

Student Support Manager

Job Ref: REQ180700

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Role Purpose

To provide administrative support for all aspects of work related to taught programme and module and programme delivery at Masters Level. To work closely with relevant colleagues on the Loughborough campus to ensure that all teaching administration is undertaken within guidelines necessary to achieve the highest standard of administration provision. To support students more widely in their study at Loughborough University in London and to identify welfare issues and signpost support available and arrange this where appropriate.

JOB DESCRIPTION

Job Grade:

Management and specialist Grade 6

Job Duties

- To be jointly responsible alongside other Student Support Managers for the administration of Loughborough University in London's (LUL) programmes with an overview of all programmes and specific responsibility for a number of these. This is to include: recruitment; admissions; attendance monitoring; module and programme surveys and feedback; all aspects of assessment including coursework, exams, exam board administration, coursework extensions, and impaired performance claims.
- Design monitor and maintain administration systems to meet the needs of the LU London's taught programmes ensuring compliance with University policies and procedures and external legislation.
- Together with the other managers to oversee and be responsible for the Student Support Office administrative staff, including associated human resources tasks such as recruitment and selection, induction, training, career progression, preparation of promotion cases and Performance and Development Reviews (PDRs).
- Approve holiday and flexi time requests to ensure office cover and ensure that demands are met at peak times.
- Motivate, train and support the Student Support Office administrative staff to ensure continuity and quality of service at all times, creating team ethos and team working culture.
- To oversee all student enquiry procedures and to ensure the quality of response being given by Student Support Office administrative staff. To personally oversee and manage any exceptional enquiries.
- To understand and comply with all confidentiality and information disclosure procedures and legislation, essential when managing enquiries concerning student performance and any other requests for information and ensure Student Support Office administrative staff understanding and compliance.

- Responsible for the storage and retrieval of data, including the updating of confidential student records and archives. Maintenance and monitoring of student database (LUSI) to ensure that all information held is accurate and current.
- To work with the Associate Dean for Teaching to provide administrative systems for student support that meet LUL's strategic aims.
- Providing pastoral care for students, both independently and in conjunction with academic staff, other colleagues in liaison with relevant professional service colleague at the Loughborough campus.
- To ensure appropriate care for all students with special needs and in particular more complex cases requiring specific/individual attention, including receiving specific medical training for individual students.
- To assist with preparation for Annual/Periodic Programme Reviews and accreditation visits.
- To be responsible for a specific area of professional service support (e.g. all matters relating to immigration/visas; learning resources; student welfare) taking a lead on this for the London campus and linking back to colleagues at Loughborough to ensure quality provision, consistency of policies and procedures, and appropriate support.
- To oversee all programme and module administrative procedures and to ensure the quality of response being given by Professional Services and academic staff.
- Responsible for the storage and retrieval of data, including the updating of module and programme records and archives. Maintenance and monitoring of University databases including (LUSI) and programme update online systems to ensure that all information held is accurate and current.
- To liaise with colleagues from the Marketing Department to ensure timely and accurate information for prospectuses and websites
- To provide cover for the Support Team Manager where appropriate
- To take an active role on university learning and teaching committees where relevant to the post. To be a contributing member of the LU London's Learning and Teaching Committee.
- To advise the Associate Dean of Teaching, the Operations Director and the Support Team Manager on future developments regarding administration procedures, within own area of responsibility.
- To carry out such duties and responsibilities as may be required from time to time commensurate with the grade and nature of the post, as agreed with the Operations Director and the Support Team Manager.

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 Deborah Bowen, Support Team Manager

Responsible for: Colleagues in the Student Support Office (jointly with Student Support Managers)

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 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	<ul style="list-style-type: none"> Experience of administration and/or student support, within an education setting. Experience of managing and improving administrative processes. Able to demonstrate in-depth knowledge of specialist area and to provide support and guidance to others. Experience of supervising staff. Knowledge of regulations and codes of practice relating to taught programmes. Experience of working with complex databases, managing their content and extracting information. 	1,3
Qualifications	Educated to degree level (or equivalent) or will hold substantial relevant professional experience.	1
Skills and Abilities	Excellent communication skills and strong 'customer' focus. Able to present complex regulatory requirements in a way that non-specialists can understand.	1,2,3
	Able to use initiative to identify where changes are needed and make appropriate recommendations. Willing to participate in project work to improve administrative systems.	1,3
	A strong team player. Proactive and able to prioritise and manage deadlines effectively, planning ahead for the short and medium term.	1,3
	Able to demonstrate a flexible approach in a changing environment and to facilitate change in a team setting across multiple stakeholders. Able to work with accuracy and attention to detail.	1,2,3
	Excellent practical IT skills (Microsoft Office) and skilled in use of relevant and specialist IT packages or databases.	1,3
Training	A strong commitment to personal development.	1,3
	A willingness to adopt and implement new procedures.	
	Demonstrate evidence of having undertaken further training.	
Other	Commitment to providing a high level of service to both University staff, students and external stakeholders.	1
	An understanding of and adherence to the University's Equal Opportunities Policy, IT Acceptable Use Policy and other University policies and how they apply to own work area.	1
	Willingness to travel and attend meetings related to research projects or similar.	1

Desirable Criteria

Area	Criteria	Stage
Education	Management qualification to ILM 3 or equivalent.	1,3
Experience	Experience of administration and/or student support, within a higher education setting.	1,3
	Experience of managing and improving administrative systems.	1,3
Skills and abilities	Proven ability to absorb and apply knowledge of University structures, systems and procedures.	1,3
	Ability to form a cohesive student support team and support staff through change and in a new work environment.	1,3

Conditions of Service

The position is full-time and open-ended. Salary will be on Management Specialist Grade 6, £29,799 to £38,833 per annum, plus £3,085 per annum London allowance, subject to an annual pay award, at a starting salary commensurate with experience and confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for grades 6 and above 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/>

Application

The closing date for receipt of applications is **3 September 2018**. Interviews are due to be held during the week commencing **10 September 2018**.