

Position Title : BA Program Coordinator (Full-Time)
Department : Faculty of Arts, Humanities and Languages
Report to : Head of the Faculty of Arts, Humanities and Languages
Reportees : N/A
Employer : University of Puthisastra
Location : Phnom Penh, Cambodia

1. Position Summary

The Full-time Bachelor Program Coordinator will be responsible for the efficient administrative and academic operations of the Bachelor program in English, Business, and Entrepreneurship. This role involves managing day-to-day program activities, providing comprehensive support to students and faculty, ensuring the quality and continuous development of the program, and fostering effective communication among all stakeholders. The Coordinator will work closely with the Head of the Faculty of Arts, Humanities, and Languages, faculty members, and administrative units to ensure the program's success and sustainability. This position also includes teaching responsibilities of at least 12 hours within the Coordinator's area of expertise.

2. Duties & Responsibilities

- Program Administration:
 - Manage the daily administrative operations of the Bachelor program, ensuring smooth and efficient processes and adherence to university policies.
 - Serve as the primary point of contact for student inquiries, providing accurate and timely information regarding program requirements, policies, procedures, and university resources.
 - Maintain and update student records, program databases, and relevant documentation with accuracy and confidentiality.
 - Assist in the development, maintenance, and dissemination of program-related materials, including handbooks, brochures, website content, and course outlines.
 - Coordinate the scheduling of courses, classrooms, academic advising sessions, and program-related meetings.
 - Support the organization and execution of program events, such as orientations, workshops, guest speaker sessions, career development activities, and university events.
 - Assist with the preparation of program reports, statistics, and evaluations to inform program development and improvement.
 - Monitor the implementation of program policies and practices, ensuring consistency and effectiveness.
 - Ensure sustainability by documenting and archiving course outlines, materials, and all relevant program resources.

- Assist as required in the coordination between the Ministry of Education, Youth and Sport (MoEYS) and the Faculty.
- Academic Support:
 - Liaise with faculty members and part-time lecturers regarding course administration, student progress, and academic matters.
 - Cooperate with the Head of the Faculty for the development and continuous improvement of the program curriculum and course content.
 - Work with the English team and Quality, Learning, and Teaching, and Students (QLTS) to further the development of BA Programme Course Outlines and associated course materials.
 - Facilitate regular meetings with course lecturers and coordinators to ensure consistency in course content, teaching delivery (including activities, projects, and other teaching and learning methods), with support from the Head of the Faculty.
 - Advise and evaluate lecturers, both as a team and individually, familiarizing them with Course Outlines, Course Learning Outcomes (CLOs), new teaching tools, and best practice methods.
 - Guide lecturers who need assistance with lesson preparation and finding appropriate resources.
 - Assist the Head of the Faculty to ensure that summative assessments are consistently delivered across all lecturers' delivery, following the Course Outlines and aligning with CLOs.
 - Lead in facilitating summative assessments, formative assessments, and examinations.
 - Assist in the coordination of assessment processes, including the collection and distribution of assignments and exams.
 - Assist in validation and moderation of English courses (following university assessment policies and procedures) once per semester, considering CLOs and students' future needs.
 - Support the implementation of academic policies and procedures.
 - Facilitate effective communication between students and faculty.
 - Assist in the coordination of student internships, projects, and other experiential learning opportunities.
 - Support program development initiatives and contribute to the continuous development of the program.
 - Potentially teach courses within their subject-matter expertise, as required.
- Student Support:
 - Provide comprehensive guidance and support to students on academic and administrative matters, fostering their success.
 - Assist students in navigating university resources and support services.
 - Monitor student academic progress and proactively identify students who may require additional support or intervention.
 - Contribute to the development of a positive and supportive learning environment for all students.
 - Assist in the development and implementation of strategies to increase the English proficiency of lower-level English students.
- Collaboration and Communication:
 - Work collaboratively with faculty members from the English, Business, and Entrepreneurship disciplines, fostering interdisciplinary connections.
 - Liaise effectively with other university departments and administrative units to ensure smooth program operations.

- Maintain effective communication with prospective students, current students, alumni, and external stakeholders, representing the program professionally.
- Participate actively in program meetings and contribute to program development initiatives and decision-making processes.
- Liaise with the Head of the Faculty and colleagues across the university to ensure an excellent working relationship between the English team and other faculty teams.
- Represent the BA program at university events and external events, promoting its visibility and reputation.
- Assist as required in the recruitment of lecturers for the BA courses.
- Participate in university committees, boards, and/or other governance bodies, based on interests and expertise.

3. Minimum Qualifications & Requirements:

Experience/ Skills:

- Proven experience (3-4 years in the Cambodian context preferred) in program administration, preferably within a higher education setting.
- Near Native-level English speaker (essential).
- Excellent written and verbal communication skills in English (essential).
- Proven ability to work with and value diverse staff, students, and Heads of Departments (essential).
- Experience instructing in a university or context with comparable students (essential).
- Demonstrable experience in preparing lessons and assessments (essential).
- Demonstrable experience in developing curricula (essential).
- Significant experience in managing and leading a team (essential).
- Excellent organizational and time management skills with a strong ability to prioritize tasks and meet deadlines.
- Strong written and verbal communication skills in English, including the ability to interact effectively with diverse individuals.
- Proficiency in using Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and Google Workspace.
- Familiarity with learning management systems (e.g., Moodle, Canvas) is desirable.
- Demonstrated ability to work independently and as part of a team.
- Strong problem-solving and decision-making skills.
- A proactive and detail-oriented approach.
- Knowledge of academic policies and procedures in a university environment is an advantage.

Education:

- BA/BSc or equivalent certificate in a relevant field (essential).
- Master's degree in Business, Entrepreneurship, or a related field (essential).
- PhD in Business, Entrepreneurship, or a related field (preferred).