

Doctoral College Officer

Job Ref: REQ220523

Full Time, Open Ended

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

The Doctoral College is an interdisciplinary group of colleagues from across a range of academic Schools and Professional Services, working together to support around 1500 Doctoral Researchers across our Loughborough and London campuses. The College enhances the doctoral experience by promoting a vibrant community with outstanding support for personal and professional development to those undertaking research degrees.

The Doctoral College Office (based in the Academic Registry) is a small, dedicated team within the broader Doctoral College. We deliver and coordinate support to Doctoral Researchers on all aspects of research degree administration, from admission to graduation.

The post holder will be located in the Academic Registry. The Doctoral College Office is managed by a Senior Assistant Registrar. The team includes two Assistant Registrars, two Doctoral College Managers, a Doctoral College Officer, and four Doctoral College Administrators. The post holder will report to the Assistant Registrar (Quality and Experience) and will be responsible for the day-to-day supervision of the four Doctoral College Administrators. A structure diagram is provided at the end of this advert.

About the Doctoral College

Further information on the Doctoral College is available here: <http://www.lboro.ac.uk/research/study/doctoral-college/>

About the Academic Registry

Further information on the Academic Registry is available here: <http://www.lboro.ac.uk/services/registry/>

Job Description

Job Grade

Administrative Services Grade 5

Job Purpose

The post holder will supervise the day-to-day work of the Doctoral College Administrators, ensuring that resources are deployed efficiently, deadlines are adhered to, and accurate records are maintained. The post holder will also be responsible for a number of key processes relating to doctoral researcher registration, UKVI reporting, examinations, graduation, and the reporting of changes in circumstances to the Student Loans Company. In addition, the post holder will provide advice to colleagues in the Student Office and academic Schools on the application of and compliance with the University's general academic and programme specific regulations.

Job Duties

Doctoral College Office General

1. To supervise the team of Doctoral College Administrators (2 full-time and 2 part-time staff) on a day-to-day basis, including:

- a) Managing office workflow, redistributing and monitoring the completion of day-to-day work to ensure that processes are completed promptly and efficiently.
 - b) Identifying and anticipating issues, resolving these where appropriate and referring more complex problems to the Doctoral College Managers.
 - c) Encouraging staff to work together as a team to explore process improvements.
 - d) Authorising annual leave.
 - e) Organising cover for annual leave and sickness and ensuring there is adequate cover for in-person events in light of dynamic working arrangements.
2. To co-ordinate the induction and on-going training of new Doctoral College Administrators to ensure high levels of accuracy and service are maintained. This will include supporting staff with their dedicated areas of expertise to help improve processes and aid their development.
 3. To coordinate and be the main point of contact for the provision of student record related training for administrative staff based in academic Schools.
 4. To support the Doctoral College Managers and Assistant Registrars with identifying, developing and introducing process and system improvements which will enhance the efficiency and effectiveness of student record operations.
 5. To oversee the maintenance of workspaces, shared email accounts, Microsoft Teams and other shared files ensuring appropriate and efficient usage, and working with the Senior Assistant Registrar to manage a regular review of data retention and GDPR compliance.
 6. To oversee operational level updates for the Doctoral College website.
 7. Any other duties in the Academic Registry commensurate with the level of the post.

Student Records, Regulations and Compliance

8. To oversee the work of the Doctoral College Administrators in maintaining student records to ensure accurate information is held, including amendments to student statuses and programme registrations. This could include undertaking data quality tasks to ensure that records are accurately recorded in statutory returns.

Event coordination

9. Reporting to the Assistant Registrar, and in collaboration with Marketing and Advancement Colleagues, to help coordinate support from the Doctoral College for Open days and recruitment activities.
10. Reporting to the Doctoral College Managers, to co-ordinate the registration process for new Doctoral Researchers including:
 - a) Liaison with relevant staff across the University regarding the timing of transfers from various admissions systems and managing the subsequent process which results in the creation of new student records.
 - b) Liaising with key services (such as Accommodation) to ensure that information displayed in Online Registration web pages and CRM messages is accurate and up to date.
 - c) Ensuring that eligible students are invited to complete Online Registration (including re-registration for returning students) in accordance with agreed timelines, and overseeing timely responses to all registration queries (received via email, telephone and in person).
 - d) Working with academic Schools to oversee the process of following up with students who have not completed registration/re-registration and applying late registration fees, where appropriate.
11. Reporting to the Doctoral College Managers, to coordinate the DC contribution to the annual central registration events including:

- a) Working closely with the Doctoral College Managers to co-ordinate and oversee the registration of international doctoral researchers (to include the scanning of relevant visa documents).
 - b) Preparing staff rotas to cover all registration events.
 - c) Ensuring suitable arrangements and communications are in place for all four DR registration dates, including those that fall outside of UG registration periods.
12. To oversee and co-ordinate the work of the Doctoral College Administrators in providing support for University Graduation ceremonies, and to participate in planning activities as and when required.
 13. To support the Assistant Registrar in preparing and sharing with Schools, the documentation for periodic reviews of research degree programmes and also the coordination of student experience surveys, including the PRES.
 14. To support the Senior Assistant Registrar, in the co-ordination of the Research Administrators Liason group (RALG) and the Doctoral College Operations Group and to act as Secretary for these meetings.
 15. To support the Senior Assistant Registrar in making arrangements for ad hoc meetings, delegating to the Administrators as necessary.
 16. To assist the Senior Assistant Registrar in making arrangements for and providing all necessary documentation for student misconduct and appeal cases.

Associate Pro-Vice Chancellor support

17. To oversee the diary management and coordination of meetings as requested by the Associate Pro-Vice Chancellor for the Doctoral College, delegating tasks to the Doctoral College Administrators where appropriate. To act as Secretary for these meetings where requested.
18. To oversee the administration of *ad hoc* events and competitions related to the Doctoral Researcher experience.

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 Assistant Registrar (Quality and Doctoral Research Experience)

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 recent experience in a student, or Doctoral Researcher facing administrative role within a busy office environment | 1,3 |
| | Experience of working with networked databases | 1,3 |
| | Experience of working in a customer-focused environment | 1,3 |
| Skills and Abilities | Good all-round IT skills including a good working knowledge of Microsoft Office Packages especially Outlook, Word and Excel | 1,2,3 |
| | Excellent interpersonal and communication skills, confident telephone manner, and awareness of and sensitivity towards customer needs | 1,3 |
| | Ability to communicate concisely, clearly and accurately in writing with a variety of audiences | 1,2,3 |
| | Ability to work independently and take responsibility for own workload, with significant use of own initiative | 1,3 |
| | Proven ability to identify, analyse and propose solutions to problems | 1,3 |
| | A methodical and flexible approach to tasks, including effective forward planning and the ability to work under pressure and to tight deadlines | 1,2,3 |
| | Ability to rapidly acquire new skills and knowledge | 1,3 |
| | Strong attention to detail and numeracy skills | 1,2,3 |
| | Experience of supervising and/or training a small team | 1,3 |
| | Ability to work effectively as part of a team | 1,3 |
| Training | Demonstrate evidence of having undertaken further training | 1,3 |
| Qualifications | A level education or equivalent | 1 |
| | Minimum GCSE Grade C or equivalent in English and Mathematics | 1 |
| Other | A willingness to work flexibly according to the demands of the post | 1,3 |
| | Commitment to providing a high level of service to both students and University staff | 1,3 |
| | Commitment to observing the University's Equal Opportunities Policy at all times | 1,3 |
| | Empathy with the aims and objectives of the University | 1,3 |

Desirable Criteria

| Area | Criteria | Stage |
|------------|---|-------|
| Experience | Experience of writing procedural documents for administrative processes | 1,3 |
| | Experience of working on large-scale events | 1,3 |

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|----------------------|---|-----|
| Skills and Abilities | Skills using relevant Loughborough University IT systems, especially LUSI | 1,3 |
| Qualifications | A good honours degree or equivalent | 1 |
| Other | Understanding and knowledge of the Data Protection Act | 1,3 |

Conditions of Service

The position is full-time and open-ended. Salary will be on Administrative Services Grade 5, £25,627 – £30,497 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 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 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

The closing date for applications is **Monday 30th May 2022**. Interviews will be held during the week commencing 6th June.

