Loughborough University

PROGRAMMES ADMINISTRATOR
Job Ref: REQ180249

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 4

Job Purpose

To work within the School of Social, Political and Geographical Sciences administrative support team to provide support for Postgraduate Taught Programmes and Undergraduate Programmes.

Job Duties

Programmes Administration

1. To be responsible for the preparation of all induction communications including mailings to freshers (including temporary visiting students) and the preparation of relevant handbooks.

2. To carry out general student administration using the LUSI database to maintain and update student records in respect of module registrations, assessment, leave of absence, internal transfers etc., using an in-depth knowledge of IT systems.

3. To act as the first point of contact for all students, assisting with queries and providing information, and general advice and guidance, in a timely and effective manner. To work independently and use own initiative when dealing with unexpected student problems and emergencies, referring more complex problems to the appropriate Student Administration Manager.

4. To manage coursework submission, collation and return.

5. To be responsible for the administration associated with the monitoring of student attendance such as providing staff with class registers and updating student attendance on central systems.

6. In conjunction with colleagues, to assist with the planning, organisation and running of key events such as student induction programmes, student open/visit days and graduation events.

7. To be responsible for the timely distribution and collation of student feedback forms on modules in the School.

8. To assist in the preparation of documentation for Annual Programme Reviews, Quadrennial Reviews and accreditation visits.

9. To assist with the maintenance of information systems such as archives, student records, etc., ensuring compliance with University regulations and data protection and ensuring the timely delivery of accurate information as and when required.

10. To provide general teaching-related administration for academics as required, such as uploading documents to LEARN and updating reading lists.

11. To assist with the collation and maintenance of risk assessment and ethical clearance documentation.

12. To assist with the preparation of examination papers, ensuring that papers are correctly formatted and moderated and submitted to the University's Student Office by the appropriate deadlines.

13. To be responsible for checking all claims associated with the payment of invigilators, prior to submission to the authorised signatory.

14. To be responsible for collating and monitoring Impaired Performance claims submitted by students including recording the decisions of the Impaired Performance panels.

15. To assist the Student Administration Manager with Review and Programme Board administration including liaison with academic staff in respect of External Examiner comments and feedback.

16. Regular checking/housekeeping of LEARN to ensure that content is up to date and relevant for students.

17. To develop and maintain a strong working relationship with University colleagues and to liaise appropriately with those in central departments in order to carry out required roles and responsibilities.

Additional Needs Students

1. Liaising closely with the Departmental Disability Co-ordinator (DDC), School Wellbeing Adviser and the Counselling and Disability Service (CDS) regarding students who have additional needs for examinations and in-class tests.

2. To ensure that all responsible examiners are kept fully informed of the relevant details of students with additional needs.

3. To be responsible for arranging examination/in-class tests and venues for students with additional needs, including the organisation of invigilators and distribution of examination papers to the venues.

4. To be responsible for liaising with additional needs students in respect of assessment arrangements.

5. To be responsible for ensuring that invigilators are aware of the University's policy and protocols in respect of supervising examinations.

General Administration

1. To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing primarily with students and academic staff, but will also include external organisations and parents.

2. To undertake general clerical duties such as photocopying, filing, binding and laminating of documents.

3. To provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.

4. To ensure compliance with relevant University policies and procedures.

5. To undertake any training and development deemed appropriate for the position by the School Operations Manager and the relevant line manager.

6. Providing general administrative support including committee servicing.

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 one of the Student Administration Managers.

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	Previous relevant experience of working in a busy office environment.	1,3
	Experience within a student or other customer- focussed environment.	1,3
	Experience of establishing and maintaining accurate electronic records.	1,3
	Experience of working individually and as part of a team.	1,3
Skills and abilities	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 written communication skills.	1,3
	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
	Able to maintain confidentiality.	1,3
	Excellent practical IT skills including Microsoft Office and Outlook diary management.	1,2,3
Training	Demonstrate evidence of having undertaken further training.	1,3
	Adopt new procedures as and when required.	1,3
Qualifications	A level education or equivalent.	1
	GCSE Grade C or equivalent in English and Mathematics.	1

Desirable Criteria

Area	Criteria	Stage
Experience	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, Agresso, Co-Tutor, LEARN and CMIS.	1,3
	Understanding and knowledge of relevant legislation eg SENDA, Data Protection Act, Freedom of Information etc.	1,3
	Experience of servicing committees including minute taking.	1,3

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 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 Rachel Breen, Student Administration Team Manager by email at r.c.breen@lboro.ac.uk.

Applications

The closing date for receipt of applications is **26 April 2018.** Interviews will be held week commencing **8 May 2018.**