

| <b>SECTION A: THE ROLE</b>  |   |
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| <b>Job Title:</b>   | <b>Professional Development Coordinator</b>             |
| <b>Institute/Service:</b>   | <b>Institute of Business, Industry &amp; Leadership</b> |
| <b>Job Grade:</b>   | Grade 06  |
| <b>Job Family:</b>  | Services  |
| <b>Job Location:</b>  | <b>Energus</b>  |
| <b>Responsible to:</b>  | CPD & Operations Manager                                |
| <b>Role Purpose:</b>  |   |
| <p>The Professional Development Coordinators are responsible for timetabling and booking a programme of professional development courses at a range of locations (including online and in person) in response to client demand and market potential. You will work with lead customers, training providers, associate tutors and venue providers to plan and coordinate the delivery of a programme of courses. You will coordinate examination arrangements, advising candidates on regulations, and from time to time will manage the production of examination papers and invigilate examinations.</p> <p>You will be responsible for interactions with students throughout their student journey from application and enrolment through attendance and assessment to receiving awards.</p> <p>You will develop a good understanding of the current and potential Professional Development course provision, will be responsible for day-to-day interactions with clients and collaborators, and will play an active role in customer relationship management.</p> |   |

| <b>SECTION B: PRINCIPAL DUTIES/KEY OBJECTIVES</b> |  |
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| <b>1.</b>   | <p>Plan and arrange the delivery of a rolling programme of short CPD courses</p> <ul style="list-style-type: none"> <li>• Coordinate tutors, venues and course resources to prepare a schedule of courses up to 12 months ahead.</li> <li>• Arrange and communicate course delivery dates and associated details (including provision of pre-course material) to students and/or their employers.</li> <li>• Deal with general enquiries from and provide support to potential and enrolled students and their employers, supporting tutors and delivery partners to ensure a high degree of student satisfaction and retention.</li> <li>• As necessary, identify potential new venues and monitor developments in online course provision, recommending changes in practice where appropriate</li> </ul> |

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| <b>2.</b> | <p>Act as a key point of contact for clients and students for day-to-day matters, being able to advise on all issues associated with their courses.</p> <ul style="list-style-type: none"> <li>• Attend meetings with clients, advising as required and update client records as necessary.</li> <li>• Assist with student onboarding processes including liaising with prospective students/clients and other University departments to resolve any problems.</li> <li>• Maintain a library of course information leaflets, flyers etc, liaising with colleagues in business development and marketing as required.</li> </ul> |
| <b>3.</b> | <p>Coordinate examination arrangements, liaising with accrediting bodies and the Academic Registry as required to ensure that students are entered for examinations, that results are promptly communicated in line with contractual requirements, and that any enquiries after results are dealt with promptly.</p> <p>Develop an excellent understanding of different exam boards, their processes and regulations so as to be able to advise clients and candidates. From time to time, manage the production of examination papers and invigilate examinations (online or in person)</p>                                    |
| <b>4.</b> | <p>Liaise with clients and contractors to bring new courses into the standard offer, specifically for 'off-the-shelf' programmes such as professional body examinations and accredited courses.</p>   |
| <b>5.</b> | <p>Review student course evaluation reports and exam results to identify areas for improvement, recommending changes to individual courses, delivery mechanisms, venues, etc.</p> <p>Liaising with course tutors as necessary, collate and present student performance/outcome data for internal and external reporting purposes, including contractual KPIs and reports to client meetings and UoC committees.</p>   |
| <b>6.</b> | <p>Coordinate arrangements for awards events, both in relation to the University's formal Graduation events and additional celebration events hosted by or with clients.</p>  |

**Additional Information:**

You may on occasions, and in line with operational needs, be required to:

- travel to other campuses and sites as necessary;
- work different hours including at weekends/evenings; and
- comply with client security clearance requirements, including DBS and drug & alcohol checks.

In addition to the duties listed here, you will be required to perform other duties which are assigned from time to time. However, such other duties will be reasonable in relation to the grade.

It is the University's intention that this role description is seen as a guide to the major areas and duties for which the post holder is accountable. However, the business will change and the post holder's obligations will vary and develop. The description should be seen as a guide and not as a permanent, definitive and exhaustive statement.

**Our Values:**

At the University of Cumbria, our values shape the way we work, our culture and environment.

*We are PERSONAL*

Individuals are at the heart of what we do, and our culture of belonging recognises and supports every person. As an institution, we have mutual respect for those we work with and for and we care about understanding each other's challenges and helping one another to thrive.

*We are PROGRESSIVE*

As a university we have a determination to deliver our mission, which keeps us open to opportunities in front of us. We encourage thoughtful and inspirational ideas, and we tackle problems proactively, with optimism, creativity and courage.

*We are ENGAGED*

As stewards of knowledge and place, it is our privilege to champion the region and advocate for the value of education. The University of Cumbria is welcoming to different perspectives, expertise and experiences and we are committed to building and nurturing strong links with our communities.

**Providing an Inclusive Environment:**

The University of Cumbria is committed to providing an inclusive environment, where staff, students and visitors are encouraged to be their true self, in order to enhance the individual and collective experience. As a university community, we share the social responsibility of enabling this inclusive environment by valuing, respecting and celebrating differences, to ensure that we generate a sense of understanding and belonging.

The university recognises that our differences are our strength, seeking and valuing different perspectives and ideas, in an environment that is without prejudice and bias.

We are committed to embracing our responsibility as a facilitator of change and continue to develop our equality agenda in line with and, where appropriate, beyond the Equality Act 2010. We do not tolerate discrimination, bullying or harassment in any form on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

**Health & Safety Statement**

All employees at the University of Cumbria are required to ensure that all duties and responsibilities are discharged in accordance with the University's Health and Safety at Work policy. They should take reasonable care for their own health and safety and that of others who may be affected by what they do or do not do. Employees should correctly use work items provided by the University, including personal protective equipment in accordance with training or instructions.

| <b>Criteria for Grade 6</b><br><b>Role Title: Professional Development Development Coordinator</b>  | <b>Essential/<br/>Desirable</b>                              | <b>To be identified by:</b>  |
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| <b>Qualifications</b><br>Educated to RQF Level 3 (A Level, Scottish Higher or equivalent) or equivalent experience.<br><br>Educated to RQF Level 6 (degree level or equivalent) or equivalent experience.<br><br>Hold APM PFQ or other project management qualification, working towards or membership of Professional Body.  | Essential<br><br>Desirable<br><br>Desirable                  | Application Form<br><br>Application Form<br><br>Application Form   |
| <b>Experience</b><br>Previous experience in a relevant role dealing with administrative and information management systems and understanding of the relevant terminology.<br><br>Experience of working in higher education and awareness of wider University, HE issues and external changes such as innovations, changes in legislation/regulation which impact on the job. Developing expertise and theoretical knowledge.  | Essential<br><br>Desirable                                   | Application Form/Interview<br><br>Application Form/Interview   |
| <b>Knowledge, skills and abilities</b><br>Able to apply a detailed understanding of course planning and management and customer relations/marketing and their underlying principles, to act as a main point of contact/ point of referral for specific procedures, systems and processes etc<br><br>Skills to assess and organise resources, and plan and progress work activities, projects, and implement improvements within own area of work, using initiative and judgement with limited recourse to line management.<br><br>Knowledge of relevant IT packages, information systems and procedures, ability to adapt/transfer skills to use new technology and development and maintenance of websites eg Microsoft Office.<br><br>Professional approach to work and work colleagues and an ability to work independently and show initiative. | Essential<br><br>Essential<br><br>Essential<br><br>Essential | Supporting Statement/Interview<br><br>Supporting Statement/Interview<br><br>Supporting Statement/Interview<br><br>Supporting Statement/Interview |

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| Skills to research collate and edit material for inclusion in reports/other documents.  | Essential | Application Form/Interview |
| Analytical/problem solving capability to perform detailed analysis of information and identify issues to support decision making.   | Essential | Application Form/Interview |
| Ability to provide detailed guidance, coaching, and instruction to develop the knowledge and skills of others.  | Essential | Application Form/Interview |
| Experience of project management  | Desirable | Application Form/Interview |
| Experience of supporting design/delivery of professional courses.   | Desirable | Interview                  |
| <b>Other</b><br>Commitment to the <a href="#">strategic plan and values</a> of the University especially in relation to equality of opportunity at work and a healthy and safe working environment. | Essential | Interview                  |