



TOBAGO HOSPITALITY AND TOURISM INSTITUTE

Job Title: Faculty Coordinator

Revised: July 23rd 2025

Position Number: 202

Department: Academic Services

Reports to: Dean- Academic Services

Approved by: Board of Directors

Date: February 23rd, 2024

1.0 JOB SUMMARY:

The Faculty Coordinator plays a pivotal role in supporting the academic operations of the institution. As the key liaison between faculty members and administration, the Faculty Coordinator is responsible for facilitating effective communication, providing comprehensive support to faculty members, and ensuring compliance with institutional policies and procedures. This position also lends support and assistance in the delivery of all educational and training programmes for faculty. The role involves coordinating various administrative tasks, such as scheduling, timetabling, record-keeping and conducting data analysis to support the Academic Division. He/she also coordinates the day-to-day operations of the Academic Services in the absence of the Dean of Academic Services.

2.0 DUTIES & RESPONSIBILITIES:

- 2.1. Manages all client-based industry training programmes, seminars and workshops in accordance with customer needs, in liaison with the Marketing Department and the Dean, Academic Services.
- 2.2. Coordinates all guest lectures and learning projects.
- 2.3. Facilitates the implementation of curriculum goals and objectives as established by the Dean, Academic Services; and in liaison with the Maintenance Department, ensures the necessary classroom setup, equipment and materials as specified.
- 2.4. In liaison with the Dean - Student Services, assists with the coordination of all student trips and activities.
- 2.5. Collaborates with faculty and department heads to develop and finalize course schedules, ensuring optimal use of resources, balancing faculty workload, and accommodating student needs.

- 2.6 Develops the academic calendar in liaison with the Dean - Student Services and the Dean, Academic Services.
- 2.7 Manages the examination invigilation process at the Institute, ensuring compliance with organisational and educational regulatory requirements.
- 2.8 Works with the Dean - Student Services in the registration and student orientation process and ensures their successful implementation.
- 2.9 Coordinates the onboarding process for new faculty members, including preparing necessary paperwork, facilitating orientation sessions, and assisting with the integration into the institution's academic community.
- 2.10 Coordinates the academic advisement process with students.
- 2.11 Implements student feedback mechanisms to ascertain levels of satisfaction with the Institute's programmes, processes and activities; and prepares reports and conducts follow up action that may become necessary.
- 2.12 Facilitates the faculty evaluation process by assisting in the collection and compilation of evaluation materials, maintaining digital records, and ensuring timely completion of evaluations in accordance with institutional policies.
- 2.13 Supervises the duty management process and carries out any follow up action that may become necessary, in consultation with the Dean - Academic Services.
- 2.14 Receives and checks all students' grades and prepares comprehensive reports, including recommendations prior to submission to the Dean - Academic Services.
- 2.15 Coordinates and supports academic events, such as conferences, seminars, and guest speaker engagements, by assisting with logistics, coordinating faculty participation with the Information Resource Centre.
- 2.16 Assists faculty in curriculum-related activities, including organizing and maintaining curriculum files, updating course catalogues, and assisting with the curriculum revision processes.
- 2.17 Works with the Dean, Academic Services to develop, maintain and communicate process maps and academic policies; reviews and assists in the preparation of new ones.
- 2.18 Assists with the accreditation process for the organisation in accordance with requirements of the Accreditation Council of Trinidad and Tobago and ensures adherence to accreditation and other internationally recognised standards.

- 2.19 Stays abreast of new developments in education and learning technologies within the industry.
- 2.20 Represents the Institute at various fora as agreed.
- 2.21 Any other job-related duties assigned by his/her immediate Supervisor/Manager or duly authorised officer

COMPETENCIES

3.1. CORE

- Integrity
- Collaborating with others
- Quality
- Student-Centred Focus

3.2 TECHNICAL

- Academic/Faculty Policy and Procedure Development
- Being analytical and data-driven
- Versed in curriculum development and management/educational programme design and implementation
- Ability to encourage and engender an environment of continuous learning
- Teaching/facilitation skills
- Ability to manage a diverse team and handle multiple projects simultaneously.
- Good understanding of quality and process management
- Ability to work and collaborate successfully with varied groups of stakeholders, programmes, organizations, agencies and the community in furtherance of the strategic intent of the organisation
- Conflict resolution and management, negotiations at level of students, and other internal and external stakeholders
- Communication and active listening: makes link between the employee, different stakeholders, at different levels of authority and influence.
- Flexibility and ability to navigate any situation
- Cultural awareness and sensitivity
- Student advocacy
- Emotional intelligence (EQ) and Empathy

- Customer service acumen and orientation
- Confidentiality

3.3 LEADERSHIP

- Strategic Leadership
- Managing Resources
- People Leadership
- Business Acumen

4.0 QUALIFICATIONS & EXPERIENCE:

- 4.1. Master degree of Science degree in Education Administration or Management.
- 4.2. Postgraduate qualifications in the field of Social Sciences from a recognised tertiary educational institution would be an asset.
- 4.3. At least seven (7) years' experience in a supervisory position; especially at a tertiary level teaching environment.
- 4.4. A sound record of teaching at a tertiary level as well as of research and potential in the area of research.
- 4.5. Experience in developing curricula and managing programmes would be an asset.
- 4.6. Must have a proven track record in a supervisory position, and administrative services in a tertiary level educational institution.
- 4.7. Understanding of quality management systems as it relates to teaching institutions would be an asset.
- 4.8. Willingness to expand knowledge base within the organisation through continuous learning
- 4.9. Must be proficient in Microsoft Office Suite
- 4.10. Must be versed at using learning technologies and Learning Management Systems (LMS)

5.0 KEY RELATIONSHIPS:

- 5.1. Reports to: Dean, Academic Services
- 5.2. Works with: All Heads of Departments, Lead Lecturers, Line Supervisors, general staff and students
- 5.3. Communicates with: Key stakeholders relevant to the job position, including the Accreditation Council of Trinidad and Tobago, and other accreditation institutions.
- 5.4. Direct Reports: Lecturers
- 5.5. Indirect Reports: Quality, Student Services, Marketing

6.0 SUPERVISORY RESPONSIBILITIES:

- Reviews and recommends teaching and learning strategies
- Coordinates orientation for incoming faculty and administrative staff

7.0 ACCOUNTABILITIES/OUTPUTS: (Areas for which the incumbent is directly answerable for attaining and delivering in the course of duty)

OUTPUTS	HOW OFTEN
Reviewed course outlines at the departmental level	Annually
Reviewed lesson plans	Annually
Updated guest lecturer schedule	Semester
Updated field trip schedule	Semester
Coordination of academic events	Semester
Course and examination timetables	Semester
Exam review	Semester
Faculty Training Log	Monthly
Creation/review of Academic policies	As needed
Student evaluation report dissemination (Academic courses)	Semester
Classroom observation report dissemination (Faculty review)	Semester
Faculty Orientation briefs	Biannual
Internship Orientation briefs	Biannual
Internship assignments	Biannual

8.0 CHANNEL & MODE OF COMMUNICATION:

8.1 In line of duty, a wide range of communication channels is utilised which include:

- Telephonic and face-to-face conversations
- Video and audio conferencing
- Pre-recorded instructional videos
- Utilisations of emails
- Formal written documents- written letters and memos
- Chats and messaging
- Facilitation skills

8.2 MODES OF COMMUNICATION

- Interpretive Communication
- Interpersonal Communication

- Presentational Communication
- Gestural Communication
- Aural Communication
- Visual Communication
- Spatial Communication

9.0 PHYSICAL AND MENTAL STRAIN:

9.1 MENTAL DEMANDS

- Requires a degree of multitasking to complete multiple and varied projects within similar timeframes
- Requires a significant degree of concentration utilising multiple modes of technology for extended periods of time
- Requires a significant degree of collaboration with various units to execute duties
- Requires the ability to perform core duties while attending to administrative or personnel matters
- Requires a rapid response rate to emails or phone calls to address urgent demands expressed by various stakeholders
- Occasional disruption by calls for meetings or the need for intervention on pertinent issues
- Occasionally provides emotional support to staff and students

9.2 PHYSICAL DEMANDS

- Regularly works for an extended period of time in a seated position, sedentary work
- Regularly exposed to rays from computer monitors that may lead to eye strain
- Rarely functions in environments that may pose physical threat

10.0 WORK ENVIRONMENT:

10.1 This job is performed in comfortable surroundings. There are no environmental demands.

11.0 ACCEPTANCE STATEMENT:

The Management of the Tobago Hospitality and Tourism Institute, reserves the right to amend this Position Description anytime as required.

I have read and fully understood the position description as stated and accept that any of the tasks may be modified or changed. I accept that I am to be governed by the duties of this job description and take responsibility for performing the functions as listed above, in accordance with performance measures relevant to this job description and the organisation's Strategic Plan.

This Position Description in no way states or implies that these are the only duties to be performed and I may be required to perform any other job-related duties assigned by the Dean - Academic Services or duly authorised officer.

My signature below indicates my acceptance of the same and my commitment to the performance of my duties at the Tobago Hospitality and Tourism Institute.

Employee's Name
(Please print)

Employee's Signature

Date