

Study Support Administrator

Job Ref: REQ17476

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

The Counselling and Disability Service has a well-established Study Support Service currently providing diagnostic assessment and one-to-one specialist tutoring for disabled students including students Specific Learning Differences (SpLDs) and students with Autistic Spectrum Conditions. The Study Support Administrator post is the first point of contact for students accessing the service and is key to ensuring the day-to-day delivery of the service.

Job Description

Job Grade:

Administrative Services Grade 4

Job Purpose

To provide administrative support to the Specialist Study Support Team and to administer the invoicing system for this team within the Counselling and Disability Service (CDS)

Job Duties

- To produce accurate information for invoices to Funding bodies for DSA-funded work carried out CDS. This includes dealing with, and resolving, any queries from funding bodies regarding invoicing.
- To raise requisitions and purchase orders for processing payment for suppliers
- To process pay claims, overtime payments and expenses for CDS staff
- To greet, and respond appropriately to, students using the service, book appointments for screenings and educational psychologist assessments and initial study support appointment. This includes checking student records to ensure appropriate funding is in place
- To be responsible for the maintenance of Study Support Service sensitive, and sometimes confidential, information on the LUSI database.
- To set up, organise and maintain student records for all students with SpLDs attending the Study Support Service for support and screening (both paper-based and electronic) in accordance with current DSA QAG regulations
- To work collaboratively as part of the CDS administrative team and to attend CDS administrator meetings
- To supervise and allocate work, on occasions, to colleagues in the CDS administrative team
- To provide the Head of CDS and Study Support Manager with data on service usage and pattern of contact with disabled students

- To ensure all specialist tutors are supplied with all necessary paperwork across all Study Support Service sites and to send appropriate referral information to CDS colleagues in good time
- To check and maintain supply of any necessary resources (e.g. paper, colour overlays, etc.)
- To liaise with colleagues across the service over students' support and assessments
- To contribute to the development of efficient administrative systems and the day-to-day running of the office, dealing with often complex and sensitive enquiries, either face-to-face or via telephone, email or written correspondence and resolving these
- To maintain confidential student files, including ensuring all information is filed and updated correctly
- To provide administrative cover to Maths Support and other teams within CDS as required.
- To send and receive paperwork relating to the support needs of students using the Study Support Service. This includes providing general secretarial support and assistance
- To assist with the management of electronic diaries for Specialist Study Support Tutors
- To ensure that salient information from Educational Psychologists' reports and other relevant documents is entered onto student files
- To assist in access of relevant information from students' DSA reports and to bring such information to the attention of the Specialist Study Support Tutors where appropriate
- To contribute to the development of the office and Study Support Service/CDS procedures relevant to the role
- To competent liaise with external individuals and organisations to arrange meetings
- To undertake any other duties in the spirit of the post as directed by the Study Support Manager and Head of CDS.

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 members of 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 members of staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All members of 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 Study Support Manager.

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 a busy office environment with a significant administrative component including maintaining and disseminating data.	1,3
	Substantial experience of working in a customer-facing role.	1,3
	Experience of establishing and maintaining accurate electronic records.	1,3
	Substantial experience of working individually and as part of a team.	1,3
Skills and abilities	In-depth knowledge of Microsoft Office applications, including Outlook, Word and Excel	1,2
	Ability to use Excel to manipulate data and produce statistical information	1,2
	Ability to deal with queries face-to –face, by telephone and in email	1,3
	Flexibility and the ability to adapt to a changing work environment.	1,3
	Able to work under pressure and keep to deadlines.	1,3
	Able to plan, prioritise and work independently with minimal supervision.	1,3
	Excellent interpersonal (organisational, oral and presentational) and customer service skills and ability to prioritise own workload at times.	1,2,3
	Able to deal with a variety of people in a professional manner.	1,3
	Able to work with accuracy and attention to detail.	1,2,3
	Ability to handle personal/confidential information appropriately and with sensitivity.	3
Qualifications	A level education or equivalent.	1
	GCSE Grade C or equivalent in English and Mathematics.	1
Other	Commitment to the University's Equal Opportunities policy at all times	3

Desirable Criteria

Area	Criteria	Stage
Experience	Awareness of issues surrounding neurodiversity	1,3
	Experience of working with disabled people	1,3
	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

	Agresso, Co-Tutor, LEARN and CMIS.	
	Understanding and knowledge of relevant legislation eg SENDA, Data Protection Act, Freedom of Information etc.	1,3
	Able to take Minutes.	1,3
Qualifications	A secretarial qualification	1

Conditions of Service

The position is part-time, term time, working 20 hours per week for 32 weeks of the year and open-ended.

Please note that this role is offered as part of a job share. If either job-share party decides to leave the role, we will endeavour to fill the relevant part of the job share. If we are not able to cover the hours with a replacement, we reserve the right to finish the job share and recruit to the full-time hours'

Salary will be on Administrative Services Grade 4 £19,485 - £23,164 per annum pro rata.

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 Dr Karisa Krcmar, manager Study Support Service email at k.krcmar@lboro.ac.uk or Sarah Wortley, administrator Study Support Service at s.a.wortley@lboro.ac.uk or by telephone on 01509 22 8342

Applications

The closing date for receipt of applications is **11 June 2017**

Interviews will be held on **19 June 2017**