

Undergraduate Programmes Officer

Job Ref: REQ170990

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Management and Specialist Grade 6

Job Purpose

The Undergraduate Programmes Officer will co-ordinate the smooth and efficient running of key tasks undertaken within the Undergraduate Team in support of all programmes offered by the School. To this end the post holder will undertake day to day management of programme administration staff and the School's Timetabling and Student Administrator, provide senior administrative programme support and oversee significant administrative and qualitative processes.

To be actively involved in the review, development and implementation of processes and procedures to enhance the Undergraduate student experience, and to work closely with the Undergraduate Programmes Manager to ensure that consistent service excellence is established and delivered to Staff, Students and visitors to the School.

Job Duties

Work closely with the Undergraduate Programmes Manager to:

- Plan and coordinate the efficient delivery of key administrative processes in support of undergraduate students from induction to graduation, ensuring that a high standard of service is provided to students and colleagues within the School and across the wider University.
- Take responsibility for the effective day-to-day management of a group of dedicated programme Administration staff in the School's undergraduate student support team; in line with University policy, monitoring workloads and reviewing support systems and procedures; ensuring that resource is effectively deployed according to business need; monitoring performance (including undertaking performance and development reviews), identifying development opportunities within the team; dealing with HR Issues promptly, and where necessary putting in place remedial action or referring serious cases to the Undergraduate Programmes Manager and School Operations Manager; managing flexible working, sickness absence and annual leave within the team to ensure cover is in place. Coordinating and delivering on key aspects of UG student Administration.
- Manage assessment process activities including, in-class tests/in- house examinations, examination production, projects, prizes, examination board and post-board administration and production of transcripts. Attend and support Programme Boards to provide expert advice and ensure compliance with University student and assessment regulations
- Oversee undergraduate student administration activities including ensuring the accuracy of the student record, attendance monitoring, liaison with CDS and students over additional learning and assessment

requirements. Ensure that student centred systems are fully exploited within the School eg CASPA, Co-tutor, Learn and Attendant.

- Take responsibility for certain quality processes such as the annual update of module and programme specifications, External Examiner administration, the module feedback exercise and the NSS,. Assist with the validating of data and production of content for annual and periodic reviews of UG programmes as well as contributing to external reviews for example, institutional accreditation of the UG programmes.
- Work with the School Timetable and Student Administrator to troubleshoot timetables to assist in identifying possible conflicts and problems, and provide solutions. Direct the collection of student module choice using current University systems.
- Ensure compliance with University and School regulations, and maintain knowledge of University processes and support services to provide advice and support to students. Contribute to the compilation and dissemination of student information for example the School UG Handbook.
- Actively contribute to, and provide support for, School learning and teaching related committees.
- In collaboration with the ADT, UG Programmes Manager and directors of Studies, identify areas in all UG activities in which administrative/service efficiencies can be made and contribute to developing and implementing processes to exploit this.
- Develop and maintain strong working relationships with colleagues in other areas of the University, represent the School in meetings at University level and contribute to new processes and procedures to achieve administrative efficiency. Provide training and support for staff within the team to ensure new processes are adopted and consistently followed.
- Fully engage with the School's Performance and Development Review process and to undertake PDR's for other staff .

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

The School's 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.

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.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Undergraduate Programmes Manager

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. 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	Significant relevant experience in an administrative role within an appropriate student or customer focused environment.	1,3
	Experience of managing staff in a team environment with a focus on service excellence	1,3
	Experience of ensuring compliance and advising others in a variety of complex and difficult situations..	1,3
	Experience of supporting formal committees and minute taking	1,3
	Experience of working individually and as part of a team	1,3
	Experience of using timetabling software	1,3
	Extensive experience of producing complex timetables in an educational setting	1,2,3
Skills and abilities	A team player, with the ability to plan, prioritise and work independently. Able to work under pressure to deal with unforeseen problems and circumstances effectively to meet competing deadlines, in a team setting.	1,2,3
	Flexibility and the ability to adapt to a changing work environment.	1,3
	Able to work quickly with accuracy and attention to detail.	1,2,3
	Excellent interpersonal, organisational and oral and written communication skills. Confident in dealing with difficult situations and able to absorb and explain complex information.	1,3
	Expert timetabling skills within an environment of complex requirements and constraints	1,3
	Well-developed problem solving skills, using initiative, negotiation and judgement in more complex situations.	1,3
	Demonstrable ability to absorb and apply knowledge of University structures, systems and procedures	1,3
	Excellent IT skills including databases, Microsoft Excel and Word	1,3
Training	Able to demonstrate a commitment to personal and professional development.	1,3
	Adopt new procedures as and when required	1,3
Qualifications	A level education or equivalent.	1
	GCSE Grade C or equivalent in English and Mathematics.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting.	1,3
	Experience of Loughborough University administrative procedures.	1,3
	Experience of Loughborough specific systems and procedures.	1,3
Skills and abilities	Skills using relevant Loughborough University IT systems eg LUSI,	1,3
	Demonstrate an awareness of developments in Higher Education	1,3
	Knowledge of University systems e.g. LUSI, Co-Tutor, iTrent	1,3
Qualifications	ILM 3 or similar professional qualification	1,3

Conditions of Service

The position is full time and open ended. Salary will be on Administrative Services Grade 6 (£29,799- £38,833) 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 Academic and Related 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 Julie Bouazza-Marouf, Undergraduate Programmes Manager, by email at J.A.Bouazza-Marouf@lboro.ac.uk, or by telephone on +44 (0)1509 227003.

Applications

The closing date for receipt of applications is 29 October 2017