Goldsmiths
UNIVERSITY OF LONDON

# Programme Coordinator

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| **Department:** | Academic Registry |
| **Grade/ Salary:** | Grade 5 |
| **Contract Type:** | Permanent |
| **Hours:** | 35 per week (Full time) |
| **Location:** | New Cross, London |

## Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a University we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our Disability & Individual needs page. We are happy to supply information in alternative formats for disabled applicants. Please contact hr-recruitment@gold.ac.uk to make your request.

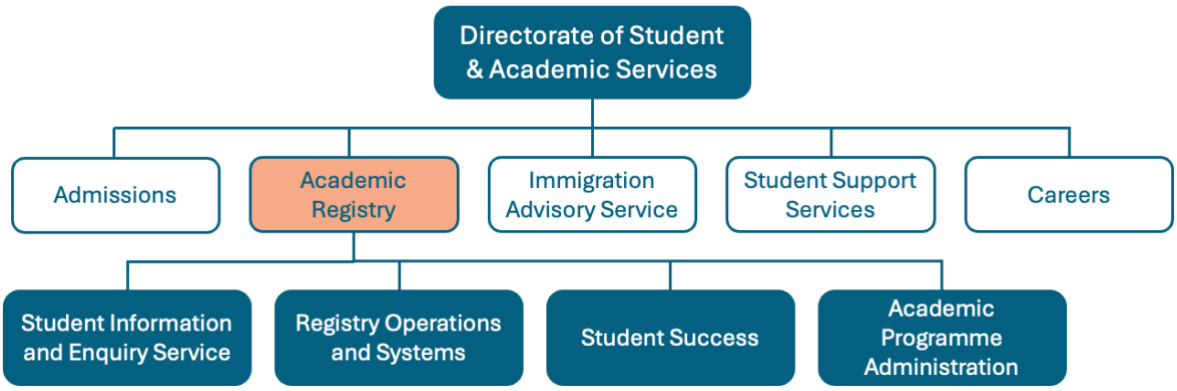
Athena SWAN Bronze Award
GENDER CHARTER
disability confident EMPLOYER
Stonewall LGBTQ+ INCLUSIVE EMPLOYER SILVER AWARD 2023

**Academic Programme Administration**

The Academic Programme Administration team is situated within Goldsmiths Academic Registry.

The Academic Registry, headed by the Deputy Academic Registrar, integrates core operational services with active student engagement, information and advice, to enhance the student experience and support students to confidently engage with their University programme. Across the academic lifecycle of students, from pre-arrival to award, the Academic Registry ensures the integrity, consistency and effective administration of academic operations, and compliance with internal and external regulations. It provides a central service for student support and enquiries about their programme and elicits insights for enhancement activity across the University. It works in close partnership with academic staff to support the success of all students on their programmes of study.

The Academic Registry is a key function of the Directorate of Student & Academic Services, which is responsible for ensuring that every student at Goldsmiths has an excellent student experience.



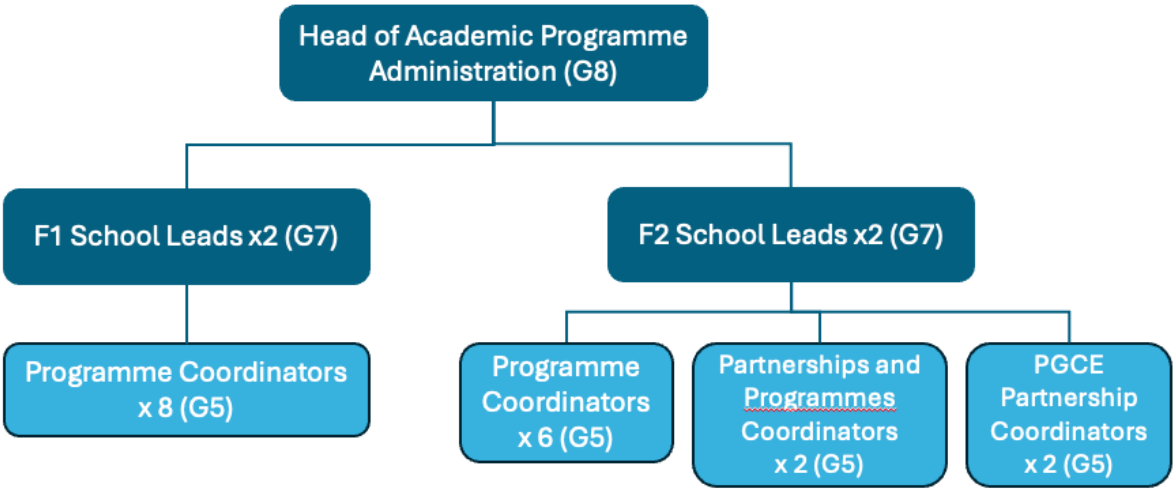

The Academic Programme Administration team supports the successful delivery of Goldsmiths programmes. Working in close collaboration with academic staff, the team supports key student-facing processes and the requirements of specific programmes, such as PSRB-accredited placements. The team also acts as the primary interface for academic staff with Registry services.

**Job description**

Reporting to: School Lead

Reports: N/A

Structure of the team:




**Summary:**

Programme Coordinators ensure the smooth and effective operation of academic programmes. They maintain programme-specific knowledge relevant to student and academic processes and work in close collaboration with academic role holders (such as module convenors and senior tutors) and professional services teams (such as Academic Registry teams, Timetabling, Faculty Operations, etc.) to ensure excellent student experience of the running of their programme, and adherence to University policies and external accreditation requirements.

Programme Coordinators interpret and apply multiple sets of information, communicate requirements to staff and students clearly, and work persuasively and effectively with a range of academic role holders.

**Main duties:**

- To work with relevant colleagues to plan elements of programme cycles, deliver processes throughout the academic year, identify priorities and demonstrate flexibility throughout the cycle, recognising when priorities change, amending plans and adjusting work patterns accordingly.

- To coordinate and undertake programme administration across the academic cycle, including enrolment, timetabling, assessments processes, student attendance casework, and PSRB-accredited placements to support the overall

operational delivery of student and academic services and in line with University regulations and external requirements.

- To collaborate with academic role holders in regards to operational delivery of academic programmes, ensuring exchange of timely and accurate information in line with University policies, procedures and regulations.

- Respond to, and resolve enquiries received from Academic colleagues, ensuring necessary escalation to School Leads or Head of Academic Programme Administration.

- Monitor processes undertaken by the Academic Programme Administration team, ensuring deadlines are met, issues identified and resolved or where necessary escalated promptly.

- Liaise with Registry Operations colleagues in relation to student records and programme administration related information.

- Support the Student Information and Enquiry Service through provision of information and support to resolve student enquiries.

- To work with the wider University community to ensure up-to-date and consistent practices are followed when utilising systems (e.g. student records systems and virtual learning environments) to undertake both day-to-day functions and higher-level processes such as reporting and extracting data, ensuring accuracy of data and identifying and resolving issues.

- Support the investigation and resolution of complaints as requested including liaising with relevant academic colleagues, exercising judgement and escalating to line manager where required.

- To actively identify and seek to improve your own performance and development, agreeing clear performance objectives, maintaining up-to-date knowledge and reflecting on own performance.

- Work flexibly as part of a team, ensuring ongoing knowledge sharing and supporting others at times of high-volume activity.

- Support the induction, training and development of new staff members as requested.

- Covering staff absence and deputising for the School Lead as appropriate, such as in respect of interactions with Faculty academic leads.

- To take personal accountability for the data quality of student records, ensuring records are accurately maintained in accordance with agreed protocols.

- To ensure all work is carried out in a professional and timely manner, with appropriate confidentiality and sensitivity. Maintain up to date knowledge of data protection requirements and to support Freedom of Information and subject access requests.

- You will be required to undertake any other duties as may reasonably be required.

- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity.

- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy.

**Person Specification**

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Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

**A = Application form** **C = Certificate**
**I = Interview** **R = Reference**
**T = Test** **P = Presentation**

| | **Category** |
|---|---|
| **Essential Criteria 1 - Qualifications** | |
| First Degree or equivalent experience. | A, C |
| **Essential Criteria 2 - Experience** | |
| Experience of working in administration within an education environment. | A, I |
| Experience of stakeholder management, ability to work with a broad range of stakeholders in a professional and assured manner. | A, I |
| Experience of working in a customer facing environment with a knowledge of how to address complaints and service setbacks in a professional and efficient manner. | A, I |
| Experience of managing and delivering a portfolio of services which support the delivery taught provision, with a proactive, development focused and transparent approach. | A, I |
| Experience of using student record or equivalent systems in an education or other relevant setting. | A, I |

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| **Essential Criteria 3 – Knowledge** | |
| Good working knowledge of Microsoft packages and confidence in learning new packages and systems. | A, I |
| Knowledge and understanding of core academic and administrative functions in higher education. | A, I |
| **Essential Criteria 4 - Skills** | |
| Excellent communication skills and ability to draft accurate correspondence which concisely conveys complex information. | A, I |
| Ability to manage stakeholder relationships persuasively in a professional and assured manner. | A, I |
| Excellent organisation skills with the ability to plan across an academic cycle. | A, I |
| Methodical, detail oriented and flexible in approach to work, maintaining a high level of accuracy. | A, I |
| Collaborative and relationship-oriented approach to teamwork. | A, I |
| Comfortable with adapting to change, driving own professional development. | A, I |
| Good IT skills across Microsoft Office suite and a willingness to learn new packages as required. | A, I, T |
| **Desirable Criteria 4 - Skills** | |
| Ability to use and contribute to the implementation of IT systems as they relate to student administration, for example, attendance monitoring and CRM systems. | A, I |
| **Essential Criteria 5 - Other** | |
| Experience of proactively advancing equality for diverse student and / or staff communities (for example, people of colour, disabled people, people of diverse faith backgrounds, LGBTQ+ people and other marginalised groups). | A, I |

**Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.**

**July 25**

## Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities
- Access to University of London facilities such as Senate House Library
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

## Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

**Thank you for your interest in working with us, we wish you all the best with your application.**