

JOB TITLE: Staff Development Assistant (Maternity Cover)

Job Ref: REQ171105

Full-time and fixed-term for 9 months or the earlier return of the post holder, whichever is the soonest.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

We are seeking an excellent team worker, who enjoys the challenge of working in a constantly busy environment, with good customer service skills. You will have proven experience of working with IT systems, especially Excel and databases, and be highly organised with excellent attention to detail and accuracy.

As part of the very busy Staff Development Admin team you will assist with the smooth running of all training courses and events delivered by the department. You will be jointly responsible for the administration of the Institute of Leadership and Management (ILM) programmes and bespoke/tailored programmes.

Hours of work: Monday to Thursday 8:30am to 5:00pm and Friday 9:00am to 5:00pm

Job Description

Job Grade: Administrative Services Grade 3

Job Purpose

To work as part of the admin team within Staff Development to assist the smooth running of all training sessions run by the department. As well as maintaining databases so that these training sessions can be evaluated and reported on as and when required.

To be jointly responsible for the administration of the Staff Development bespoke programme.

To be jointly responsible for the administration of the Institute of Leadership and Management (ILM) programmes for the University.

Job Duties

COURSE ADMINISTRATION

- As part of a team, assist with the preparation of the training rooms for courses when necessary. This involves, room layout of tables and chairs, audio visual requirements, paperwork, projector screens, wipe boards and associated materials. Ensure refreshments for breaks and lunch arrive on time and are laid out/cleared away appropriately. Ensure all signs, papers any equipment etc are removed from the training room(s) after each session and filed/put away. Ensure training rooms are locked.
- As part of the team meet and greet presenters daily, take to training rooms and assist with any set-up queries.
- Use MS Outlook as an email tool, as a shared calendar and update Room Bookings calendar
- Cover the reception area in the afternoons and annual leave periods. This entails face-to-face, email and phone enquiries. This requires a good working knowledge of the full range of Staff Development activities, the programme and online my.HR/iTrent.

ILM Administration

- Manage the ILM administration for all programmes including:
- Managing the learner assignment submission process by keeping up-to-date accurate recordings of submissions, deadline dates, assigning markers, monitoring marker deadline dates, printing of assignments, passing to markers, recording results and informing successful candidates.
- Informing advisers of late submissions, extensions and resubmissions for marking and liaising with candidates over late submissions.
- Managing the ILM email system ilm@lboro.ac.uk and replying appropriately.
- Dealing with learner enquiries
- Managing the ILM system “walled garden” is kept up to date with registrations, results and certificate entry.
- Admin support of guest presenters,
- Liaising with Advisers regarding ILM Systems and processes and contributing towards improvements of the system and ways of working as appropriate
- Organising/minute taking of ILM standardization meetings
- Liaising with ILM as required

Project Administration

- Psychometric Tests – organizing the paperwork for learner psychometric tests, monitoring submission dates, chasing late entries and liaising with Advisers.

Bespoke/Tailored Programme

- Administer the bespoke/tailored workshops for schools and departments across campus working closely with the Staff Development Advisers and school/department administrators
- Responsible for updating iTrent and SD calendar with workshop information ensuring that participants training records are updated.

Finance Administration

- As part of the admin team be able to provide cover for day-to-day maintenance of HR finances, using Agresso finance system, to include Order and Invoice processing.

Other

- To carry out specific Departmental roles and functions as may be reasonably required, these being equitably distributed across the admin team.
- To take part in Departmental meetings and taking notes in these as required.
- To engage in training programmes in the University which are consistent with the needs and aspirations of the Department.
- To undertake such other duties as may be reasonably requested and that are commensurate with the nature and grade of the post.
- You will be required to move tables and chairs within the training rooms and within reason will need to be flexible with regard to start/finish times. For example, occasionally the need arises for a last minute training room set-up AM/PM

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 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 Staff Development Team Leader and Deputy Director Human Resources – Staff Development

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 in an office environment.	1
	Previous experience of dealing with people from diverse backgrounds.	1
	Substantial previous experience of using a PC with MS Office for Excel, and PowerPoint, MS Outlook for email and a shared calendar system.	1,3
Skills and Abilities	Ability to work efficiently and accurately.	1,3
	An eye for detail.	1,2
	Good interpersonal skills.	3
	Ability to work to tight deadlines.	1,2
	Ability to work flexibly as part of a team.	1,3
	Multi-tasking skills (essential in order to manage workload).	1,2,3
	Ability to forward plan your own schedule of work.	1,3
	Ability to maintain confidentiality at all times.	1
	Reliability.	1
	Ability and willingness to undertake regular, routine duties.	1,3
Training	Ability to adopt new procedures as and when required.	1
Qualifications	GCSE level or equivalent education including English and Mathematics.	1
Other	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous course administration experience in a Higher Education Environment.	1,3
	Previous experience with learning databases, such as iTrent and finance databases such as Agresso.	1,3
	Experience of working with ILM programmes or equivalent.	1,3

Conditions of Service

The position is full-time and fixed-term maternity cover for 9 months or the earlier return of the post holder, whichever is the soonest. Salary will be on Administrative Services, Grade 3, £16,983 to £19,305, per annum, subject to an annual pay award, 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 June Walton Staff Development Admin Team Leader by email at j.r.walton@lboro.ac.uk or by telephone on +44 (0)1509 228380.

Applications

The closing date for receipt of applications is **4 December 2017**. Interviews will be held on **12 December 2017**.