

## **SCHOOL SUPPORT OFFICER – PROGRAMME ADMINISTRATOR – MATERNITY COVER**

**REQ180785**

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**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

The School of the Arts, English and Drama is seeking a high-level, self-motivated School/Student Support Officer who can take a pro-active and leading role in the administration of taught programmes, predominantly within the Textiles programme.

The Administrator will work closely within the existing team and, programme staff covering a wide range of duties associated with a busy school.

### **Job Duties**

1. Provide administrative support to Programme Directors and Academic Staff, and the administration of taught programme matters.
2. Administration of the annual update of module specifications and programme specifications, including the administration of any immediate changes throughout the academic year.
3. Take responsibility for the creation of programme board paperwork and associated administration as required, including Mitigating Circumstances claims.
4. Responsible for general student related administration including processing, waivers, transfers, leave of absences and other associated requests/procedures in accordance with University Regulations.
5. To act as secretary to programme planning meetings and occasional committees within the School and be proactive in managing/processing issues arising.
6. To process and monitor the student module feedback, providing analysis and feedback for committees.
7. To collate assessment deadline dates and to collect and record all students assessed coursework.
8. Work with Module Leaders to plan schedules, and input marks for assessed work and to undertake the archiving of examined coursework.
9. To deal with general student enquiries, and maintain and input accurate records on the University systems include student attendance.
10. Liaising with external examiners and registry: all necessary liaison and arrangements.
11. Arrange production of teaching materials received from Academic Staff for students.
12. To update and maintain the on-line options system.
13. To liaise directly with Academic Registry with matters relating to programme administration.

14. Attend PALG meetings as and when scheduled.

#### **General**

1. Assist with the planning and organization of School events such as induction day, recruitment events (FE, UG and PG), conferences, workshops, short courses and other internal events.
2. Attend open days as and when required, providing support to other administrative support staff.
3. Attend and support programme, school and administrative staff meetings as and when required
4. Receive visitors to the School, distribute post, field telephone calls, email enquiries, and ensure timely and efficient onward transmission of information as required.
5. Provide cover for other administrators within the School by becoming familiar with their roles/tasks as appropriate and assisting when necessary, in times of absence.
6. Develop and maintain strong working relationships with central University departments and liaise appropriately with colleagues in all areas to carry out required tasks.
7. Ensure compliance with University regulations, ordinances, policies and procedures.
8. Undertake any training and development deemed appropriate for the position by the School Operations Manager.
9. Any other duties across the School of Art, English and Drama commensurate with the grade and nature of the post, as directed by the School L&T Administration Manager or Operations 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 Burton, L&T Administration 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 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	Experience of working as an administrator, preferably in an HE setting.  Experience of dealing with people in a variety of complex/difficult situations.	1,2,3
Skills and abilities	Excellent organisational and time management skills and an ability to prioritise work.  Ability to co-ordinate complex situations such as conferences, symposia etc..  Excellent interpersonal and communication skills with people from all levels both within the organisation and externally.  Able to adopt a flexible approach in a changing environment (e.g. in relation to hours of work, Saturday open days).  A team player with a strong customer focus.  Able to display tact and diplomacy, maintain confidentiality at all times and to work to a high level of accuracy.  Able to absorb and apply knowledge, use initiative and work without direct supervision.  Excellent practical IT skills (Microsoft Office)	1,2,3
Training	A strong commitment to personal development. A willingness to undertake further training as appropriate, and to adopt new procedures as and when required.	1,3
Qualifications	Educated to at least A level standard or equivalent qualification. GCSE or equivalent qualifications in Maths and English Language.	1,3
Other	Commitment to observing the University's Equal Opportunities policy at all times.	1

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of using databases. Knowledge of an Academic School Experience of minute taking and committee servicing.	1,3
Skills and abilities	Experience of Loughborough University's Systems such LUSI, LEARN, and Co-Tutor. Good numeracy skills	1,3

	Ability to interpret and clarify complex rules and regulations for academic taught administration.	
Qualifications	Educated to degree level.	1
Other	Awareness and understanding of the School subject area.	All – 1,3

## Conditions of Service

The position is **full time** and **fixed term maternity cover** for 9 months, or the early return of the post holder, whichever is sooner. Salary will be on Grade 4 (£20,275 - £24,029 per annum), 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 Grades 1-5 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/>