

UEA LANGUAGE PROGRAMME COORDINATOR

**Faculty Professional Services
Faculty of Arts and Humanities**

SC5032

CANDIDATE BROCHURE



CONTENTS

- 3 What makes UEA so special?
- 5 The Role
- 7 The Person
- 9 Further Information including How to Apply
- 10 About the Faculties
- 12 Our Values
- 14 Accolades
- 15 A Sustainable University
- 16 Our Campus
- 17 Norwich - City of Stories
- 18 Location



WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Sir Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Leon Shakespeare, School Manager via l.shakespeare@uea.ac.uk

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



THE ROLE

KEY RESPONSIBILITIES

TEACHING SUPPORT ADMINISTRATION

- Co-ordinate the preparation and delivery of University Language Programme (ULP) learning (daytime and evening programmes). This will include supporting admissions for the programmes, making arrangements for payment/refunds and preparation of learner arrival information, ensuring licences are in place, ordering essential equipment and managing customer relations.
- To compile and maintain a database of language profiles, allocated teaching resource, student requirements and group allocations.
- To organise all administrative aspects of the language teaching programme. This will include organising teaching rooms and timetables, finalising teaching arrangements with tutors and liaising with Academic Registry.
- To develop, maintain and update the ULP website and continually review to ensure that it is fit for purpose.
- To help support recruitment activity for the evening programme, including marketing, social media and coordinating the Love Languages event with the Academic Director.

PEOPLE MANAGEMENT

- To provide leadership, guidance, and support to the Languages Administrator.
- To provide a proactive and focussed approach to all areas of your role, with continuous improvement being at the heart of managing processes both for you, team members and other stakeholders.
- To work with the School Manager and School Coordinator to plan the

work of the team and maintain an overview of the administrative support function.

- To recruit, manage and support, with training and development, administrative staff, including undertaking PDRs, and a structured approach for all direct reports, in agreement with your direct line manager.

OPERATIONAL ORGANISATION

- To oversee the programme learning and teaching spaces, including oversight of language learning resources (including electronic journals and subscriptions), maintenance of IT packages, the renewal of licences and liaising with external suppliers throughout the academic year.
- To support the School Manager in yearly budget setting through the identifying of potential financial commitments associated with ULP.
- Ensuring programme learning spaces present a professional image and are welcoming to staff, students and visitors, and that signposting for the evening programme is clear.

PUBLIC ENGAGEMENT

- Working with the guidance of the Academic Director and the School Manager to provide administrative support to review the student experience with analytical analysis of feedback evaluation forms and subsequent follow up. This might involve liaising and working with colleagues in the Business Intelligence Unit.
- To support the Academic Director and the School Manager by assisting with a marketing analysis of language audiences, both internal and external facing, promotion and development of language provision and annual review of market rates for payments. This might involve liaising and working with colleagues in Marketing (ARM).

THE ROLE (CONTINUED)

- As appropriate, to prepare, update and load documents to web and intranet pages, to assist with the preparation and update of publicity/information materials, to provide some support on Blackboard to academic staff in the School.
- To coordinate the organisation of events such as the Love Languages event and other events. This will include working at such events and might involve liaising and working with colleagues in Events (ARM).
- To work on promotional material design both for the programmes and tailored courses for potential business clients.
- To work on promotional activities such as sending information to potential learners (members of the public and potential business contacts).
- To welcome new learners and to provide out of hours assistance during the first week of the evening courses each semester as necessary.
- clashes and students and staff are aware of their schedules in advance.
- Be aware of the implications of the Data Protection and Freedom of Information Acts on the processing of student and staff data, in particular joined to customer data.
- Any other such duties appropriate to the grade as may be assigned by the School Manager.

ADMINISTRATIVE SUPPORT

- To compile teaching contracts for language provision in liaison with the School Manager, Head of School and Academic Director for invigilation and evening classes, and to ensure that the programmes are compliant with all HR policies and procedures.
- To take a pro-active role in presenting a customer-focussed service to students, staff and visitors. To be one of the points of contact for ULP for tutors and staff in the School and wider University, managing the shared mailbox, answering general enquiries and co-ordinating follow up action.
- To provide a high level of administrative support, including leading and arranging meetings and managing actions.
- To use the UEA database system (SITS) to enrol ULP students onto language modules in a timely manner to ensure there are no timetabling

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- A good standard of education with a minimum of five passes at GCSE or equivalent at Grades A-C including Mathematics and English, or equivalent experience (E)
- Experience of negotiating and prioritising workloads (E)
- Evidence of good customer relations in person, via Teams, by phone and in writing (including via email) (E)
- Evidence of setting up and/or developing administrative procedures and systems (E)
- Experience of organising meetings, taking minutes and organising follow-up action (E)
- Experience of working with Microsoft Office, including Teams, PowerPoint, Word, Excel and Outlook (E)
- Experience of independent working and of working in a team (E)
- Experience of supervising staff, including motivation and leadership (E)
- Experience of liaising with external contacts, who may be at a senior level within their organisation (E)
- Experience of working in the Higher Education sector (D)

- Experience of event and project management (D)
- Experience of marketing and publicity (D)

SKILLS AND KNOWLEDGE

- Excellent communication and interpersonal skills with ability to deal face-to-face, via telephone or Teams and in writing with individuals from a variety of backgrounds, cultures and nationalities (E)
- Excellent IT skills with working knowledge of Microsoft packages (Word, Teams, Excel, e-mail, PowerPoint and databases) (E)
- Excellent organisational and time management skills with ability to prioritise competing demands and priorities and meet deadlines (E)
- Knowledge/skilled use of any corporate IT system/database (e.g. e.g. SITS, Unit4 ERP, WPM) (D)
- Knowledge/skilled use of InDesign or other publishing software and web authoring packages (D)

PERSONAL ATTRIBUTES

- Self-motivated and able to work both independently without close supervision and within a team (E)
- Ability to use own initiative and resolve simple problems (E).
- Ability to generate accurate data/information from database record systems (E)
- Ability to work sensitively with different peoples' needs (E)
- Ability to produce work to a consistently high standard, with attention to detail, within tight deadlines, and to prioritise work (E)
- Able to handle confidential and sensitive information with a high degree of professionalism and maintain confidentiality and a high level of discretion (E)
- Able to exercise judgement in making decisions (following established procedures) or referring to others (E)
- Willingness to be flexible (E)
- Willingness to undertake further training and learn new IT and other skills (E)

THE PERSON

SPECIAL CIRCUMSTANCES

- The role requires attending some occasional events involving late, evening or weekend working (E)
- Due to the cycle of the academic year, annual leave may be restricted during periods of peak activity (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

The post is available immediately on an indefinite full-time basis.

Salary will be £26,707 to £30,378 per annum on Grade 5 on the single salary spine.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals. We have a hybrid-working policy which supports a mix of at home and on campus 'hybrid' working for many roles. For the majority of hybrid roles, the expectation is a minimum of 60% of working time will be spent physically present in the workplace.

The flexibility of the hybrid-working policy allows the possibility of some remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

This vacancy is not eligible for sponsorship. The successful candidate must hold or obtain permission to work in the UK, which would allow them to take up this post.

The post is superannuable under the Group Personal Pension and there is an annual holiday entitlement of 20 days plus statutory (8 days) and customary (6 days) holidays. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **26 August 2026**.

It is anticipated that interviews will take place **on or around 10 September 2026**, and we will inform of you the outcome of your application prior to this date.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.



ABOUT FACULTY PROFESSIONAL SERVICES

FACULTY PROFESSIONAL SERVICES

Faculty Professional Service (FPS) is the collective name for a community of interdisciplinary teams based across the University campus. These teams consist of a range of professional services staff who work as business partners with academic units, students, central University services, and a huge range of external stakeholders.

We operate in a multitude of campus environments and in many diverse roles including Laboratory Technicians; Executive Personal Assistants; Events Co-ordinators; and School Business Management Teams. We are a group of creative problem solvers with the business agility and skills to make things happen, and a cultural ethos that promotes positive change and continuous improvement.



ABOUT THE FACULTY OF ARTS AND HUMANITIES

Our Faculty offers a vibrant and stimulating learning environment for staff and students alike. We play a vital role in the wider university through a distinctive agenda around research and teaching: we explore the very essence of life – the past and present condition of humanity, and its possible and probable futures. Through our cutting-edge interdisciplinary teaching and research, we aim to transform the lives of our students, and this work has a tangible cultural legacy which is internationally significant. The Faculty's global reputation helped make Norwich England's first UNESCO City of Literature and it attracts writers of all kinds from around the globe.

Our Faculty is a place that hones creative excellence – proud UEA graduate and Nobel Laureate Sir Kazuo Ishiguro is testament to that – but is also one that provides our graduates with the skills to prosper across many professions. Our drama and multi-media studios, historical archives and collections, translation centre, the Sainsbury Centre for Visual Art – these are the labs in which discoveries are made and careers launched.

We create opportunities for ground-breaking exploration, working closely with a wide range of colleagues in other Faculties across the world, and with our regional partners. We have specific thematic interests in global perspectives, digital creativity and creative health, gender and identity, creative and cultural industries and heritage, as well as global justice and social responsibility.

The Faculty is led by Pro-Vice-Chancellor Professor Catherine Richardson, who works closely with the Faculty Executive Team sharing responsibility for Research; Innovation and Engagement; Learning and Teaching and Student Experience; Postgraduate Research; Admissions and Internationalisation; and Employability.

Our aim is always to offer a nurturing, transformative experience to our students, developing their creative and critical skills so that they excel academically and thrive personally. Together, we make our mark on a fast-changing world.

Information about the Faculty can be found here: <https://www.uea.ac.uk/about/faculties-and-schools/faculty-of-arts-and-humanities>

We are committed to fostering an academic culture of dignity and respect. We are committed to ensuring that academic staff are supported at all stages of their careers with support for Early Career Researchers a particular priority. In research, we achieved outstanding results in REF2021, our collective performance being the 5th strongest among Arts and Humanities Faculties submitted to Panel D.





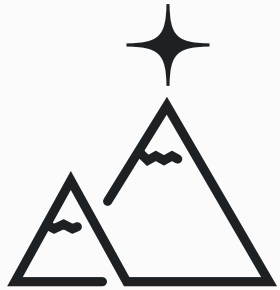
OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT

OUR VALUES (CONTINUED)



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Sir Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Sir Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the 'three pillars' of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and 'eco' products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on X [@SustainableUEA](https://twitter.com/SustainableUEA)



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office) and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



NORWICH

A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930s parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY



LOCATION

Some cities you've heard of, others you have to discover.

Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked in the UK Top 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

