), coordinating information flow between academic staff, students and professional services. - Coordinate timetabling-related administration for allocated course(s), ensuring accurate and up-to-date data is provided and maintained - Coordinate the preparation and publication of course materials and online learning resources, ensuring accuracy and timely availability Coordinate administrative processes relating to student academic choices or allocations (e.g., optional modules, projects or equivalent activities) in line with agreed procedures.	80%



	▪ Provide routine triage and responses to queries to the course inbox for allocated course(s), escalating non-standard or complex issues where appropriate. ▪ Coordinating curriculum updates for allocated course(s), maintaining accurate module and programme documentation in liaison with academic colleagues. ▪ Lead the administration of attendance and engagement related processes for allocated course(s) ▪ Coordinate module evaluations for allocated course(s), including setting up evaluations, ensuring timely communication with convenors and students and coordinating publication of convenor responses. ▪ Support academic governance for allocated course(s) by servicing relevant meetings or committees, including preparing agendas, papers and tracking actions. ▪ Deliver course specific administrative processes required for allocated course(s), ensuring specialised events, placements or teaching activities are managed in line with agreed procedures and timelines. Administrator Support (shared responsibility) ▪ Provide day-to-day guidance and task support to APM2 administrators as part of the wider team. ▪ Support induction and on-the-job training for administrators where required. ▪ Raise any performance, wellbeing, or workload concerns with the Programmes Manager, who retains formal line-management responsibility.	
2	Documentation and policies: ▪ Draft and update standard operating procedures for course related administrative processes ▪ Identify gaps or ambiguities in existing SOPs and propose updates through established processes ▪ Advise academic staff on relevant School and University policies and procedures ▪ Escalate policy or compliance concerns where routine processes do not meet requirements. ▪ Maintain accurate course information on the University intranet and virtual learning environments ▪ Draft reports, correspondence and recommendations for internal and external audiences ▪ Maintain systems to produce accurate information and provide supporting data to Managers	20%
3	Other duties: ▪ Any other duties appropriate to the grade and role	N/A



Person specification

	Essential	Desirable
Skills	▪ Ability to assess issues objectively, identify root cause, and determine when escalation is required. ▪ Excellent verbal and written communication skills with the ability to communicate with a wide variety of individuals. ▪ Excellent IT skills including Outlook, Excel and Word ▪ Skill in drafting complex documentation ▪ Ability to work accurately with attention to detail ▪ Ability to handle sensitive information with a high degree of confidentiality ▪ Excellent interpersonal skills with the ability to form and maintain effective working relationships with colleagues and service users ▪ High degree of personal initiative, responsibility, and self-motivation, with a proactive approach to problem solving ▪ Commitment to providing a high-quality service to students and staff. ▪ High levels of resilience ▪ Ability to adapt to changing priorities and demands ▪ Able to work collaboratively as part of a team	▪ Experience using student records or timetabling systems (e.g., Moodle, Campus Solutions). ▪ Ability to analyse data to identify trends. ▪ Experience contributing to process improvement. ▪ Experience preparing agendas, taking minutes and tracking actions for committees. ▪ Experience working with a wide range of academic, clinical or professional stakeholders. ▪ Experience managing administrative tasks across more than one course or programme. ▪ Experience supervising, supporting or allocating work to administrative colleagues.
Knowledge and experience	▪ Experience of supporting meetings including scheduling, agenda preparation and diary management ▪ Relevant administrative experience, preferably in a Higher Education environment ▪ Experience of organising events or supporting project delivery	▪ Experience using University student records, timetabling or learning management systems (e.g., Campus Solutions, Moodle, or equivalent). ▪ Experience servicing committees, including minute-taking and action tracking. ▪ Experience supporting module or course review processes within an educational setting.



	▪ Experience of working without supervision, using own initiative to meet all deadlines ▪ Experience of working independently, using judgement and with limited guidance, to deal with non-standard queries ▪ Experience of contributing to the development and improvement of administrative processes ▪ Experience of working in a service- focused environment ▪ Experience of handling sensitive data and an understanding of GDPR legislation	▪ Experience analysing or presenting administrative data to support planning or decision making. ▪ Experience coordinating specialised administrative processes such as events, placements, assessments, or equivalent course specific activities. ▪ Experience contributing to the refinement or streamlining of administrative processes.
Qualifications, certification and training (relevant to role)	▪ A Levels or equivalent plus English and Maths at GCSE or equivalent ▪ OR substantial relevant work experience	▪ HNC/HND/Degree -level qualification (or equivalent) Training in process improvement, quality assurance, or project administration
Other	▪ Willingness to adopt the vision and values of the School of Medicine	





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

