

Student Services Administrative Intern/Placement Student

REQ180799

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 3

Job Purpose: To work as part of the admin team within Student Services to assist the smooth day-to-day running of administrative support for the Service's activities. This is

Key elements of the role:

- Work with the whole administrative support team to ensure the students who access Student Services get the best service possible
- Ensure discretion and confidentiality at all times
- Provide support for events for Student Services
- Support the Student Services web site developments and any communication campaigns to promote our services
- Provide administrative support to the advisory roles throughout the Service
- Use Learn, LUSI, the web site CMS and other in-house systems as required

Pre-sessional English Courses

As and when required:

- Support the application and registration process for Pre-sessional English Courses
- Support the planning of the pre-sessional English social programme
- Support the examination process and results dissemination including ensuring the correct materials are provided

Disabled Student Allowance

As and when required:

- Support the processes of DSA funded work, ensuring all records are up to date and the latest information is provided both to the student but also to the DSA funding administrator for returns
- Ensure that the finance team have the correct information to facilitate invoicing

Supporting the advisory roles

Working with the administrative staff:

- Ensure that all the advisors in the Student Advice Support Service, Academic Language team, Careers Consultants, Mental Health Support Team, Counsellors, Study Support Team and Disability Support Team have appropriate administrative support to help them to do their jobs effectively.

First Point of Contact:

On a roster basis:

- Courteously meet and greet visitors to Student Services, maintaining a high level of confidentiality and discretion at all times. Enquiries may be made by telephone, email or face-to-face
- Ensure enquirers are made to feel welcome by dealing professionally, respectfully and effectively with initial enquiries, communicating tactfully with a range of clients (students, staff, parents, visitors), including those with English as a second language
- After comprehensive, sensitive and appropriate diagnostic questioning of enquirers, make appointment and assessment bookings with Service Staff. Refer, or signpost on if required.

General:

- Carry out general office duties, including photocopying, filing, preparing signage, laminating etc as and when necessary
- Update and maintain supporting information materials for students
- Carry out any data input as and when required
- Update operational procedures as required
- Maintain an awareness of what information is likely to affect students and colleagues
- Provide administrative support for meetings including arranging and notetaking if needed
- Know and adhere to basic Health and Safety procedures including relevant emergency and evacuation procedures
- Promote and participate in effective and flexible team working with admin colleagues
- Contribute to projects within Student Services and to the continuous improvement of working practices
- Adherence to Student Services policies: confidentiality, ensuring GDPR compliance and any other relevant policies.

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

It will be necessary, on occasions, for the post holder to work outside normal working hours including some work in the evenings and at weekends.

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.

Organisational Responsibility

Reports to the Operations Manager.

Note: *Although the core duties of the post are set out within the job description, a flexible approach to work is essential. The post-holder may be required to adapt the above duties to take account of changes to working practices*

In order to ensure continuity of administrative support, working patterns will be set in accordance with the needs of the service. All Administrators are expected to provide support across all service areas as requested and as commensurate with grade.

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	Work experience	1
Skills and abilities	Good standard of written and spoken communication	1,2,3
	A professional, positive, courteous and empathetic manner with a focus on customer service	1,2,3
	Able to work independently and use initiative	1,2,3
	Able to quickly determine the nature of an enquiry and respond with tact and diplomacy	1,2,3
	Able to handle personal/confidential information appropriately and to treat issues with sensitivity	1,2,3
	Able to recognise when issues need to be escalated or referred and remain calm in emergency situations	1,2,3
	Able to disseminate information clearly and effectively in a busy environment	1,2,3
	Able to operate efficiently under pressure	1,2,3
	Demonstrates a methodical approach, an aptitude for accuracy, attention to detail and ability to multi-task	1,2,3
	Strong Microsoft Office skills	1,2,3
	Able to work and contribute effectively as part of a team	1,2,3
Training	Willing to undertake continued professional development.	1
	Demonstrate willingness to learn new skills and procedures and adapt to change	1,3
Qualifications	Must be a recent Loughborough graduate or current Loughborough student	
Equality & Diversity	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	1, 3
Other	Friendly and approachable	1,3
	Demonstrate willingness to learn new skills and procedures and adapt to change	1,3
	Must present a professional image at all times	3
	To observe the University's Equal Opportunities policy at all times	1

Desirable Criteria

Area	Criteria	Stage
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Experience	Experience of working with people whose first language is not English	1,3
	Experience of working in a Student Services environment	1,3
	Experience of working with disabled or potentially vulnerable customers	1,3
Other	A flexible approach and willingness to work irregular hours as necessary	1,3

Conditions of Service

The position is **full time** and **fixed term** until . Salary will be on Grade 3, (£17,408) 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/>