

Course Administration Team Leader

We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.



For further information about Norwich University of the Arts and our community please visit norwichuni.ac.uk

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.

In choosing to work at Norwich University of the Arts, you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional Creative Arts Education, Research and Knowledge Exchange. You will work in a stimulating and critically engaged workplace, where the creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. We have been awarded Gold in the Teaching Excellence Framework (TEF) with the highest possible rating. We are the only creative arts and design university with a triple gold TEF rating.

We are in the Top 10 for Teaching Quality in the 2022 Sunday Times Good University Guide. We are the highest climber in the Complete University Guide 2023 – the highest-ranked specialist creative arts university outside London and were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide for the support we offer from pre-enrolment to post-graduation.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city.

Our 21st century teaching spaces and workshops are housed in renovated buildings with Medieval, Victorian and Edwardian heritage. Norwich University of the Arts won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

In support of its new Strategy, the University has recently acquired a new building in the heart of Norwich. Bank Plain, a former bank, is an additional 37,000 sq. ft of space and an ambitious commitment to being a high profile, civic university championing the creative arts.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and Norwich University of the Arts won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative 'gamification' of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries.

There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making career choices requires careful consideration. We hope that as you learn about us you will be inspired by our ambitions for the future.

*Professor Simon Ofield-Kerr, Vice-Chancellor,
Norwich University of the Arts*

Committed to

EQUALITY DIVERSITY

Norwich University of the Arts is committed to being an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equality, diversity and inclusion is embedded in everything that we do. We celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to change the world.

Situated in the historic city centre of Norwich, with an impressive estate that encompasses both historic buildings and brand-new state of the art facilities, the University is a vibrant community that forms the beating heart of the city and region's arts and cultural worlds.

We have an exciting opportunity to appoint a Course Administration Team Leader within our busy Course Administration Team. This pivotal role offers the opportunity to lead a dedicated team and contribute directly to the student experience by ensuring the smooth delivery of core administrative services.

As a Course Administration Team Leader, you will oversee the day-to-day operations of the Student Enquiries Office, ensuring a high-quality service for both staff and students. You will manage a team of Course Administrators and support staff, providing leadership, guidance, and development opportunities.

The postholder will be the local expert in the University's timetabling system (Celcat), managing the annual timetable for undergraduate and postgraduate taught courses, and acting as a key contact for Senior Managers and Course Leaders. Your role will also include oversight of assessment board outcomes, HR processes for part-time lecturers, and student record updates such as withdrawals and changes of circumstance.

You will be an experienced administrator with an excellent working knowledge of Microsoft Office applications (Word, Excel and Outlook). The postholder will enjoy working as part of a team and will be committed to providing an excellent service. Experience in team leadership and timetabling systems is highly desirable but not essential.



Course Administration Team Leader

Full-time
37 Hours per week for 52 weeks per year

Salary: From £33,002 to £37,694 per annum

Closing date for applications: 8th September
2025 at 5pm

Interview date: 25th September 2025





Job Description

Course Administration Team Leader

Reporting to: Head of Registry Services

Course Administration Team leader

Job Purpose

To lead on the delivery of a comprehensive administrative service to support course teams and students and ensure the effective day-to-day running of the Student Enquiries Office.



Duties and Responsibilities

- To provide a comprehensive administrative service to staff and students in all aspects of the day-to-day business of the Student Enquiries Office, ensuring that the Course Administration team is fully briefed on all aspects of the work required, and that the service delivers a high-quality customer service.
- To line manage a team of Course Administrators, supervising the day-to-day work of the Course Administrators and the Student Enquiries Assistant (as required), and undertaking annual appraisal and development reviews.
- To be the local expert in the University's timetabling system (Celcat), managing the annual timetabling process for undergraduate and postgraduate taught courses, analysing problems and proposing solutions to resolve issues with timetables, and acting as a key contact for Senior Managers and Course Leaders in matters relating to timetabling.
- To ensure that the attendance monitoring procedures are implemented in line with university requirements.
- To work with the Course Administration team to provide secretarial services for the assessment and award boards, and progress review boards, ensuring that all follow-up queries, letters, and minutes are completed within university deadlines.
- To ensure that the HR procedures relating to the appointment of part-time lecturers and visiting speakers are completed accurately and within university deadlines, including raising contracts, schedules of work, and pay claims.
- To ensure that the procedures relating to processing withdrawals and other changes of circumstances are carried out accurately and efficiently.
- To ensure that the Course Administration team operates within university policies and procedures and that operational and procedural documentation for the Student Enquiries office is up-to-date and fit for purpose.
- To maintain a good working knowledge of key University documents including the Student Regulations and Procedures, Award and Credit Scheme, and the QME Handbook.
- To participate in cross-departmental activities, such as graduation or enrolment, as required.

Person Specification

Essential

- Educated to degree level or equivalent qualification or experience in a relevant area
- Experience of providing effective and efficient administrative support in a busy and demanding office environment.
- A proven ability to plan, organise and prioritise own workload, and that of a team, in a busy environment with demanding deadlines.
- Excellent written and oral communication skills, including the ability to disseminate complex information in a clear and appropriate manner and to produce high quality reports and documentation.
- Excellent IT skills including working with Microsoft Office 365 and electronic forms of communication.

- A commitment to high quality customer service, to meet the needs of students and staff from a diverse range of backgrounds.
- Ability to make independent decisions with the confines of the role responsibilities but also have the flexibility to work as part of a team.

Desirable

- Experience of leading a team or supervising or line-managing staff.
- Experience of using a records system/corporate database



Further Information

Equality, Diversity and Inclusion

It is important that our University community supports our policy on equality, diversity and inclusion and that each of us reflects this in the way that we work.

Health and Safety

We are all responsible for helping to make the University a safe and healthy place to work and study, ensuring that we are compliant with our Health and Safety Policy.

Policies and Procedures

We should keep up to date with the University's policies and processes which are usually available on our intranet, reflecting these in the way that we work.

Staff Development

Our performance and development activities include appraisal and development reviews, participation in learning and development, and a personal responsibility to maintain our own subject knowledge.

Confidentiality

We must maintain appropriate confidentiality in relation to our work and that of the University.

Variation to Job Description

We may vary your duties and responsibilities outlined in the job description to reflect the changing needs of the University.



General Information

Terms and Conditions of Appointment

On appointment, you will receive a full statement of terms and conditions for your role.

Duties

Your duties and responsibilities are outlined in the job description

Starting Date

This post is offered on an indefinite basis to commence as soon as you are available.

Hours of Work

The standard hours of work are 37 hours per week.

Salary

This post is on an incremental salary scale. The salary for this post is Grade 6, which is from £33,002 to £37,694 per annum.

Annual Leave

Your annual leave entitlement will be 26 days per annum on appointment, rising to 28 days per annum between 3 and 5 years of service, and 30 days per annum after 5 years of service by the commencement of the annual leave year, plus 8 statutory days (pro rata). In addition, the University may grant 4 or 5 concessionary days leave per year when the University is closed.

Pension

Employees have the benefit of joining the Local Government Pension Scheme, a defined benefit pension scheme which builds up a pension on a “Career Average” salary basis to which the University currently contributes an additional 25.3%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you. You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

Interview Expenses

Reasonable travel and incidental expenses will be reimbursed when agreed in advance in line with the University's Candidate Interview Expenses Guidelines which are available on request.

Offers of Employment

All provisional offers of employment are subject to evidence of eligibility to work in the UK, verification of qualifications, satisfactory references and medical assessment process.

If you are unsure of your right to work in the UK you can use the Gov.uk visa checking tool to establish your eligibility and options relating to visas. Please be aware that all visa routes have their own eligibility criteria and not all roles/applicants will be eligible for sponsorship under the Skilled Worker visa route.

Referees

References will not normally be taken up unless a provisional offer of employment is made. All offers of employment are subject to receipt of satisfactory references covering current or most recent employment and the past three years of work.



NORWICH
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OF THE ARTS

Amma Asante, Chancellor

Application and Recruitment Process

Job Description and Person Specification

Within this pack you will find the job description and person specification for the post for your consideration before you complete your application form.

The Job Description provides information about the main duties and responsibilities for the position. It also explains the purpose of the post.

The Person Specification sets out the experience, skills, abilities and characteristics to perform the duties in the job description.

We recognise that candidates may sometimes not meet all of our requirements. If you like what you've seen so far, we would still like to hear from you.

Application Form

We ask that applicants complete the application form in full and as clearly as possible.

You may, if you wish, submit a CV with your application form. However, we are unable to accept CVs without a fully completed application form.

The application form is the first stage in the recruitment and selection process and is a key element in being short-listed for an interview and the possible offer of a job.

Equal Opportunities Monitoring

As part of our commitment to equality, diversity and inclusion, we monitor the diversity of our workforce and applicants to help us review the effectiveness of our policies and procedures.

To help us with this, we ask that you complete the Equal Opportunities Monitoring section of the application form.

Submission of Application Form

Please submit both your completed application form and EDI form to jobs@norwichuni.ac.uk quoting reference A1150.

Please note that we can only accept forms in either PDF or DOC format.

The closing date for this vacancy is:
8th September 2025 at 5pm.

We regret we are unable to accept late applications.

Interview Arrangements

Interviews will normally be held on campus.

We will be in touch to let you know if you are shortlisted for interview.

The date of the interview will be:
25th September 2025.

Due to the high volume of applications we receive we are unable to provide you with feedback.

If you are shortlisted, we will ask you to provide us with evidence of your eligibility to work in the UK.



Adam Billings

We would like to take this opportunity to thank you for your interest in this position and wish you success with your application. If you have any queries regarding any aspect of the recruitment and selection process, please contact the Human Resources Team by emailing jobs@norwichuni.ac.uk



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