

SENIOR SUPPORT OFFICER

Job Ref: REQ171215

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

Administrative Services, Grade 5

Job Purpose

To work in the professional services team at Loughborough University London providing support across a wide range of functions for students and staff within the policies and procedures defined for Loughborough University in general and for the London campus. You will be allocated particular duties commensurate with this grade and will be expected to work flexibly across different roles with support and training provided to enable you to undertake other duties as required.

We are looking for someone with some experience of administration related to one or more of the following:

- Student records
- Student feedback/surveys
- Programme administration
- Student volunteers

The postholder will be expected to lead on particular areas as allocated; working independently and alongside other team members, ensuring work is carried out in a timely and accurate manner, supported by more senior colleagues as appropriate and linking back to colleagues at Loughborough University. You will be expected to understand and be up to date with Loughborough University's policies and procedures and implement them on the London campus. For some aspects of the role, there will also be a requirement to understand relevant legislation and government policy. The postholder will work across multiple areas to ensure that we can always support our students and staff. The postholder will be expected to lead on projects for the whole team, involving other colleagues (including senior colleagues) and linking back to relevant colleagues on the Loughborough campus, for example for process reviews.

Job Duties

The postholder appointed to this grade will work across a number of roles and will be expected to be flexible as demand varies across the year and as the campus evolves.

The postholder will be expected to provide support through a general enquiries service in person and through telephone and email. The postholder will be expected to work as part of a team and to provide cover for other roles and for absences as required.

This is a new campus in its third academic year of operation and the postholder will be expected to embrace the challenges associated with this and be willing to develop their skills through training and development in relation to the needs of the students, staff and the location.

The postholder will be expected to attend meetings as appropriate to their area, chairing and taking minutes as appropriate to the meeting.

It may be necessary to attend occasional meetings or training in Loughborough and to undertake some duties outside traditional "office hours" when there are events or evening teaching requiring support.

Academic Programmes:

- General student administration relating to admissions, assessment, attendance monitoring.
- Management of student feedback.
- Ensuring student system data is up to date.
- Support for events including graduation.

Learning Resources

- Coordination of reading lists and ensuring electronic and physical materials are available.
- Ensure that all materials are available on the VLE.
- Overview of lecture capture provision.
- Ensure the physical space meets learner needs.

Student Welfare/Disability Support

- Provide information, advice and guidance to support students through local provision or through services based on the Loughborough campus.
- Support the delivery of study skills sessions including English language and Maths.

Academic Support

- Assist academic colleagues in the development of their teaching materials.
- Co-ordinate training provision for academic colleagues in conjunction with the Centre for Academic Practice.
- Provision of information for the timetable.

Student Placements

- To manage the data relating to placements.
- To provide support to students while on placement.

Immigration/Visas

- Local support for the administration of immigration and visas with support and guidance provided by staff at the Loughborough campus.
- Undertaking and providing training to ensure that all procedures are consistent with those across both campuses and with the current requirements set by government.

Business Administration

- To provide PA support for staff including the Dean and senior colleagues.
- To undertake finance administration using the University's information systems and processes.

External Stakeholders

- Liaising with tenants based in the building and with other external stakeholders.
- Linking with potential external organisations and individuals regarding placement opportunities, guest speakers etc.
- Liaising with colleagues at the Loughborough campus and members of Council and relevant committees

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.

All Professional Services staff are required to attend induction sessions for which travel to Loughborough (East Midlands) may be required

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

The Post holder will report to the Student Support 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 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Significant previous relevant experience within an appropriate environment relevant to one or more of the roles in the job description.	1,2
	Significant experience within a student or other customer- focussed environment.	1,2
	Experience of dealing with people in a variety of complex and difficult situations.	1,2
	Experience of working individually and as part of a team.	1,2
Skills and Abilities	Flexibility and the ability to adapt to a changing work environment.	1,2

	Well-developed problem solving skills, using initiative and judgement in more complex situations.	1,2
	Able to plan, prioritise and work independently and to deal with unforeseen problems and circumstances effectively.	1,2
	Able to work under pressure and meet competing deadlines.	1,2
	Excellent interpersonal, organisational, oral and written communication skills.	1,2
	Able to work with accuracy and attention to detail.	1,2
	Excellent practical IT skills including Microsoft Office and Outlook diary management.	1,2
Training	Demonstrate evidence of having undertaken further training.	1,2
	Adopt new procedures as and when required.	1,2
Qualifications	A level education or equivalent.	1
	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.	1,2
	Willingness to attend occasional meetings on the Loughborough campus.	1,2
	Willingness to occasionally work outside normal office hours to support special events.	1,2

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting.	1,2
	Experience of Loughborough University administrative procedures.	1,2
	Experience of Higher Education specific systems and procedures.	1,2
	Experience of working with student volunteers.	1,2
Skills and abilities	Skills using relevant Higher Education or Finance IT systems e.g. LUSI, Agresso, Co-Tutor, LEARN and CMIS.	1,2
	Understanding and knowledge of relevant legislation e.g. SENDA, Data Protection Act, Freedom of Information, Disability Discrimination Act, etc.	1,2
	Able to take minutes.	1,2
Qualifications	Relevant professional qualification.	1

Conditions of Service

The position is full time and open-ended. Salary will be on Administrative Services Grade 5, £24,285 to £28,936 per annum, plus £3,085 per annum London allowance, at a starting salary commensurate with experience and confirmed on offer of appointment, subject to an annual pay award.

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 offer an interest free Season Ticket loan (paid yearly and recoverable monthly through salary) and access to a corporate Gym membership with GLL.

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 Dr Stacey Balsdon, Student Support Manager by email at S.L.Balsdon2@lboro.ac.uk or by telephone on +44 (0)203 805 1303.

Applications

The closing date for receipt of applications is **9 January 2018**. **Interviews are due to be held on 23 January 2018**.