

Course Administrator

(6 months fixed-term)

0.4 FTE

We are one of the great British art schools: a specialist creative university that draws on our 180 years of history. As a university, we excel in our disciplines and understand powerfully the transformative potential of creative practice for individuals, communities and industries.



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

As we expand our specialist character and bring the power of creative, practice-based education to a wider range of subjects, 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 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 the only specialist creative arts and design university to have achieved Triple Gold in the most recent Teaching Excellence Framework (TEF) and were named Arts University of the Year 2025 by the Daily Mail. In 2023, we were the highest climber in the Complete University Guide and recognised as the top specialist creative arts university outside London. This year, the Guardian University Guide 2026 ranked us as the highest-rated university in the East of England after the University of Cambridge.

You will work in the heart of Norwich. Our award-winning campus has played a key role in the regeneration of one of the city's most vibrant quarters. Our 21st-century teaching spaces and workshops occupy renovated buildings with medieval, Victorian, and Edwardian heritage. The University has recently expanded with Bank Plain, a 37,000 sq. ft city-centre building — a major investment that reflects our ambition to be a leading civic university championing creativity in all its forms.

Ninety-four per cent of our graduates are in work or further study within six months of graduating. Our innovative approach to employability and entrepreneurship has been nationally recognised, and our graduates hold key roles across and beyond the creative industries — from Oscar and BAFTA nominees to D&AD Pencil winners, fine artists, designers, and creative technologists. This track record gives us confidence that our success in graduate outcomes will continue as we apply our distinctive culture and practice to an expanding range of specialist subjects.

Creativity is not only what we teach but how we engage with the world. Through our Research and Knowledge Exchange Institutes, we lead cross-disciplinary projects that address social, cultural, and environmental challenges — from immersive digital experiences tackling climate change to arts-led initiatives in mental health. At the centre of this work is the Interactive Visualisation and Simulation Lab (IVSL), funded as part of the Creative Research Capabilities (CResCa) world-class labs programme.

The IVSL supports research into climate futures, virtual heritage, spatial computing, applied games, and virtual production. Our growing research reputation is also reflected in recent grants and collaborations, including a major award from the Water Restoration Fund (WRF). These achievements demonstrate our expanding contribution to creative innovation, cultural development, and social impact — shaping the future of creative higher education in the UK and beyond.

We hope that as you learn about us, you are inspired by our ambitions for the future.

Professor Ben Stopher,
Vice-Chancellor

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 are looking for a proactive and enthusiastic individual to join our dynamic Course Administration team.

Candidates will be highly skilled and experienced administrators with a high standard of accuracy and attention to detail along with being fully proficient in Microsoft Office applications. Effective planning and a confidence to prioritise are key in our fast-paced environment.

As an excellent all-round communicator, you will have the opportunity for autonomy in your role as well as working as part of a team of Course Administrators. The team provides a wide range of administrative services for undergraduate and postgraduate taught courses.

The successful candidate will work closely with staff and students to ensure the smooth running of the courses they are administering. You will be committed to excellent customer care which is at the heart of supporting an exceptional student experience. Applications are actively invited from candidates who may have experience in this type of role previously, in particular a fast-paced environment within a complex organisation.

This is a part-time role offered as a job share, with responsibilities shared between two post holders. This role may be offered on a permanent basis, subject to successful completion of an initial 6-month trial period.



Course Administrator (6 months fixed-term)

Part-time

14.8 Hours per week for 52 weeks per year

Thursdays and Fridays 8.45am-5pm

Salary: from £11,212.40 to £12,832.

Pro-rated from a full-time salary of £28,031 to £32,080.

Closing date for applications: 14th December 2025 at 5pm

Interview date: 8th January 2026





Job Description

Course Administrator

Reporting to: Course Administration Team Leader

Job Purpose

The post holder will undertake all academic administration involved in organising the delivery of the courses to which they are assigned in order to ensure the quality of the student experience.



Duties and Responsibilities

- Be the first point of contact for student enquiries regarding their course and other University requirements
- Ensure the effective running of the courses by:
 - inputting and making amendments as appropriate to the yearly course timetables using the Celcat timetabling software
 - the creation and monitoring of part-time teaching contracts
 - preparing orders for goods and services, keeping expenditure records in the area and monitoring expenditures with Course Leaders on a regular basis
 - assisting Course Leaders with arrangements for visits, field trips and external exhibitions.
 - supporting and providing guidance on the assessment submission processes
- Maintain student records using the University student record systems (SITS and e:Vision)
- Monitor attendance in accordance with the regulations and procedures for student attendance
- Advising students of the University's procedures as set out in the Student Regulations and Procedures including regulations relating to student disciplinary, appeals and complaints, and academic misconduct
- Have a working knowledge of key University documents including the Award and Credit Scheme, the Course Guide, the Student Regulations and Procedures and the Staff Handbook on QME
- Act as the convening secretary for Assessment Boards including drafting the agenda and taking minutes
- Ensure that all minutes and documents are prepared in line with the standard University formats
- Provide cover for the front desk and the assigned duties as required
- Assist with University wide activities including enrolment, graduation and admissions activities
- Liaison with external bodies including Student Finance England and other institutions
- Ensure that all activities are undertaken within the timescales as required by the University and as required by key University policies including Data Protection, Freedom of Information, Equality and Diversity and Health and Safety

Person Specification

Essential

- Providing effective administrative support in a busy and demanding office environment
- Proven ability to maintain discretion when dealing with confidential issues
- Ability to plan, organise, and prioritise own workload effectively in an environment with demanding deadlines
- Excellent IT skills including working with Microsoft Office and electronic forms of communication
- Excellent interpersonal skills and the ability to deliver a high-quality customer service
- Well-developed written and oral communication skills, including the ability to communicate effectively with a diverse range of staff, students and external agencies
- A high standard of accuracy and attention to detail
- A commitment to a high-quality customer service, equal opportunities and to working with students from a diverse range of backgrounds
- Ability to make independent decisions within the confines of role responsibilities, but also have the flexibility to work as part of an administration team

Desirable

- Educated to degree level or equivalent qualification
- Experience of minute taking or committee servicing
- Experience of using a records system/corporate database
- Administrative experience in a Higher Education or Further Education environment



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 a 6-month fixed term basis.

Hours of Work

This is a part time role. The standard hours of work are 14.8 hours per week. 8.45am-5pm on Thursdays and Fridays.

This is a part-time role offered as a job share, with responsibilities shared between two post holders. This role may be offered on a permanent basis, subject to successful completion of an initial 6-month trial period.

Salary

This post is on an incremental salary scale. The salary for this post is Grade 5 which is from £11,212.40 to £12,832.

Pro-rated from a full-time salary of £28,031 to £32,080.

Annual Leave

Your annual leave entitlement will be 26 days (pro-rata) per annum on appointment, rising to 28 days per annum (pro-rata) between 3 and 5 years of service, and 30 days (pro-rata) per annum after 5 years of service by the commencement of the annual leave year, plus 8 statutory days. 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
UNIVERSITY
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 A1162

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

The closing date for this vacancy is:
14th December 2025 at 5pm.

We regret we are unable to accept late applications.

Please note: Candidates who have previously applied for this position need not reapply.

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:
8th January 2026.

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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