

Programme Coordinator

| | |
|-----------------------|--|
| Job Reference: | 3612 |
| Department: | Department of Politics & International Relations |
| Grade/ Salary: | Grade 5, £30,176 - £34,403 (0.6 FTE) |
| Contract Type: | Fixed Term until December 2022 |
| Hours: | 21 hours per week (0.6 FTE) |
| 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.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.



Passionate about advancing equality
and celebrating diversity.
Together, we are different



Together
we are different

Department of Politics and International Relations

The Department of Politics & International Relations has a reputation for excellence in teaching and research, with strengths in international relations, political theory and political economy. It has 22 permanent academic members of staff, a number of Associate Lecturers, as well as a current administrative team of 6. It currently has close to 400 BA students, 90 MA students and 20 MPhil/PhDs. Politics & International Relations hosts two Research Centres – the Political Economy Research Centre, and the Centre for Postcolonial Studies – as well as a number of smaller research units. It scores highly in teaching quality ratings – 22 out of 24 in the latest government assessments. We are currently ranked 23 in the UK for Research Intensity (REF 2014). Our department has ambitious plans to expand, particularly in MA recruitment. Further details about the Politics & International Relations Department can be found at: <http://www.gold.ac.uk/Politics & International Relations/>

The Department of Politics & International Relations is part of the School of Culture and Society, which includes the Departments of Anthropology, Cultural Studies, Law, Media & Communications, Politics & International Relations, Sociology and Visual Cultures. Staff have regular face to face contact with students, University staff and members of the wider academic community.

Job description

Reporting to: Senior Administrator

Summary:

The aim of this flexible role is to support both Undergraduate and Postgraduate programmes and modules to ensure the delivery of excellent student experience.

Main duties:

- To provide administrative support to Undergraduate and Postgraduate teaching programmes and their convenors;

- To be the first point of contact for all email, telephone or in-person enquiries to the Department of Politics and IR, dealing with all enquiries professionally and efficiently, and record student contacts using established procedures;
- To service departmental committee(s) as required;
- To facilitate the attendance monitoring of students;
- To provide a well informed and professional reception service for students, staff and other visitors to the Department of Politics and IR;
- To update, maintain and develop student information systems e.g. filing, social media, web, VLE, databases, hand-in records, option choices, and exam performance;
- To prepare, update and distribute departmental documentation e.g. handbooks, module materials, and summer mailing packs;
- To co-ordinate the Department's orientation programme for students;
- To manage and organise departmental activities in relation to Quality Assurance and student experience e.g. module evaluations and staff/student fora;
- To respond to Departmental enquiries (e.g. telephone, email and in person) from: staff, students and potential applicants and take the appropriate action as necessary;
- To support and contribute to the delivery of frontline services – including advice and guidance through the Department Office on a regular basis/as required;
- Contribute to the ongoing planning and implementation of excellent services for the enhancement of the student experience in the Department;
- Contribute to excellent communication between the Department and other areas at Goldsmiths;

- Contribute to team work to ensure business continuity within the team following the failure of, or damage to, vital services or facilities;
- Be committed to personal professional development, to ensure the highest quality of service to our students;
- In addition you will be required to undertake any other duties as may reasonably be required;
- At all times to carry out your responsibilities with due regard to the College Code on Equality and Diversity/ /Dignity at Work Policy;
- At all times to help maintain a safe working environment by attending training as necessary and following the College's Health and Safety Codes of Practice and Policy

Person Specification

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 | |
| Educated to Graduate Level | A, C, I |
| Essential Criteria 2 - Experience | |
| Demonstrable administrative experience, ideally gained within Higher Education | A, I, R |
| Proficiencies in Microsoft Office programmes, especially Word, Outlook, and Excel | A, I, R, T |
| Desirable Criteria 3 - Knowledge | |
| An understanding of the Higher Education sector, familiar with HE standards and practices | A, I |
| Essential Criteria 4 - Skills | |
| Excellent interpersonal and communications skills | A, I, R |
| Ability to organise and prioritise a swiftly-paced, demanding and varied workload. | I, R |
| Excellent writing and numeracy skills | A, R |
| Desirable Criteria 4 - Skills | |
| Ability to work with a wide range of people and to think creatively. | I, R |
| Ability to put forward new ideas and take the initiative in problem-solving | I, R |
| Ability to work both independently and as an active member of a professional team | A, I, R |

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 the first day of appointment.

For more information about the role, please contact Tim Rudd, e-mail t.rudd@gold.ac.uk

Apr 2021

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 a comprehensive and innovative staff development programme.

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
- Access to exclusive discounts, including high street retailers
- Maternity, paternity and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#) and [gym](#)
- Access to [University of London facilities](#) such as Senate House Library

Further information

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

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

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