**Job Title:** Course Administrator

**Location:** Cardiff

**Hours:** 37.5 hrs Monday - Friday

**Salary:** £15,500 (increase to £16,000 upon successful completion of probation period)

## **Profile**

Learna Ltd is a company with a reputation in delivering high quality online clinical education for Healthcare Professionals using our bespoke learning platform. Learna Ltd is an educational partner with the University of South Wales delivering Postgraduate Diplomas and MScs in health care related subjects.

<http://www.diploma-msc.com/>

Learna Ltd. Mission statement:

‘Our mission is to improve global healthcare through medical education’.

## **Job Description**

Diploma MSc is a small dynamic team looking for a hardworking, friendly individual who will help maintain and drive our success. The candidate will work on the following tasks:

**Diploma MSc Course Administration**

* Maintaining the smooth running of our Diploma/MSc courses.
* Supporting students – answering queries, monitoring engagement and student feedback, fielding enquiries.
* Supporting course tutors/directors– answering queries, gathering marking grid/ results, processing new content, monitoring student activity and reporting back to tutors if required.
* Ensuring the smooth running of our courses, module by module
* Assisting the University link officer – reporting on course activity, sharing results, feeding into course boards and exam boards

**Tutor Schedule**

* Contacting tutors and arranging the schedule modules in advance
* Recruitment of tutors
* Processing and then updating database with new tutor applications
* Training support for new tutors

**Quality Assurance Checks**

* Navigating around our learning platform Moodle – ensuring maximum engagement and usability for students and tutors alike.
* Carry out comprehensive module checks intermittently
* Enrolling appropriate users into correct courses and modules

Undertake any other tasks/duties as may be reasonably required.

## **Essential Skills**

* IT literate
* Organised
* Great attention to detail
* Great communication skills – both written and verbal
* Good phone manner
* Able to use initiative
* Willing to learn
* Good English (English GCSE C+ minimum)
* Excellent team player

## **Desirable Skills**

* Experience in customer service
* Knowledge of University procedures
* Knowledge using a CRM system
* Experience using Turnitin and Moodle (our online platform)
* Confidence of using Microsoft & Google (Docs, Sheets, etc.) products

**How to Apply**

Please email a CV and cover letter to [**recruitment@diploma-msc.com**](mailto:recruitment@diploma-msc.com)

**Closing Date**

31st July 2017