

## STUDENT SUPPORT MANAGER

Job Ref: REQ17720

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

Internationally recognised for its contribution to the study of sport, exercise and health, the School has wide-ranging expertise, encompassing such diverse areas as biomechanics, medicine, molecular and cellular biology, nutrition, pedagogy, psychology, physiology, sociology, economics and sport management.

The School has an active and ambitious plan to grow capacity and influence through developments as part of the National Centre for Sport and Exercise Medicine, Loughborough in London, and StemLab.

The School is extremely proud to hold an Athena SWAN Silver Award, recognising the commitment and work of the School in addressing issues of equality in Science.

The School has a vibrant staff and student population with more than 200 staff and 2,000 students, 6 undergraduate, 7 postgraduate programmes and working closely with other Schools on cross-programmes.

### Job Description

**Job Family & Grade:** Management & Specialist Grade 6

#### Job Purpose:

- To co-ordinate the smooth and efficient running of the School's programmes and to manage, on a day-to-day basis, the staff who support this activity.
- To be actively involved in the review and development of procedures to support the student experience.
- To provide support to the Associate Dean for Teaching and other academic leaders.
- To liaise with key professional services colleagues to ensure that deadlines are met and the student experience is supported.

#### Job Duties:

- To manage and deliver all administrative processes in support of undergraduate/postgraduate students from induction to graduation, ensuring that a good student experience is provided and that staff are communicated with and appropriately supported.
- Responsible for the day-to-day management of the administrative function in support of a designated suite of undergraduate or postgraduate programmes; line management of staff including monitoring workloads and reviewing support systems and procedures; monitoring performance (including undertaking performance and development reviews) and where necessary putting in place remedial action; identifying HR Issues and taking prompt action, referring serious cases to the Learning and Teaching Manager; managing flexible working, sickness and annual leave within the team to ensure cover is in place.
- To liaise with other for Schools or partner University's about joint or shared programmes.
- Oversee the student induction process to ensure a smooth transition from applicant to student, including ensuring that induction arrangements are in place and that appropriate staff are available to attend.
- Undertake the allocation of personal tutees to support allocated programmes and working with other Student Support Managers to ensure an equitable distribution of workload for academic staff.
- Work with the timetabling team to ensure that student timetables are produced which allow maximum student choice balanced with the efficient use of resources.

- Take responsibility for the production of management information for undergraduate students and data in line with University procedures: maintenance of all student files; production and co-ordination of various reports (statistical analysis of various data, eg. staff, student, research activities) for departmental use.
- Take overall responsibility for the student assessment activities within the programmes, including the arrangement of examinations and assessment for students with special requirements to ensure that all internal processes support and uphold University policy.
- Assist the School Programmes Manager in the recruitment of administrative support staff in line with University's Equal Opportunities policy, and manage the induction process for all new staff.
- Attend and contribute to meetings where appropriate. In particular, to provide advice on student regulations to enable the academic decision-making process. Act as committee secretary when required and ensure full compliance with University policies such as Data Protection and Freedom of Information.
- Promote flexibility and helpfulness within the professional services team as a whole.

**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 Learning & Teaching Manager  
Responsible for Student Support Officers and Administrators

## 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

Area	Criteria	Stage
<b>Experience</b>	Substantial experience in a senior administrative or professional role, gained within an HE setting	(1,2,3)
	Experience of providing administrative support to academic programmes	(1,2,3)
	Experience of line management	(1,2,3)
<b>Skills and abilities</b>	A strong team player with the ability to lead and give direction	(1,2,3)
	A flexible and helpful approach	(1,2,3)
	A strong customer focus	(1,2,3)
	Proactive and able to prioritise and manage deadlines effectively	(1,2,3)
	Excellent communication skills	(1,2,3)
	Proven ability to develop a team dynamic	(1,2,3)
	Strong customer focus	(1,2,3)
	Able to adopt a flexible approach in a changing environment and to facilitate change in a team setting	(1,2,3)
	Able to demonstrate professional judgement and diplomacy	(1,2,3)
	Able to work with accuracy and attention to detail	(1,2,3)
	Able to absorb and apply knowledge of University structures, systems and procedures	(1,2,3)
	Excellent practical IT skills (Microsoft Office) and databases	(1,2,3)
	<b>Training</b>	Demonstrate evidence of continuing professional development
A willingness to undertake further training as appropriate and to adopt new procedures as and when required		(3)
<b>Qualifications</b>	A strong educational background including a good honours degree or significant relevant experience gained in a professional role	(1)
<b>Other</b>	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace	(1,3)

### DESIRABLE

Area	Criteria	Stage
<b>Experience</b>	Experience of using databases	(1,2,3)
	Substantial experience of line managing staff	(1,2,3)
	Experience of supporting either undergraduate or postgraduate taught programmes	(1,2,3)
<b>Skills and abilities</b>	Awareness of current issues impacting on the HE environment	(1,2,3)
	Experience of Loughborough-specific systems and procedures	(1,2,3)
<b>Qualifications</b>	Management qualification	(1)

	Postgraduate qualification	(1)
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## Conditions of Service

This full-time post is offered on an open-ended (permanent) contract within the Management & Specialist job family Grade 6 (£29,301 - £38,183 per annum); subject to annual pay award and 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/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 Ranjna Mistry, Learning & Teaching Manager, via email to [Ranjna.Mistry@lboro.ac.uk](mailto:Ranjna.Mistry@lboro.ac.uk) or by telephone on +44 (0)1509 223270

## Application

The closing date for receipt of applications is **20 August 2017**  
Interviews will be held on **7 September 2017**