

Postgraduate Taught / Short Course Administrator

Job Ref: REQ171138

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 assist the PG Programmes Officer in the delivery of excellent service, primarily in the provision of postgraduate taught student administration, but also for postgraduate research programmes as required. To lead the administration of the School's short course provision and to provide administrative support for a group of academic staff.

Job Duties

- Assist and be proactive with the daily administration of postgraduate taught programmes; working closely with the School's Associate Dean for Teaching, the PG Programmes Officer and the Postgraduate Student Administrator dealing with enquiries, offer support and guidance to prospective students; process PG taught student registration, scholarships, timetables, assessment submissions, modules and upload marks, as well as other tasks determined by the PG Programmes Officer or Student Administrator.
- Use specialist knowledge of student administration to provide general advice and guidance on student welfare issues as and when they arise, particularly in relation to requests for extensions, breaks of study and regulatory information. To provide colleagues with similar advice and support.
- 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, Prizes, reassessment materials and resits.
- To provide support for a group of academic staff, as designated by the School Administration Manager; to arrange hospitality, arrange and support meetings, prepare correspondence on their behalf, or assist with general administration.

- 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; provide support for overseas examinations.
- To ensure that absences are approved by the PG Programmes Officer or PG Student Administrator, 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 co-ordinate and collate student feedback on PGT modules and programmes, ensuring information is made available for reporting at the appropriate committees. To assist the PG Programmes Officer and PG Administrator with student attendance monitoring to ensure compliance with UKVI legislation.
- To support Academics in the upkeep of Co-Tutor, 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.
- Provide the Associate Dean for Teaching and Director of PG Studies with timely and effective management information, and to follow-up on discrepancies in a timely manner; to act as a first point of contact for staff in the University's Student Office requiring information, or data returns, and to liaise with Programme Directors when appropriate.
- To arrange and support PG Staff Student Liaison Committee meetings, taking minutes and providing feedback on student issues. To resolve issues or complaints promptly, referring more serious issues to the PG Programmes Officer in the first instance. To provide secretarial support for other formal meetings within the School when required, arranging meetings, circulating papers and taking minutes, and providing follow-up.
- To take shared responsibility for the organisation of key PG events within the School such as student induction programmes, graduation, annual conferences and project exhibition events. Contribute to the production of Student and Programme handbooks.
- To assist in the administration of quality procedures such as annual programmes and module specification update and in preparing accreditation and APR material as appropriate.
- Act as first point of contact for complaints, should they arise, from postgraduate distance learning students and resolve issues where possible, referring more serious issues to the PG Programmes Officer in the first instance.
- To work closely with the PG Student Administrator in planning and arranging the PG taught induction process. To develop and maintain streamlined support to facilitate the needs of the newly registered students.

SHORT COURSES

- To provide efficient support for short courses running within the School in liaison with the Academic staff involved; manage arrangements and prepare materials well in advance, liaising directly with companies or individuals regarding payments, and monitoring registration numbers effectively.

- To work closely with academics to develop plans for forthcoming short courses ensuring these are advertised and promoted appropriately.
- To set up and manage the delegate booking arrangements. To identify and book locations for the short courses, liaise with internal departments to book catering, accommodation and other goods as appropriate.
- Ensure full compliance with University policies and procedures including Procurement, Data Protection and Freedom of Information.
- 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.
- Maintain information systems such as departmental archives, student records etc., ensuring compliance with University regulations and data protection and ensuring the timely delivery of accurate information as and when required.
- 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 remain open to providing support in any area of the wider 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 staff 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: Postgraduate Programmes Officer

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	Experience of working as an administrator, preferably in HE environment.	1,3
	Experience of dealing with students/ customers from a variety of backgrounds	1,3
	Experience of advising others in a variety of complex and difficult situations, including regulatory advice	1,3
Skills and abilities	Professional with excellent customer focus	1,2,3
	Excellent interpersonal and Communication skills	1,2,3
	Excellent organisational skills, with the ability to prioritise work effectively	1,3
	Able to plan, prioritise and work independently with minimal supervision	1,3
	Proactive, flexible, reliable and discrete	1,3
	Proven ability to deal with work pressure effectively	1,3
	Ability to work to a high level of accuracy	1,2,3
	Demonstrable ability to use own initiative	1,3
	Excellent practical IT skills (Microsoft Office, Excel) and databases	1,2,3
Training	A willingness to undertake further training as appropriate, and to adopt new procedures as and when required	1,3
	Demonstrate an ongoing commitment to personal development	1,3
Qualifications	GCSE Grade C or equivalent in 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	Student Administration experience supporting postgraduate students	1,3
	Event coordination or project planning experience	1,3
Skills and abilities	Ability to review, develop and implement new or existing processes	1,3
	Knowledge of Loughborough University IT systems, e.g. LUSI, Learn, CASPA and Co- Tutor	1,3
Qualifications	A level education or substantial relevant experience	1

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Administrative Services Grade 4 £19,850 to £23,557 per annum, at a starting salary to be confirmed on offer of appointment. Subject to annual pay award.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/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 Richie Emerson-Wood, Postgraduate Programmes Officer by email at R.J.Emerson-Wood@lboro.ac.uk or by telephone on +44 (0)1509 227646

Applications

The closing date for receipt of applications is **14 January 2018**.