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| **Role** | HE Course Coordinator x2 (Maternity Cover) |
| **Department** | Student and Academic Services |
| **Reports to:** | HE Courses Manager |
| **Reports** | None |

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| **Prime Function of Role** |
| The Course Coordinator is part of the team responsible for day-to-day administration of designated HE Courses |

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| **Accountabilities**  |
| **Course administration*** Be the first point of contact for assigned HE Course/s.
* Deal with any general enquiries and correspondence
* Respond to or escalate if appropriate queries from students, staff, visiting tutors and directors, external examiners
* Maintain effective communications with students via noticeboards and online systems.
* Support the timetable process for all higher education programmes: preparation and distribution of timetables, including any clashes or ad hoc requirements
* Support room bookings for assigned courses
* Coordinate room set up requests for courses, as directed by line manager /Course Director or Leader
* Assist in preparing class groups under direction of the Course Director/Leader
* Schedule tutorials on behalf of the Course Director or Leader
* Maintain and create records of interrupting students and support to study along with relevant paperwork
* Coordinate arrangements for visiting professionals or external events.
* Maintain and administer student lateness and absence records

**Assessment administration:*** Administer systems for assessment and self-reflection.
* Liaise with internal and external staff on assessment requirements
* Maintain assessment forms and correct mark scheme for each course and year group
* Maintain accurate assessment records and check mark calculations
* Administer systems for mitigating circumstances and warnings to fail
* Distribute assessment feedback to students in a timely manner and in line with established protocols
* Ensure up to date information for scholarship and bursary external reporting, in liaison with the Development Department
* Act as Secretary to relevant Assessment Boards.

**Meeting administration:*** Support the Course Lead in preparation of student Profile Meetings, providing any information required for the meeting.
* Prepare meeting agendas, as directed by line manager, Course Lead and Registrar/Deputy Registrars
* Take minutes at team meetings as required
* Support or be a member of other committees or working groups as agreed with line manager/ Registrar/Deputy Registrars

**Student representation. evaluation and feedback*** administer internal and external student evaluation and feedback systems Ensure student module feedback is collected and passed to relevant department heads and reports provided as necessary.

**General*** To work closely with the department to ensure a seamless service and provide cover for holidays and other absences
* To contribute to the work of the Student & Academic Services department
* Engage in your own professional development, including relevant developments in the Higher Education sector
* To undertake any other duties as required commensurate with the level of the post
* Contribute to the development and culture of RADA, attend RADA training and staff events as and when required (including but not limited to annual staff conference and termly town hall meetings)
* Promote Equality, Diversity and Inclusion at all times and ensure they are at the forefront of your thinking when undertaking your responsibilities
* Comply with GDPR regulations regarding protecting personal data
* Comply with Health and Safety legislation and ensure you are up to date with RADA’s Health and Safety Policy
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**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * A level 3 qualification or equivalent relevant experience.
 | * An undergraduate degree or equivalent qualification.
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| **Knowledge** | * Excellent IT skills including data entry, word processing, spreadsheet packages and database use.
* Excellent communication and interpersonal skills with the ability to communicate with staff, students and members of the public.
* Excellent organisational and time management skills.
 | * Interest in drama or theatre through study, work or voluntary experience
* Knowledge of administering assessment systems.
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| **Experience** | * At least one consecutive year’s experience working in an administrative capacity.
 | * Experience of working in programme administration in an educational context.
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| **Personal attributes** | * Calm, unflappable demeanour.
* Discreet, trustworthy and professional.
* Able to manage competing work and priorities.
* Self-sufficient and able to work with minimal supervision.
* Adaptable and flexible.
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Last updated: January 2025