

Support Officer – Student Services

Job Ref: REQ181094

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

Loughborough University London opened on the Queen Elizabeth Olympic Park in September 2015. We are seeking to appoint a new member of our Professional Services Team who will support students in all aspects of their studies and their student life as well as providing administrative support for the campus.

This is an exciting opportunity to be appointed in our fourth academic year of operation, to shape the way we support our students studying for master's degrees, as well as our researchers, academic staff, and other stakeholders. We want to appoint a team member who is enthusiastic about being involved, who is committed to being flexible about their role, and who will embrace change.

Staff Core Values include:

- Our staff will be approachable, helpful, knowledgeable, courteous and take pride in working for the University and making the environment welcoming through providing an excellent service to staff and students
- Our staff will be knowledgeable on the systems and processes that support students and staff in London and in Loughborough.
- Our staff will understand the threshold in terms of the delivery of resolvable services in London and the services that can be called upon from Loughborough
- Our staff will have a 'can do' attitude to resolve issues and problems, serving the user to a high level.
- The team of staff will be committed to operating and working as a team.

Benefits of working at Loughborough University London include an initial 20 days holiday rising to 25 days after 5 years' service, 14 closure days (including bank holidays) and the opportunity to work flexi-time as agreed within the team.

We positively welcome applications from people with a wide range of backgrounds and experiences.

JOB DESCRIPTION

Job Grade:

Administrative Services, Grade 4

Job Purpose:

To provide a main reception service for the University as well as general administrative support to staff at the University.

Job Duties:

The post-holder will be required to work on our Student Services Desk which acts as the first point of call for many of our students and staff. The general duties are detailed below:

Reception/General:

- 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 Support Manager.
- Responding to general in-person enquiries from students and other visitors at the Student Services Desk.
- Responding to general telephone and email enquiries, transferring and liaising with the relevant staff members as appropriate.
- Providing administrative support to; student committees, our library, our IT service, our module feedback process, our student visa process, our ambassador scheme, the Transport for London scheme, and student registration.
- To be responsible for PG(T) student induction arrangements, and monitoring of student attendance.
- Ordering and monitoring of office supplies, as required; ensuring working spaces and photo-copiers are stocked and remain tidy.
- Maintenance of student data and systems including use of the University data systems (LUSI, Co-Tutor, LEARN) and additional records.
- To monitor the student records database (LUSI) and ensure that all information held in respect of PG(T) students is accurate and current.
- Other general administrative support such as the production of student letters.
- 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.
- To undertake general clerical duties such as photocopying, filing, binding and laminating of documents.
- 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.
- To ensure compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position by the School Operations Manager and the relevant line manager.
- 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.

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.

This postholder will be expected to embrace the challenges associated with a new and growing campus and be willing to develop their skills through training and development in relation to the needs of the students, staff and the location.

It may be necessary to attend occasional meetings or training in Loughborough and to undertake some duties outside traditional "office hours" when there are events or evening teaching requiring support.

All Professional Services staff are required to attend induction sessions for which travel to Loughborough (East Midlands) may be required.

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 Student Support 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	Significant previous relevant experience within an appropriate environment relevant to one or more of the roles in the job description.	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
	Excellent interpersonal, organisational, oral and written communication skills.	1,3
	Able to work with accuracy and attention to detail	1,2,3
	Excellent practical IT skills including Microsoft Office and Outlook diary management.	1,3

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
Other	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	1,3
	Willingness to attend occasional meetings on the Loughborough campus.	1,3
	Willingness to occasionally work outside normal office hours to support special events.	1,3

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 Higher Education specific systems and procedures.	1,3
Skills and Abilities	Skills using relevant Higher Education or Finance IT systems e.g. LUSI, Agresso, Co-Tutor, LEARN and CMIS.	1,3
	Understanding and knowledge of relevant legislation e.g. SENDA, Data Protection Act, Freedom of Information, Disability Discrimination Act, etc	1,3
	Able to take minutes.	1,3
Qualifications	Relevant professional qualification.	1

Conditions of Service

The appointment will be on a full-time, open-ended basis. Salary will be on Administrative Services Grade 4, £20,275 to £24,029 per annum, subject to an annual pay award, plus a London allowance of £3,147 per annum, 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 to 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 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

Applications

Interviews are due to be held in London at the **end of January 2019**.