

Support Officer – Student Services

Job Ref: REQ200076

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

To work in the professional services team at Loughborough University London providing support across a wide range of functions for students and staff within the policies and procedures defined for Loughborough University in general and for the London campus. You will be allocated particular duties commensurate with this grade and will be expected to work flexibly across different roles with support and training provided to enable you to undertake other duties as required.

We are looking for someone with experience of working on a front desk/reception, with administration experience related to one or more of the following:

- Responding to general enquiries through email
- Student feedback/surveys
- Organising and minuting meetings
- Administration associated with Immigration and Visas

The postholder will be expected to lead on particular areas as allocated; working independently and alongside other team members, ensuring work is carried out in a timely and accurate manner, supported by more senior colleagues as appropriate and linking back to colleagues at Loughborough University. You will be expected to understand and be up to date with Loughborough University's policies and procedures and implement them on the London campus. For some aspects of the role, there will also be a requirement to understand relevant legislation and government policy. The postholder will work across multiple areas to ensure that we can always support our students and staff.

Staff Core Values include:

- Our staff are 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 are knowledgeable on the systems and processes that support students and staff in London and in Loughborough.
- Our staff 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 have a 'can do' attitude to resolve issues and problems, serving the user to a high level.
- The team of staff are 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 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 on the Students Services Desk 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 photocopiers 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.

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.

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

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.

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.

Organisational Responsibility

The postholder will report 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 of 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
	Experience of organising Module Feedback.	1,3
	Experience of organising meeting.	1,3
	Experience of working on a front desk.	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 is on the Administrative Services Grade 4, £20,675 to £24,462 per annum, plus a London allowance of £3,204 per annum, subject to an annual pay award, starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment 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

The closing date for receipt of applications is **16 February 2020**. Interviews are scheduled to take place in London during the week commencing **24 February 2020**.