

SENIOR SUPPORT OFFICER

REQ210786

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 5

Job Purpose

To work in the professional services team at Loughborough University London providing high-level administrative support in the areas of technology-enhanced learning and programme administration. To support the operation of the University's core learning technologies.

We are looking for someone with some experience of administration related to:

- Technology-enhanced learning (VLE, Moodle)
- Programme administration

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. The postholder will be expected to lead on projects for the whole team, involving other colleagues (including senior colleagues) and linking back to relevant colleagues on the Loughborough campus, for example for process reviews.

Job Duties

The postholder appointed to this grade will work across technology-enhanced learning, programme administration, and student services and will be expected to be flexible as demand varies across the year.

The postholder will be expected to maintain the Virtual Learning Environment (LEARN) on a day-to-day basis including module and assessment audits and support the use of MS Teams for teaching.

The postholder will be expected to co-ordinate technology-enhanced learning support for staff new to the University to ensure they gain an appropriate understanding of core learning technologies and their use in supporting the student learning experience.

The postholder will be expected to respond to basic technology-enhanced learning enquiries received in-person, by telephone or email and take appropriate action, including providing advice and instruction. This will include dealing with School academic and Professional Services staff, and students.

The postholder will work with the School's Academic Misconduct Chair and Academic Integrity Leads to assist with academic misconduct cases. This may include requesting papers through Turnitin, running reports from Authorship

Investigate, organising and attending minor academic misconduct meetings, taking minutes, and sending academic misconduct letters to students.

The postholder will be expected to work as part of a team and to provide cover and support for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities that are commensurate with the grade and nature of the post.

The postholder will be expected to interact and engage with the core Technology Enhanced Learning team, to ensure consistent and best practice approaches to the implementation and use of learning technology are maintained at all times. Where appropriate the postholder may be required to support University wide processes and initiatives like exam support or technology projects as part of an extended Technology Enhanced Learning team.

The postholder will be expected to attend meetings as appropriate to their area, chairing and taking minutes as appropriate to the meeting.

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.

Learning Resources:

- Ensure that all materials are available on the VLE.
- Overview of lecture capture provision.
- Ensure the physical/virtual space meets learner needs.
- Support staff in the use of MS Teams for teaching and the logistics of teaching with Teams across modules.

Academic Support:

- Assist academic colleagues in the development of their teaching / assessment materials on the VLE platform.
- Co-ordinate training provision for academic colleagues in conjunction with the Centre for Academic Practice.

Academic Programmes:

- General student administration relating to admissions, assessment, attendance monitoring.
- Management of student feedback.
- Ensuring student system data is up to date.
- Support for events including graduation.

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.

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 – 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	1,2
	Significant experience in using a Technology-enhanced learning platform such as VLE's, (especially Moodle), to support the student learning experience	1,2
	Significant experience within a student or other customer- focussed environment	1,2
	Experience of dealing with people in a variety of complex and difficult situations	1,2
	Experience of working individually and as part of a team	1,2
Skills and abilities	Flexibility and the ability to adapt to a changing work environment	1,2
	Well-developed problem solving skills, using initiative and judgement in more complex situations	1,2
	Able to use a range of technology-enhanced learning tools and advise others on their use	1,2
	Able to plan, prioritise and work independently and to deal with unforeseen problems and circumstances effectively	1,2
	Able to work under pressure and meet competing deadlines	1,2
	Excellent interpersonal, organisational, oral and written communication skills	1,2
	Able to work with accuracy and attention to detail	1,2
	Excellent practical IT skills including MS Teams, Microsoft Office and Outlook diary management	1,2
Training	Demonstrate evidence of having undertaken further training.	1,2
	Adopt new procedures as and when required	1,2
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	1,2
	Willingness to attend occasional meetings on the Loughborough campus.	1,2

	Willingness to occasionally work outside normal office hours to support special events.	1,2
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Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting	1,2
	Experience of Loughborough University administrative procedures	1,2
	Experience of Higher Education specific systems and procedures	1,2
	Experience of working with student volunteers	1,2
	Experience of dealing with Academic Misconduct processes, and the technologies that support them	1,2
Skills and abilities	Skills using relevant Higher Education or Finance IT systems e.g. LUSI, Agresso, Co-Tutor, LEARN and CMIS	1,2
	Understanding and knowledge of relevant legislation e.g. SENDA, Data Protection Act, Freedom of Information, Disability Discrimination Act, etc	1,2
	Able to take minutes	1,2
Qualifications	Relevant professional qualification	1

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Administrative Services Grade 5, **£25,627 - £30,497 plus £3,204 London allowance per annum**, at a starting salary commensurate with experience and confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related 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 <http://www.lboro.ac.uk/services/hr/athena-swan/>

Applications

Closing date for applications: **15 September 2021**.