



School of Health and Medical Sciences

Education Operations (Tooting)

Senior Course Officer

Ref: 717-25-R

JOB DESCRIPTION

Post Title	Senior Course Officer
Grade	CSG 6
Contract type	Fixed term/ Secondment until 31 st July 2026
Responsible to	Head of Allied Health Programmes Administration
Accountable to	Interim Lead Education Operations
Responsible for	Course Officers, Course Administrators
Liaises with	Professional Services Leads; Programme Directors; Registry; Heads of Department, Associate Deans & Directors, Students' Union.

Overall purpose of job

The role of the Senior Course Officer is to assist the Course Operations Manager, managing the course office team and leading on key projects and events throughout the academic year.

The Senior Course Officer will work alongside, and across, a wide range of University teams to project manage key periods in the academic calendar such as Induction and Graduation. This role will focus on improving current processes and practices, and on introducing and developing new tools to ensure the provision of service provided to students and academic staff is consistently professional and efficient.

In order to ensure that high quality and professional student administration is provided, the Senior Course Officer will work closely with Course Officers and Course Administrators to ensure they are fully trained, supported and will mentor them in their personal development. The Senior Course Officer will be responsible for the day-to-day supervision of the course office team.

1. Main Duties and Responsibilities



Staff leadership and supervision

- Management of the course office team and operations, taking a supervisory role in with respect to the day-to-day work of Course Officers and Course Administrators.
- To deputise for the Course Operations Manager where appropriate.
- Support the planning and coordination of staff for key periods from induction to graduation.
- To work in conjunction with appropriate staff to implement the setting and monitoring of university standards and service quality assurance in the team.
- To plan and review the administrative processes that support the student experience – such as module selection, personalised timetable, course coordination, Assessment Boards, EC Panels, etc.
- To update the management of tasks and staff in relation to the introduction of new programmes and / or procedures.
- To plan and implement projects throughout the year, introducing new projects in addition to those that recur.
- In close liaison with colleagues to manage administrative processes relating to student visas and attendance monitoring in accordance with University requirements.

Student Experience

- To support the student experience through the coordination of module evaluations, questionnaires, and regular meetings with student representatives.
- To collate and report the results of student feedback and support the identification of changes to enhance the student experience.
- Monitor the implementation of the University's assessment feedback turnaround policy, escalating issues where appropriate and compiling termly results.
- Be a point of contact for students who encounter issues that affect their studies and provide them with advice and guidance and signpost them to other services as appropriate.
- To support the Reflection and Development process working alongside Course Officers and Programme Directors to advise and track student progress.
- To provide expertise on student support, safeguarding and welfare issues within the School.

Coordination and supervision of key events / projects

- To lead the course(s) coordination of peak components in student lifecycle such as induction, module selection and graduation.
- The scheduling of modules and events appropriate to the School, such as overseas trips and module exchanges, recruitment fairs, student events.
- Where appropriate to schedule the allocation of students to elective modules, including such tasks as timetabling and resourcing.
- To work with relevant colleagues to coordinate the registration and induction period, including timetabling, resourcing, and staffing.
- To work with colleagues to ensure operational efficiency and the provision of accurate information for extenuating circumstances, assessment boards and student result release.
- To produce reports, troubleshoot, and distribute information to relevant Committees, Boards, Panels, etc and to support in the decision making.
- Where appropriate to support the operation of Assessment Boards across the School, in liaison with the Head of Academic Services, and Quality and Compliance Team.

Professional Community

The post-holder will form part of the University-wide professional community for student and academic administration. This will involve:

- Participating in University-wide events such as registration, Open Days, Graduation and Clearing.
- Participating in training and professional development activities relevant to the role.
- Contributing to the development of the University's student and academic administration.



- Maintain a working knowledge of other areas of the team in order to provide cover and continuity for other staff on the team as required.
- Contribute to the dissemination of good practice in the areas of quality and standards.
- Keep up to date with trends and developments in working practice relating to student experience and engage in developments within the sector relevant to the post.
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It is expected that staff working with St George's School of Health and Medical Sciences, will be involved in our mentoring and tutoring activities, as appropriate, as well as supporting admissions, student recruitment and access and widening participation activities (MMI interviews, Open Days, school visits, clearing etc) where applicable. All academic staff are expected to act as a personal tutor.

You are also expected to undertake other activities appropriate to your grade as directed by your manager. This job description reflects the present requirements of the post. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder from time to time. City St George's, University of London aims to provide opportunities for all its employees to develop the skills required to be successful in their role and to further develop their careers.

St George's School of Health & Medical Sciences, University of London, is committed to the San Francisco Declaration on Research Assessment (DORA) principles.

2. Nature and Scope of Job (optional)

City St George's, University of London is the University of business, practice and the professions and brings together the expertise and excellence of City, University of London and St George's, University of London into one institution.

The combined university is one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students. Combining a breadth of disciplines across health, business, law, creativity, communications, science and technology, we are creating a 'health powerhouse' for students, researchers, the NHS and partners in uniting a world-leading specialist health university. We are now one of the UK's largest health educators, where staff and students have access to an expanded team of brilliant academic and professional services colleagues, combined resources and facilities and more interdisciplinary opportunities.

This role sits within the Course Operations team within the School of Health and Medical Sciences.



Criteria	Description	Essential/ Desirable	How it is to be tested
Qualifications	Educated to 'A' level or equivalent; either/or	E	PQ/AF
	Demonstrate an understanding of the issues which impact upon the student experience within London	E	AF
	Knowledge of Data Protection, Freedom of Information Act, Health and Safety, Academic Procedures and Financial Regulations	E	AF
	Extensive knowledge of university procedures and systems	D	AF, INT
Experience	Experience in a senior administrative role gained through working in Higher Education	E	AF, INT
	Experience of supervising staff, with the ability to delegate in order to deliver high quality operational results	E	SS1 , INT
	Experience of working with a wide range of customers	E	AF, INT
	Evidence of having developed and implemented system/process improvements	E	SS2 , INT
	Proven administrative experience gained through working in Higher Education	E	AF, INT
	Experience of working with healthcare courses within a Higher Education setting	D	AF, INT
	Committee servicing experience, such as taking minutes	D	AF
	Experience of drafting correspondence and other documentation	E	AF, INT
Knowledge/ Skills	Excellent organisational and time management skills, and an ability to plan and manage workload to meet tight deadlines.	E	SS3 , INT
	High level of interpersonal communication skills, both written and oral, using a 'customer centred' approach	E	SS4 , INT
	A high level of accuracy and meticulous attention to detail	E	AF, INT

Excellent knowledge of IT packages (i.e. MS Office)	E	AF, INT
Experience of Moodle (or other VLE)	E	AF, INT
Experience of using SITS	E	AF, INT
Ability to compile statistical information and produce reports	D	AF, INT
Awareness and commitment to promoting equality and diversity within the workplace	E	SS5 , INT
Working knowledge, and understanding of General Data Protection Regulation (GDPR) legislation and confidentiality	E	AF, INT
Ability to delegate and supervise in order to deliver high quality operational results	E	AF, INT
Ability to create a culture of fairness and inclusion	E	INT

Key:

PQ=Prerequisite Qualification, AF=Application Form, CV=Curriculum Vitae,
SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview

Note: Elements marked SS (Supporting Statements) in the Person Specification will be highlighted in Step 6 (Supporting Statements) on the online application form. Applicants' answers to Step 6 are an essential part of the selection process. Applicants should write individual supporting statements to demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.

Applicants should address other elements of the Person Specification in Step 7 (Additional Information). Shortlisting will be based on applicants' responses to Step 6 **and** Step 7. Therefore applicants should complete both sections as fully as possible on the online application form.

3. Date

8th December 2025



About City St George's, University of London

City St George's, University of London is the University of business, practice and the professions.

City St George's attracts around 27,000 students from more than 150 countries.

Our academic range is broadly-based with world-leading strengths in business; law; health and medical sciences; mathematics; computer science; engineering; social sciences; and the arts including journalism, dance and music.

In August 2024, City, University of London merged with St George's, University of London creating a powerful multi-faculty institution. The combined university is now one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students.

City St George's campuses are spread across London in Clerkenwell, Moorgate and Tooting, where we share a clinical environment with a major London teaching hospital.

Our students are at the heart of everything that we do, and we are committed to supporting them to go out and get good jobs.

Our research is impactful, engaged and at the frontier of practice. In the last [REF \(2021\)](#) 86 per cent of City research was rated as 'world-leading' 4* (40%) and 'internationally excellent' 3* (46%). St George's was ranked joint 8th in the country for research impact with 100% of impact cases judged as 'world-leading' or 'internationally excellent'. As City St George's we will seize the opportunity to carry out interdisciplinary research which will have positive impact on the world around us.

Over 175,000 former students in over 170 countries are members of the City St George's Alumni Network.

City St George's is led by Professor Sir Anthony Finkelstein.



School of Health and Medical Sciences currently offers a range of employee benefits:

Salary:	£43,482 pa, (pro-rated for part-time staff). The starting salary range for CSG 6 is £43,482 – £44,746 and appointment is usually made at the minimum point.
Hours:	35 hours per week which can be done flexibly in various ways or part time/job share can also be considered. Staff are expected to work the hours necessary to meet the requirements of the role and this will be dependent on the service area.
Annual leave:	30 days per annum. Plus eight UK public holidays and four days when City St George's, University of London is closed (usually between Christmas and New Year). Part time staff receive a pro rata entitlement.
Pension:	Membership of competitive pension schemes with generous employer contribution and a range of extra benefits.

[Superannuation Arrangements of the University of London \(SAUL\)](#)

[London Pension Fund Authority \(LPFA\)](#)

[Universities Superannuation Scheme \(USS\)](#)

[National Health Services Pension Scheme \(NHSPS\) \(existing members only\)](#)

Flexible working	Flexible working, including part-time or reduced hours of work, opportunities to work from home for many posts, compressed hours and local flexibility in agreeing start and finish times of work.
Travel	City St George's, University of London offers an interest free season ticket loan and participates in the Cycle to Work Scheme .
Gift Aid	If you would like to make a tax-free donation to a charity of your choice, this can be arranged through our Payroll.
Sports and Leisure Facilities	<p>Rob Lowe Sports Centre, situated on the St George's Healthcare NHS Trust site offers exercise facilities that can be utilised by City St George's, University of London staff.</p> <p>Within walking distance from St George's is Tooting Leisure Centre. Facilities include a swimming pool, gym and various exercise classes. The Centre offers staff an all-inclusive corporate membership. For more information please contact Tooting Leisure Centre.</p>



Shops and facilities There are a number of shops and facilities situated on site including ATMs, student bar and shop, Pret a Manger, M&S Simply Food store, library and multi-faith room.

Informal enquiries

Informal enquiries may be made via email to: jofee@sgul.ac.uk

Making an application

All applicants are encouraged to apply on line at <http://jobs.sgul.ac.uk> as our system is user friendly and the online application form is simple to complete. Please note that CVs only will not be accepted.

For any accessibility issues please contact hrhelp@sgul.ac.uk

Closing date: **Sunday 8 February 2026**

Interview date: To be confirmed. As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently.

Please quote reference: 717-25-R

We are delighted that you are interested in working at St George's School of Health and Medical Sciences. You will be notified of the outcome of your application by email. We aim to respond to all candidates within 5 weeks of the closing date of the vacancy.

