

JOB DESCRIPTION

Job Title:	Project Co-ordinator (Clearing Operation)
Job Ref:	MKG246
Campus:	Hendon
Grade:	5
Salary:	£ 27,801-£30,979 per annum incl. Outer London Weighting
Period:	Temporary / Fixed Term for 7 months (May-November 2019)
Reporting to:	Planning and Projects Manager

Overall Purpose:

Responsible for the coordination of activities in relation to the University's Clearing operation.

Post holder will take responsibility for the co-ordination of key project strands and tasks, on time and to agreed deadlines and standards. The post holder will also work across a range of stakeholders and teams at Middlesex University to support in scoping out planning and coordinating wider activities, specifically supporting Admissions Communications and Operations with the delivery of customer-facing processes. The Project Coordinator will be responsible for monitoring project budgets, planned expenditure and providing proactive updates to the Project Manager.

Working with a large team you will ensure key stakeholders/approvers are kept abreast of key outputs, providing input and approval where required and are well informed about the range and purpose of activities undertaken.

Principal Duties:

Project coordination:

- Work with relevant planning tools, frameworks and schedules to coordinate and track progress of allocated project streams across relevant departments (Marketing and Admissions)
maintaining detailed project plan, under direction of colleagues responsible for operational work streams and co-project manager responsible for facilities and systems
- Implement existing mechanisms to keep everyone informed of project progress and ensure key inputs are received – whether this be senior approval, internal stakeholder delivery or approval from key stakeholders across the university,
- Updating/communicating project progress to project management (during project team meetings) and project delivery team
- Coordinate project steering group members and key parties' milestones, deliverables and outputs; monitoring performance, dependencies and budgets
- Providing support in resolving main project issues

Management of temporary/project staff:

- Responsible for liaising with colleagues responsible for work stream delivery to scope all support resources/staffing required for smooth delivery of main and post-Clearing operation
- Ensuring recruitment and selection processes are followed in line with University policies and procedures and followed by supporting project teams
- Coordination of selection processes with Admissions Communication and Operations Teams, and procedural follow-up with HR department to ensure documentation, contracts and timesheets are managed efficiently and in line with project timelines
- Coordination of training schedules, and overall logistics of training operation
- Managing and organising staff rota for a specific period of main operation, using available systems
- Management of temporary project workers in relation to absence, working hours, timesheets, together with allocated Admissions Communications and Operations Officers,

Internal Communication:

- Coordinate and implement detailed communication plan with all staff and provide clear information regarding objectives, targets, shifts, payment, training, processes, with support from key senior stakeholders
- Coordinate all internal communication processes with Senior Managers across the university responsible for providing support for the University Clearing Operation

Management of suppliers/budgets:

- Manage relationships with external suppliers
- Work with core Clearing Teams (i.e. Admissions, Marketing, Estates and Facilities) to ensure all project deliverables are within budget
- Budget monitoring – ensure project is delivered within budget and providing active and regular updates on project finances to the board

Project delivery:

- Act as Secretary to the Clearing Project Board, coordinating meetings, agendas and ensuring actions are clearly understood
- Manage staff rota during the operation and record hours worked
- Principal point of contact for all key parties during the main operation
- Monitor key data sets against agreed objectives, including volume of calls, and provide regular live updates and comparative data to all staff involved in the operation

Project closure, evaluation and feedback:

- Obtain ongoing feedback from staff, organise debrief meeting with managers and capture feedback/comments/lessons learnt
- Provide support and analyse quantitative data to generate insight and learnings for the future of the project
- Create evaluation report and disseminate accordingly
- Process payments for staff – liaise with finance department and relevant internal staff in line with internal processes

PERSON SPECIFICATION

Job Title: Clearing Project Coordinator

Campus: Hendon

Selection Criteria:

- Project management qualification or equivalent experience in a large and complex organisation
- Evidence of strong communication skills and experience dealing with project/stream owners and stakeholders at all levels, including senior staff
- Evidence of effective use of planners/schedules/project management tools
- Experience in presenting to large groups
- Budget management skills

Desirable:

- Knowledge of UK further and higher education sector
- Experience in a marketing / customer centric environment / industry

Working Hours: The nature of the post is such that the post holder will be expected to work flexibly and for such reasonable hours as are necessary in order to fulfil the duties and responsibilities of the post. Circa 35.5h per week, with substantial overtime during the main week of Clearing Operation, where overtime will be recorded and paid accordingly.

Annual Leave: 25 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

No parking at Hendon campus: There are no parking facilities for new staff joining the University, except for Blue Badge holders.

Information on public transport to Hendon can be found here:

<http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, Cycle to Work scheme, bicycle and motorbike parking and changing facilities. Middlesex University is working towards equality of opportunity.

What Happens Next ? If you wish to discuss the job in further detail please contact Angela Manaj at A.Manaj@mdx.ac.uk

If selected for interview, you will hear within 3 weeks of the closing date. If you do not hear from us you may assume that your application was unsuccessful.