

## Quality Enhancement Administrator

Job Ref: REQ16827

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### School Summary

The post holder is expected to provide a high level of support for staff and students within the School

### Job Description

#### Job Grade:

Administrative Services Grade 4

#### Job Purpose

To take administrative responsibility for quality enhancement activities within the School. This is to include undergraduate and postgraduate feedback, module reviews and dealing general enquiries from academic staff. To co-ordinate and contribute to the review of undergraduate and postgraduate teaching provision and internal quality procedures for the enhancement of student experience within the School.

Some duties are likely to vary over time depending on institutional priorities, the external environment and the on-going enhancement of operations.

#### Job Duties

- To develop an understanding of the Schools quality enhancement activities through involvement with a range of administrative duties to support the student administration cycle for undergraduate and postgraduate students.
- To work closely with key staff within the School the Associate Dean for Teaching, Deputy Associate Dean for Teaching, Operations Manager and Directors of Studies to develop knowledge and context for a review of teaching provision. This will include attendance a School Teaching Committees, with a close involvement with internal QA processes.
- To develop a good working relationship with staff in the Programme Quality and Teaching Partnerships Office and develop an understanding of the University's quality procedures and established good practice.
- To assist and support the Associate Dean for Teaching, Deputy Associate Dean for Teaching and Directors of Studies in the design and documentation of programme specifications, module and programme changes, to meet with University deadlines.
- To work closely with administrative colleagues to re-engineer existing processes or develop new procedures to reflect changes being made to the teaching portfolio.
- Assist with PGT & PGR administration including admissions

- Develop and maintain a strong working relationship with colleagues from within and outside of the School and liaise appropriately on all aspects of student related administration.
- Ensure full compliance with University policies and procedures including Data Protection and Freedom of Information.
- To take shared responsibility for providing cover in all areas of administration, including dealing with enquiries at reception, and following them through to completion. Undertake any additional duties in response to changing needs within the Team at the request of the School Administration Manager or Operations Manager.
- To fully engage with the School's PDR process and to undertake any training and development opportunities identified through this process that will enhance the team's ability to provide excellent service. To participate in school-wide based development sessions arranged by the School Administration Manager and Operations Manager.
- To remain open to providing support in any area of the School in response to business needs and when requested by the School Administration Manager, or Operations Manager; to ensure that key services are maintained at all times; to assist other members of the team during peak periods in the academic cycle.

### **Points To Note**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

### **Special Conditions**

All Administrative Staff will be expected to support and attend key events such as School visit days and Saturday University Open Days, on a rotational basis.

Annual leave requests will be restricted at key points in the academic calendar, and will be approved subject to the needs of the business.

**This job description is an indication of the duties associated with this role, but there will be an expectation that the post-holder will undertake further duties as required, in line with business needs. It is expected that annual leave will be arranged to fit with the requirements of the role and the activities taking place in the wider team.**

### **Organisational Responsibility**

Reports to: The School Administrative Manager

Task Manager: Dr James Flint (Assistant Associate Dean for Teaching)

Responsible for: None

### **Other**

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	Substantial experience of working as an administrator, preferably in an HE setting.	1,3
	Experience of using databases	1,2,3
	Experience of producing/using management information	1,3
Skills and abilities	Confident and professional with excellent customer focus	1,3
	Excellent interpersonal and communication skills	1,2,3
	Excellent organisational skills, with the ability to prioritise work effectively and meet deadlines	1,3
	Proactive, self- motivated, flexible, reliable and discrete	1,3
	Able to deal with work pressure effectively	1,3
	Ability to work to a high level of accuracy.	1,2,3
	Ability to absorb and apply complex information quickly	1,3
	Demonstrable ability to use own initiative	1,2,3
	Excellent practical IT skills (Microsoft Office) and databases.	1,3
Training	A willingness to undertake further training as appropriate, and to adopt new procedures as and when required.	3
	Demonstrate an ongoing commitment to personal development	3
Qualifications	Educated to A level standard or equivalent qualification / experience.	1,3
Equality and Diversity	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace	1,3
Other	Commitment to providing a high level of service to both students and University staff.	3

## Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience of project management	1,3
	Experience of Data Protection	1,3
Skills and abilities	Experience of Loughborough University IT systems, eg, LUSI, Learn, Agresso, CMIS and Co- Tutor.	1,3

## Conditions of Service

The position is FULL TIME and FIXED TERM, for 6 Months. Salary will be on Administrative Services Grade 4 (£19,485 - £23,164) per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

## Informal Enquiries

Informal enquiries should be made to Mrs Bhav Mistry, School Administration Manager, by email at: James Flint [J.A.Flint@lboro.ac.uk](mailto:J.A.Flint@lboro.ac.uk) or [b.mistry@lboro.ac.uk](mailto:b.mistry@lboro.ac.uk) or by telephone on +44 (0)1509 227036 or +44 (0)1509 227620.

## Applications

The closing date for receipt of applications is **Sunday 4 December 2016**.