



Job Family: Business Process and People Services

OUR CHARACTERISTICS: We are welcoming, collegiate and inclusive.
OUR VALUES: We are motivated, inquisitive, challenging, rigorous and innovative.

Durham University

Durham University is one of the world's top universities with strengths across the Arts and Humanities, Business, Sciences and Social Sciences. We are home to some of the most talented scholars and researchers from around the world who are tackling global issues and making a difference to people's lives.

The University sits in a beautiful historic city where it shares ownership of a UNESCO World Heritage Site with Durham Cathedral, the greatest Romanesque building in Western Europe. A collegiate University, Durham recruits outstanding students from across the world and offers an unmatched wider student experience.

Durham University seeks to promote and maintain an inclusive and supportive environment for work and study that assists all members of our University community to reach their full potential. Diversity brings strength and we welcome applications from across the international, national and regional communities that we work with and serve.

It is expected that all staff within the University:

- Contribute to our learning culture by engaging in mentoring, training and coaching.
- Positively contribute to fostering a collegial environment; as well as demonstrating commitment to equality, diversity and inclusion.
- Have due regard to Health and Safety requirements appropriate to grade and role.

Family key attributes

Roles in this family provide a comprehensive service and deliver the efficient administration and governance of the University.

Overall family purpose

- Deliver direct and indirect services to stakeholders.
- Provide advice and answer queries as part of an enquiry-desk/help-desk function.
- Respond to and manage requests for information and resources.
- Deliver services to meet regulatory requirements and procedures.
- Plan and deliver a joined-up approach to University business and people services.

- Align business processes and services to meet operational and strategic policy objectives.
- Deliver business processes to ensure effective management, governance and the economic viability of the University.
- Encourage, collaborate and participate in the development of productive cross-institution relationships and working.
- Provide excellent professional services that meet strategic and operational goals and business needs.
- Carry out monitoring, analysis, development and planning to design new services and service updates for continuous improvement whilst meeting changes in regulations.
- Engage with specialist professionals, consultants, and suppliers to exchange knowledge and facilitate partnership working.
- Work collaboratively and network across the University with staff in other families to ensure a smooth, timely and high-quality delivery of service.
- Align and deliver programmes and activities to meet operational and strategic objectives to enhance the stakeholder experience.
- Engage and encourage participation with external professionals, schools, alumni and donors.

Link to key strategic plan

- An economically sustainable approach to delivering Professional Services across the University;
- A joined-up approach to University professional services, regardless of location or line management;
- A culture and practice of continuous improvement;
- Design services that meet business need;
- A stakeholder-focused orientation, offering satisfying careers to all staff;
- Support and facilitate programmes that offer intellectual challenge, cohesiveness and a strong sense of progression;
- Ensure that an increasingly diverse workforce is treated equally, fairly and with respect, and that all staff are demonstrably valued and actively engaged.



Job Family: Business Process and People Services	
Job Reference Number:	
Job Title:	Learning and Teaching Coordinator
Department:	Durham University Business School
Responsible to:	Learning and Teaching Manager
Grade:	Grade 5
Salary range:	£22,017 - £25,483
Contract type:	Permanent, Full time
Working arrangements:	35 hours per week, Monday to Friday
Closing date:	
Interview date: (if known)	

The Department and role purpose

Durham University Business School, one of the longest established business schools in the UK, is a multi-disciplinary School characterised by academic excellence, internationally-rated research and superb student support services. The School's diversity and international standing is reflected in the student intake (with over 110 nationalities); accreditation by AACSB, AMBA, and EQUIS; and high positions in the UK and European Business School rankings. Further information on the School can be found at <http://www.dur.ac.uk/business/>.

The post holder is responsible for the provision of a professional, efficient administrative service, supporting a wide range of teaching, learning and assessment activities from the point of student enrolment through to graduation. Supporting networks, committees and meetings, to prepare, record and distribute documents and communications, including minutes, if required, they will work independently, taking day to day decisions and using his/her experience and initiative to decide on appropriate courses of action and resolve problems. They will work flexibly to ensure the team functions effectively in meeting priorities, working in accordance with University and Departmental policies and procedures, demonstrating a commitment to customer service excellence.

The post holder will provide student support including resolving queries and providing information on academic and welfare related issues, making referrals to other staff, teams and services where appropriate, escalating more specialist and complex queries or issues, as required.

The Learning and Teaching Coordinator will work independently, taking day to day decisions and using their experience and initiative to decide on appropriate courses of action and resolve complex problems. They will possess excellent organisational and time management skills, display initiative and flexibility, and demonstrate a commitment to customer service excellence.

Core responsibilities:

- Act as more knowledgeable team member, without responsibility for team members.
- Plan and organise own workload, taking responsibility for operational aspects of programme delivery, ensuring deadlines are met and service delivery standards are maintained.
- Resolve queries and requests for information and advice, and act as a key contact in relation to student or programme issues, signposting to other staff or departments where appropriate and escalating more specialist and complex queries or issues to more experienced team members.
- Respond to stakeholder needs to deliver and shape an excellent stakeholder experience.
- Apply theory and practice, from academic and professional development and previous knowledge within a service team.
- Contribute to collaborative decision making within the team with service provision to deliver an excellent stakeholder experience in accordance with policy and procedures.
- Work collaboratively across the organisation and/or externally with colleagues and stakeholders to deliver a service.
- Provide guidance and advice to resolve problems and queries for a broad range of service users, developing expertise in relation to teaching, learning and assessment policies and processes.
- Collaborate with team members to implement new policies and procedures.
- Organise and schedule resources, activities and events, e.g. student registration, student induction.
- Identify priorities and monitor processes and activities to ensure success, e.g. produce marking schedules, monitor progress against deadlines, ensure accurate recording of marks, and ensure feedback is given in a timely manner.
- Provide more in-depth independent research and analysis activities within the role.
- Analyse work activities to ensure the effective and efficient use of resources.
- Provide demonstrations and instruction to others within and outside the team.
- Support the capture of business requirements from users and work with colleagues to translate these into recommendations for future service provision.
- Liaise with contacts and participate in networks and communities internally and possibly externally, contributing to effective collaborative working.
- Advise others and make recommendations into work processes and procedures for consideration by senior management to improve services.

Role responsibilities:

- Plan and coordinate a range of teaching, learning and assessment activities.
- Deliver support services to ensure the effective and efficient running of business processes and systems, ensuring students receive appropriate academic support and guidance.
- Monitor and evaluate service delivery to ensure compliance with regulatory and professional procedures and standards, including UK Border Agency requirements.
- Collaborate with colleagues across professional and administrative areas to ensure seamless service provision.
- Use initiative to identify student welfare issues, escalating to decision makers where appropriate.

- Develop and enhance operational and administrative policies, systems and procedures, fostering a continuous improvement philosophy.
- Provide training to team members on data handling and recording.
- Monitor data accuracy checks to identify anomalies and ensure the integrity of data and information.
- Coordinate and monitor the implementation of departmental and University policies and initiatives.
- Update data and information on systems and media for recording, storing, communicating and informing service users and team members.
- Work with internal and external partners to maintain effective relationships, and to plan and deliver complex collaborative programme activities, where appropriate.
- Produce reports and statistical information for higher level decision makers within agreed timeframes, interpret programme data and statistics, ensuring that appropriate levels of confidentiality are maintained at all times.
- Accurately record information and data, including minutes of meetings, and disseminate within internal networks including Board of Examiners meetings and Student Staff Consultative Committees, initiating and following up on actions as appropriate.
- Contribute to the development and implementation of policy and procedures within own area of working.
- Prepare written reports for consideration by management where required, and contribute to the preparation of documentation associated with internal and external accreditation, quality management and enhancement activities.
- Any other reasonable duties.

Specific role requirements

- Work outside normal office hours during peak periods.
- Undertake national and international travel to support requirements where appropriate.

Person specification - skills, knowledge, qualifications and experience required

Criteria	E	D	Evidence of meeting the criteria (<i>candidate to complete this column</i>)
Excellent oral and written communication skills and the ability to develop effective working relationships, both internally and externally.	E		
Proven IT skills, including use of Microsoft Office.	E		
Five GCSE's at least Grade C or level four (or equivalent) including English Language and Mathematics (or equivalent experience).	E		
Evidence of personal development to maintain skills.		D	
Post-16 qualification or equivalent experience.		D	
Relevant administrative experience in a busy office environment.	E		
Demonstrable ability to proactively work with team members to ensure the delivery of high quality services.	E		
Experience of working on the front line with service delivery, and the ability to work under pressure and meet tight deadlines without compromising on quality.	E		
Demonstrable ability to provide advice and guidance to a range of customers and colleagues.	E		
Ability to solve problems as part of a team and resolve issues, plan solutions and make pragmatic decisions.	E		

Ability to effectively network and exchange advice and information for development purposes.	E		
Experience of working in a team.		D	
Accuracy, numeracy and attention to detail.	E		
A high level of discretion and the ability to maintain confidentiality	E		
Experience of working in Higher Education		D	
Experience of working in a multicultural environment.		D	

Realising Your Potential Approach		
Essential behavioural attribute	Realising Your Potential Approach text	Evidence of meeting the criteria (<i>candidate to complete this column</i>)
DEVELOPING MYSELF AND OTHERS - Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.	<ol style="list-style-type: none"> 1. Using all situations as potential learning opportunities 2. Being a role model by devoting time to own development, managing workload and making effective use of time 3. Proactively engaging in formal and informal learning and development activities 4. Engaging positively with appraisal processes by seeking, accepting and acting upon feedback 5. Demonstrate self-motivation 6. Keeping up to date with what is happening in own and/or professional area with a view to improving self 	
EMBRACING CHANGE - Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity	<ol style="list-style-type: none"> 1. Taking a creative approach to change which challenges assumptions and is not based purely on enhancing existing practice 2. Viewing change situations as opportunities for improving and developing work 	

<p>and being receptive to new ideas.</p>	<ol style="list-style-type: none"> 3. Remaining positive about moving forward despite being realistic about the difficulty of change 4. Challenging the status quo in a constructive way where appropriate 	
<p>RESPECTING OTHERS - To embrace diversity by promoting and maintaining an inclusive and supportive work and study environment that enables all members of our University community to achieve their full potential.</p>	<ol style="list-style-type: none"> 1. Acting fairly and respectfully towards others in both verbal and non-verbal communication 2. Practices being non-judgemental towards others – avoids making decisions or judgements about people based on their sex, marital status, sexual orientation, disability, race, religion, colour, nationality, ethnic origin or age 3. Behaving responsibly by reporting any incidents of bullying, harassment and victimisation 4. Showing a commitment to improving the institution with regard to respecting others by attending designated training sessions to keep abreast of equality legislation and learning more about the needs of minority groups 5. Recognising when someone is being discriminated against and taking appropriate action 6. Challenging questionable behaviour and practices which are not in keeping with respect for others 	
<p>WORKING TOGETHER - Working co-operatively with others in order to achieve objectives. Applying a wide range of interpersonal skills.</p>	<ol style="list-style-type: none"> 1. Monitoring and reviewing the effectiveness of working relationships 2. Having a good grasp of where your responsibility ends and that of others begins 3. Presenting own opinions and the interests of those you are representing at meetings in a convincing way 	
<p>PROVIDING LEADERSHIP AND DIRECTION - Seeing the work that you do in the</p>	<ol style="list-style-type: none"> 1. Creating and articulating a vision for own area of responsibility 2. Standing by considered decisions even if they prove unpopular 	

<p>context of the bigger picture and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.</p>	<p>3. Providing clarity about responsibilities and accountabilities</p>	
<p>FINDING SOLUTIONS - Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.</p>	<ol style="list-style-type: none"> 1. Taking time to understand and diagnose problems by considering the whole picture 2. Recognising the need to go for the less-than-perfect solution at times in order to achieve objectives 3. Spotting an opportunity and taking action to do something about it 4. Identifying ways of resolving issues using own initiative 5. Identifying risks and considering consequences of failure in advance 6. Balancing new ideas with tried and tested solutions 7. Making decisions and taking responsibility for them 	
<p>PROVIDING EXCELLENT STUDENT SERVICES AND PROFESSIONAL SUPPORT - Providing the best quality service to all our students and customers. Building genuine and open long-term relationships in order to drive up service standards and to enhance their experience.</p>	<ol style="list-style-type: none"> 1. Resolving problems efficiently in a cheerful, friendly manner 2. Ensuring systems and processes are kept up to date to enable you to provide accurate information 3. Setting appropriate boundaries and managing expectations 4. Being clear about where you can be flexible and where you cannot and why 5. Engaging positively with quality assessment processes 6. Support/supervise others to engage effectively with students, customers and other stakeholders 	
<p>USING RESOURCES EFFECTIVELY - Making</p>	<ol style="list-style-type: none"> 1. Using informal systems and channels of communication to inform and support objectives 	

<p>effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.</p>	<ol style="list-style-type: none"> 2. Influencing outcomes when bidding or negotiating for resources 3. Aggregating, utilising and interpreting management information 4. Considering cost benefit analysis implications of decisions 5. Making use of information and resources gained through personal networks Recognising that time is cost and adjusting behaviour accordingly 	
<p>ACHIEVING RESULTS - Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.</p>	<ol style="list-style-type: none"> 1. Taking personal responsibility for getting things done 2. Maintaining a high standard of work even when under pressure 3. Incorporating flexibility into plans and adjusting them in light of developments 4. Be organised by keeping track of a number of projects running simultaneously 5. Distinguishing between important and urgent tasks and prioritising effectively, even from apparently equal demands Work effectively in order to meet deadlines 	