

## Undergraduate Administrative Assistant

Job Ref: REQ16835

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**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

Reporting to the Undergraduate Programmes Manager, contributing to the provision of excellent service to colleagues and students; providing administrative support for a group of Academic staff, as assigned by the Undergraduate Programmes Manager, including diary management; assisting in a broad range of administrative tasks in support of Undergraduate students such as contributing to the update of programme and module materials, assisting in the production of examination papers, supporting in-house examinations, dealing with and resolving general student enquiries at reception. Supporting placement and graduation events and assisting with other aspects of student administration as required.

#### Job Duties

- To provide administrative support for a group of Academic staff, managing their diaries, dealing with enquiries, arranging meetings and events and assisting with general administrative duties on their behalf.
- To work closely with the Undergraduate Programmes Manager in executing the annual review submission for module and programme specifications and programme regulations in line with university procedures and timeframes. To assist with the collation of materials for internal and external quality processes such as APR, PPR and accreditations as required.
- To assist with the production and formatting of examination papers, proof-reading and distribution to external examiners and the follow-up on queries; to provide all materials for the Registry exams team in a timely manner; booking external examiner travel, accommodation, evening meals and arranging for the processing of expenses claims.
- To provide support in preparing for examination boards when required, assisting in the preparation of materials for examination boards, co-ordination of IP Claims, reassessment materials and information, overseas exams and resits.
- To share responsibility for the administration and support of the School's in-house examinations process; booking rooms, arranging invigilation, collation of papers and communication of arrangement to staff and students as appropriate.

- To act as a point of contact for the School's internal room booking process for School meeting rooms and provide advice and support to staff in need of meeting or events space outside of the School itself.
- To ensure that absences are approved by the Undergraduate Programmes Manager, and that the office is appropriately staffed at all times in keeping with business needs; take shared responsibility for welcoming visitors to Reception in a professional and hospitable manner; dealing with telephone and email queries promptly and efficiently.
- To take shared responsibility for the coursework and project hand-in and return processes within the School and to assist students by dealing with queries and explaining procedures; to provide support for student feedback processes, and to ensure these are administered in line with University protocols.
- To provide secretarial support for formal meetings within the School, arranging meetings, circulating papers and taking minutes, and providing follow-up.
- To maintain confidential student records using the University's IT based systems, including the upload of material and information to the LEARN system on behalf of academic colleagues.
- To take shared responsibility for maintaining student registration data, and assist in the administration of module options, collating guidance material and information on module content, liaising with students who have failed to respond within stated deadlines, and ensuring that module choices are reflected correctly on LUSI.
- To provide direct cover during the absence of colleagues within the Undergraduate team; to provide more general cover for colleagues in the wider administrative team and becoming involved in activities that support the School's broader strategic objectives including participation in Visit Days, Saturday Open Days, Student inductions and Placements events; to remain open to providing support in any area of the School in response to business needs and when requested by the Undergraduate Programmes 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.
- To develop a broad knowledge of University procedures and to build a strong working relationship with colleagues in Central departments to ensure an excellent two-way flow of information and support.
- To participate fully in the School's PDR (Performance and Development Review) Scheme and work closely with the Administrative Co-ordinator to identify and agree suitable professional and personal development opportunities.
- 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.

## 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.**

November 2016

## **Organisational Responsibility**

Reports to: The Postgraduate Programmes Officer

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           | Previous experience of working in a demanding student facing administration office.                           | 1,3   |
|                      | Experience of using corporate databases   | 1,3   |
|                      |   |       |
| Skills and abilities | A strong team player with excellent communication skills  | 1,3   |
|                      | Proactive and able to prioritise work to meet deadlines   | 1,3   |
|                      | Able to demonstrate a strong customer focus   | 1,3   |
|                      | Adaptable and flexible to meet with changing work requirements  | 1,3   |
|                      | Able to work under pressure with accuracy and attention to detail   | 1,3   |
|                      | Effective ability to absorb and apply knowledge of University structures, systems and procedures              | 1,3   |
|                      | Excellent practical IT skills (Microsoft Office) and use of databases   | 1,3   |
|                      |   |       |
| Training             | A willingness to undertake further training as appropriate, and to adopt new procedures.                      | 1,3   |
|                      | Evidence of a strong commitment to personal development   | 1,3   |
|                      |   |       |
| Qualifications       | Educated to A Level standard or equivalent qualification or with sound experience from a relevant environment | 1,3   |
|                      | GCSE English and Maths or equivalent  | 1     |
|                      |   |       |
| Other                | Commitment to providing a high level of service to both students and University staff.                        | 3     |
|                      | Commitment to providing a high level of service to both students and University staff                         | 3     |

## Desirable Criteria

| Area                 | Criteria  | Stage |
|----------------------|---|-------|
| Experience           | Experience of HE student administration                     | 1,3   |
|                      |   |       |
| Skills and abilities | Knowledge of the demands of academic calendar               | 1,3   |
|                      | Awareness of current issues impacting on the HE environment | 1,3   |
|                      | RSA II  | 1,3   |
|                      |   |       |

## Conditions of Service

The position is FULL TIME and FIXED TERM, for 3 months. Salary will be on Administrative Services Grade 4 (£19,273 - £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 Mr Richie Emerson-Wood, Postgraduate Programmes Officer, by email [R.J.Emerson-Wood@lboro.ac.uk](mailto:R.J.Emerson-Wood@lboro.ac.uk) or telephone +44 (0)1509 227646

## Applications

The closing date for receipt of applications is Sunday 4<sup>th</sup> December 2016

Interviews: w/c 12<sup>th</sup> December