UNIVERSITY OF PUTHISASTRA

Position Title:	**General English Program Coordinator (Full-Time)**
Department:	**Faculty of Arts, Humanities and Languages**
Report to:	**Head of the Faculty of Arts, Humanities and Languages**
Reportees:	**General English Lecturers & Admin Officer**
Employer:	**University of Puthisastra**
Location:	**Phnom Penh, Cambodia**

1. Position Summary

The General English Program Coordinator provides academic leadership and operational oversight for the General English curriculum across Foundation Year and Year 2. A central pillar of this role is cross-faculty collaboration, ensuring the English program serves as a high-quality service provider to all university departments.

2. Duties & Responsibilities

1. Strategic Inter-Faculty and Department Collaboration

- Service Integration: Act as the primary liaison between the English Faculty and other academic faculties to ensure English course delivery aligns with the specific linguistic demands of different majors.
- Needs Analysis: Conduct regular consultations with the Dean/Heads of other faculties to identify specific student challenges and adapt the General English delivery to better support their core disciplinary studies.
- Annual Teaching Workload Calculation - Work closely with the Head of Faculty to calculate and coordinate the annual teaching workload for the English team. Prepare supporting documentation to ensure that workload allocations are appropriate, transparent, and aligned with institutional policies.
- Stakeholder Diplomacy: Foster professional, service-oriented relationships across the university to ensure the English program is viewed as a vital partner in overall student success.
- Supporting Faculty Diplomacy: Ensure and foster professional communication among the supporting departments, such as RO, ITO, Facility, IQAU, and Student Engagement teams, and the faculties.

2. Academic Leadership & Curriculum Innovation

- CEFR Alignment: Lead the design and refinement of course syllabi to ensure strict alignment with CEFR benchmarks, the set Course Learning Outcomes (CLOs), and the Program Learning Outcomes (PLOs) of the faculty.
- Contextualised Learning: Oversee the development of supplementary materials that bridge General English with the terminology or contexts relevant to the various faculties being served.

- **Digital Integration:** Champion with the support of the Blended Learning Team, the integration of asynchronous classes and blended learning to Moodle of the English courses to maintain high engagement across diverse student groups.
- **Support English Courses:** Inform the development of an English Support course system to ensure alignment between the support courses and the credit courses they support.
- Teaching if needed.

3. Faculty Management & Mentorship

- **Team Leadership:** Build a cohesive, high-performing team of lecturers, ensuring they are prepared to teach diverse cohorts from different academic backgrounds.
- **Pedagogical Coaching:** Conduct classroom observations and provide feedback focused on consistency, student engagement, and the effective delivery of the levelled curriculum.
- **Capacity Building:** Familiarise lecturers with specific faculty requirements and best practices for teaching "English as a Service" to other departments.

4. Assessment & Quality Assurance

- **Accountability:** Ensure that summative assessments accurately measure the CLOs required for students to progress successfully in their respective degree programs.
- **Standardised Placement:** Lead the administration of English placement exams to ensure accurate student levelling across the entire university intake.
- **Operational Coordination:** Collaborate with the Registrar's Office (RO), IT Office (ITO), and Facilities team to arrange examination rooms, computers, and other logistical requirements necessary for effective exam administration.
- **Exam Administration:** Coordinate midterm examinations by organising exam schedules, preparing student lists, and communicating with students and relevant stakeholders to ensure the smooth and timely administration of exams.
- **Remedial, Resit, and Alternative Exams:** Coordinate remedial sessions to support students who require additional academic assistance. Liaise with lecturers to facilitate the preparation and administration of resit and alternative examinations in accordance with university policies.
- **Quality Moderation:** Execute semesterly validation and moderation processes to ensure that grading is fair, consistent, and rigorous across all lecturers and faculties.

5. Operational Oversight

- **Online Session Planning:** Coordinate room allocation for lecturers conducting online sessions on campus or arrange appropriate work-from-home (WFH) plans when applicable to support effective online teaching delivery.
- **Timetable Planning:** Coordinate the preparation of semester individual teaching timetables and the faculty master timetable for the General English program. Work closely with the Head of Faculty, Registrar's Office (RO), and relevant stakeholders to ensure teaching schedules are balanced, operationally feasible, and aligned with the academic calendar, lecturer workloads, and course delivery requirements.
- **Resource Management:** Maintain a centralised, sustainable archive of all course syllabi and materials to ensure continuity across academic years.
- **Recruitment & Induction:** Assist in selecting high-calibre teaching staff and lead their onboarding into the university's academic culture.

- Staff Management: Support to ensure that the staffing is appropriately matched with faculty goals and the needs of the courses.

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. (desirable)
- 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 in instructing at 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 organisational and time management skills with a strong ability to prioritise 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 Teaching, Learning, Education or relevant field (essential).
- PhD in a related field (preferred).