

School of Sport, Exercise & Health Sciences

EXECUTIVE OFFICER

Undergraduate Student Support

Job Ref: REQ180857

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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** since 2013, recognising the commitment and work of the School in addressing gender inequalities in Science and to improving career progress for female academics. The School is committed to ensuring that female students and staff are able to achieve their full potential; and provides a flexible and open working culture to enable staff to maintain a work-life balance.

We support our Athena SWAN initiatives by investing in:

- Bespoke leadership programmes to encourage and build confidence in women to take leadership roles.
- Working lunches where needed to enable meetings to be held between 10am and 4pm (as per our Silver Action Plan).
- Monthly coffee mornings which provide opportunities for networking and developing a sense of community within the School.
- Extra mile award which recognises the above and beyond contributions of staff from all job families and research students.

We also welcome applications from staff who are looking to work part-time.

Further information about Athena SWAN and the School's commitment to uphold the Silver Award can be found at: <http://www.lboro.ac.uk/departments/ssehs/about/athena-swan/>

Job Description

Job Family & Grade: Administrative Services Grade 5

Job Purpose: To work within the School's administrative team, providing support for undergraduate programmes.

Job Duties:

Undergraduate Programmes

1. To be responsible for the student administration service by overseeing the day-to-day management of Undergraduate Student Support, ensuring that appropriate cover is provided at all times. To provide appropriate information for staff in this area to ensure they are suitably conversant with and knowledgeable in all aspects of the School's business to provide a professional and efficient service to colleagues, students and external visitors.
2. Working with the Undergraduate Student Support Team Manager, to assist in overseeing all matters associated with student examinations. This will include duties such as:
 - liaising with external examiners;
 - setting marking schemes for academic staff;
 - working with colleagues in CDS, to manage the administration of special examinations within the School;
 - arranging invigilation for all assessment held in the School;

- arranging Boards of Examiners;
 - co-ordinating the processing of Claims for Mitigating Circumstances;
 - producing Examination Board paperwork and servicing Boards and MC Panels.
3. To collaborate with the School's Undergraduate Student Support Team Manager and the Executive Officer for Timetabling on the production of staff and student timetables using CMIS and liaise closely with staff in the Central Timetabling Office.
 4. To oversee the student absence monitoring process and to put in place appropriate internal processes to support University procedures.
 5. To act as the first point of escalation for queries and complaints from students and/or parents should they arise, resolving issues where possible, referring more serious issues to the Undergraduate Student Support Team Manager.
 6. To assist the Undergraduate Student Support Team Manager in undertaking the annual cycle of tasks and processes which underpin the School's degree programmes.
 7. To assist the Undergraduate Student Support Team Manager in undertaking regular reviews of Departmental procedures relating to student administration to ensure compliance with University policy and the effective support of students and colleagues within the School.
 8. To oversee the collation and distribution of student feedback on all UG modules and programmes ensuring relevant information is made available for reporting at the Learning and Teaching Committee meetings.
 9. To provide administrative support to the School's Programme Directors and other academic staff concerning programmes.
 10. To assist the Undergraduate Student Support Team Manager with the inputting of changes to module and programme specifications and programme regulations in line with University procedures and timeframes.
 11. To assist with the collation of materials for internal and external quality processes such as APR, PPR and accreditations, as required.
 12. To ensure effective service is provided for the Staff Student Liaison Committee and the Undergraduate Programmes Committee, including the preparation of the agenda and minutes of meetings.

General Administration

1. To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing with students and parents, academic staff, external organisations and other University Colleagues.
2. To provide cover and support 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.
3. To ensure compliance with relevant University policies and procedures.
4. To undertake any training and development deemed appropriate for the position by the School Operations Manager and the relevant line 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 the Undergraduate Student Support Manager

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
Experience	Significant previous relevant experience within an appropriate environment, eg. programme administration	1,3
	Significant experience within a student or other customer-focussed environment	1,3
	Experience of dealing with people in a variety of complex and difficult situations	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
	Well-developed problem solving skills, using initiative and judgement in more complex situations	1,3
	Able to plan, prioritise and work independently and to deal with unforeseen problems and circumstances effectively	1,3
	Able to work under pressure and meet competing deadlines	1,3
	Experience of minute taking of large meetings or the ability to do so	1,3
	Excellent interpersonal, organisational, oral and written communication skills	1,2,3
	Able to work with accuracy and attention to detail	1,2,3
	Excellent practical IT skills including Microsoft Office and Outlook diary management	1,2,3
Qualifications	3 'A' Levels (A*-C) or equivalent	1
	GCSE Grade C or equivalent in English and Mathematics	1
Training	Demonstrate evidence of having undertaken further training.	1,3
	A willingness to undertake training and development relevant to the role, and to adopt new procedures as and when required	1,3
Other	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace	3

DESIRABLE

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
	Experience of the supervision of staff	1,3
Skills and abilities	Skills using relevant Loughborough University IT systems, eg. LUSI, Co-Tutor, and LEARN	1,3

	Understanding and knowledge of relevant legislation, eg. SENDA, Data Protection Act, Freedom of Information, etc.	1,3
Qualifications	Honours Degree or evidence of Higher Education Study	1

Conditions of Service

This full-time post is offered on an open-ended contract within the *Administrative Services* job family at Grade 5 (£24,771 - £29,515 per annum); starting salary to be agreed upon 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 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 & Interview

The closing date for receipt of applications is **Sunday 28th October 2018**.

Interviews will be held on **Thursday 8th November**.