1. **Title**

   Coordinator, Academic Programmes and Director’s Office

2. **Reporting to**

   Director and Head of Educational Programmes (HEP)

3. **Profile**

   - An undergraduate degree
   - Relevant administrative experience at a similar level within higher education in the UK
   - Experience with Moodle or similar Virtual Learning Environment will be preferred
   - Previous experience of servicing committees including coordinating and preparing agenda and formal minute taking
   - Outstanding interpersonal and communications skills with the ability to write formal letters and produce concise and well-presented reports
   - Demonstrated organizational and planning skills with the ability to identity, pre-empt and review potential issues with regards to the organisation, management and delivery of educational programmes
   - Proficient in using Microsoft Office (Outlook, Word, Excel, PowerPoint) and the internet. Ability to work on databases will be a bonus
   - Ability to handle confidential information and high-level contacts with utmost tact and discretion
   - Ability to work with and provide support to multiple stakeholders
   - Pro-active, detail oriented, skilled at time management with the ability to manage multiple tasks at the same time
   - A high level of maturity and the ability to work under pressure and against deadlines without continual supervision
   - Good team player with ability to work collaboratively with colleagues

4. **Main Duties**

   **Director’s Office**

   - Support all aspects of the work of the Director’s Office.
   - Coordinate and oversee the Director’s appointment schedule.
   - Organize and take notes of meetings and provide general administrative and secretarial support for committees and meetings organized by the Director.
   - Organise logistics for meetings; including paperwork, room bookings, food and other arrangements as required by the Director.
   - Coordinate with colleagues for information required to produce reports and papers for the Director. Assist with collating information and drafting reports.
- Act as the point person in Director’s Office and be contactable on phone/email outside normal working hours, as required, to answer queries from university leadership and other senior colleagues from the Aga Khan Development Network.
- Act as a filter for all visitors, enquiries, telephone calls, emails and contacts with and to the office of the Director.
- Assist and receive visitors to the Director’s office.
- Liaise with other departments within the Institute, the university and related institutions on matters requiring the involvement of the Director.
- Provide administrative support to the Director for completing faculty reviews and promotions procedure.
- Complete finance processes and forms for the Director’s Office expenses.

**Academic Activities**

- Provide administrative assistance to faculty and handle logistics for academic workshops, conferences, short courses, summer programme and other academic activities.
- Liaise with speakers and academics in-house and external, communicate relevant details, as required, receive and organise presentations, papers and other materials.
- Secure room bookings, place orders for refreshments, coordinate arrangements with IT, Facilities and Events teams.
- Help with ushering visitors for workshops, conferences and other academic activities.
- Undertake any other work as required by the Director and/or HEP to support academic activities and events.

**MA Programme**

- Provide administrative support for the MA programme including; developing term timetables, booking teaching spaces ensuring appropriate IT/AV facilities, proactively coordinating with lecturers for syllabi, reading lists and other required texts and course materials, coordinating with the library for availability of books etc.
- Provide contract details to HR for visiting/term-time lecturers at least four weeks prior to the start of each term.
- Coordinate induction for part-time lecturers under the direction of the HEP.
- Assist the HEP, as required, for organising Communications and Leadership course.
- Work with the Language Programme Coordinator, as required, to coordinate with partner institutions (both within and outside the UK) and language instructors for making necessary arrangements for Language Immersion Programmes.
- Provide day-to-day support to Faculty in managing their courses and act as a conduit of information from students to Faculty and vice versa.
- Provide administrative support for the second marking process for student assignments.
- Request creation of shell pages for Moodle, ensure course outlines are consistently organized for on Moodle, upload assessment submission portal for all components and release marks on feedback for assessments.
- Draft course evaluation reports for each term.
• Assist HEP with collating and drafting paperwork for QAA and other regulatory submissions.
• Coordinate arrangements for dissertation fieldwork and other programme related (co-curricular) trips. This will include but will not be limited to liaising with Finance for student travel and related logistics arrangements and assisting with tracking and filing expenses for trips under the direction of HEP.
• Service teaching team meetings. This will include organizing meetings, taking minutes and following up on resulting actions to ensure they are satisfactory concluded.
• Provide general administrative support to the Head of Educational Programmes.

5. **Other Duties**

   Any other duties under the direction of the Director and/or HEP.