

## MBA PROGRAMMES OFFICER (Maternity cover)

Part time and fixed term to June 2024 (or the earlier return of the post-holder)

Job Ref: REQ230271

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 undertake administration relating to taught programmes within the Loughborough Business School. The post holder will be a senior member of the administrative team and will support the timely and accurate delivery of degree administration. They will report to the Administration Manager and will work closely with administrative colleagues, Programme Directors and other academic colleagues on a day-to-day basis. A full working knowledge of University regulations and procedures will be required in order to fulfil the duties indicated below.

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The duties outlined in this job description are undertaken by a small team of administrators. Each member of the team may have a selection of duties they fulfill on a regular basis but will be expected to support other team members as required. Therefore, the detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

#### Job Duties

The post-holder will be responsible for the student administration of the full-time MBA programmes:-

- Masters in Business Administration, BSPT22 (1 year)
- Masters in Business Administration with Internship, BSPT24 (2 year)

They will be responsible for managing and tracking student study plans from induction through to graduation, including the monitoring and logging of reassessments, project extensions and leave of absence.

Working alongside the academic team, including the Programme Director, they will assist in the organisation and running of programme events, such as induction and trips off campus.

#### PROGRAMME ADMINISTRATION

- To ensure regular communication with the Administration Manager, Programme Directors and Directors of Studies regarding delivery of programme administration ensuring that substantive issues are escalated.
- To assist with quality assurance by ensuring compliance with programme/module specifications and University regulations.
- To provide appropriate guidance and advice to administrative colleagues and to the School's Programme Directors and other academic staff concerning programmes.
- To develop and maintain a strong working relationship with University colleagues and to liaise appropriately with those in central sections in order to carry out required roles and responsibilities.
- To coordinate the processing of Mitigating Circumstances claims and to act as Secretary to the Panel.
- To be responsible for the administration and servicing of Examination Boards including liaison with academic staff regarding external examiner comments and feedback.

**Commented [FT1]:** Will it be open to a secondment so existing staff don't have to give up a permanent role?

**Commented [TG2R1]:** Yes, that's certainly the idea. I guess that would be something for the successful candidate and their current school to agree on though. When we advertise internally, we shall promote it as a secondment though.

**Commented [FT3]:** Add administrative colleagues as well.

**Commented [FT4]:** Add bullet points: To timetable the MBA programme in liaison with the Programme Director, Module Leaders and the administrative team.

**Commented [EB5R4]:** Agree

- To timetable the full-time MBA programme in liaison with the Programme Director, Module Leaders and administrative team.
- To attend and service Staff Student Liaison Committee meetings.
- To work with the Administration Manager to plan and administer the annual update of programmes and modules in line with University procedures and timeframes as required.
- To assist with the preparations for various programme quality reviews, audits and accreditation visits as directed by the Programmes Manager.
- To liaise with the assessment team and assist in the co-ordination and action of all matters associated with student assessments.
- To update the assessment timetable in liaison with the assessment team.
- To work with colleagues in Student Support Services and Academic Registry to manage administration of examinations.
- To liaise with students with reasonable adjustments in respect of assessment arrangements.
- To action requests for Project Extensions referring complex cases to Administration Manager as appropriate.
- To assist with the more complex student assessment scenarios such as cases of academic misconduct and appeals.
- To oversee and monitor student registrations with Professional Accrediting Bodies. To support the administration of quality assurances processes for professional bodies as appropriate and to be responsible for ensuring that the requirements of accrediting bodies are adhered to in the registration and assessment of students.

#### **STUDENT ADMINISTRATION**

- To support the organisation and delivery of the student induction programmes as required.
- To coordinate student module registrations and to assist with the maintenance of personal tutors, dissertation advisor records on Co-Tutor.
- To monitor students' registration status liaising with the Administration Manager and Academic Registry on issues relating to induction, visas and student changes in circumstances.
- To work with the Programme Administrators to carry out student participation monitoring.
- To organise, service and contribute to informal Student Review/Monitoring meetings as required including the preparation of agenda/papers, taking of minutes and tracking the progress of actions.
- To provide appropriate guidance and advice to students regarding their studies at the University, including the preparation of reassessment advice.
- To be responsible for monitoring the progression of all students, whilst considering the different lengths of programmes and different intake dates. This also includes the monitoring of project extensions and reassessments to ensure students progress smoothly on their programme and are taken to the appropriate board for graduation.
- To work with the Programme Administrators to ensure that all Module Leaders are kept fully informed of the relevant details of students with reasonable adjustments.
- To be responsible for the preparation of post-board communications to students and for overseeing reassessment arrangements including reassessment registration.
- To assist the Administration Manager in coordinating the School's response to appeals received from the Academic Registry.
- To liaise with external agencies for modules run externally, including travel and invoice administration.

#### **GENERAL ADMINISTRATION**

- To assist the Administration Manager in undertaking the annual cycle of tasks and processes which underpin the School's degree programmes.
- To support Administration Managers and Directors of Studies in the planning and delivery of all programme related activities ensuring that actions are undertaken in a timely manner and in accordance to University and School deadlines.
- To assist the Administration Manager in undertaking regular reviews of policies and procedures relating to student and programme administration to ensure compliance with University policy and the effective support of students and colleagues within the School.
- To maintain and update student, module and programme records, monitoring the student records database (LUSI) liaising as required with the Student Records Office to ensure that all information held relating to students is accurate.

**Commented [FT6]:** Add bullet point: To track the progression of students on different length programmes, different intakes, including dissertation extensions and reassessments to ensure students progress smoothly to the required boards.

**Commented [EB7R6]:** Agree

**Commented [FT8]:** Add: To liaise with external agencies for externally run modules, including travel and invoice administration.

**Commented [EB9R8]:** Agree

- To assist with the maintenance of information systems such as archives, student records, etc., ensuring compliance with University regulations and GDPR.

#### **TEAM SUPERVISION**

- To contribute to the supervision of the administrative team as required by the Administration Manager. To include: monitoring workflow; structuring/allocating work; supervising work; training in liaison with the Administration Manager.
- To contribute to recruitment, selection and induction processes for new administrative staff as required.

#### **OTHER DUTIES**

- To service Committees as required, including the preparation of the agenda and minutes of meetings.
- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing with students, academic staff, external organisations and other University Colleagues.
- To ensure confidentiality and 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 Programmes 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 post-holder reports to the Administration Manager.

Responsible For: The post-holder has supervisory responsibility for the Programme Administrators within the Assessment Team.

## 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 Criteria

Area	Criteria	Stage
Experience	Significant experience in a similar role	1, 3
	Experience of dealing with people in a variety of complex/difficult situations	1, 3
	Experience of examination boards, assessment, and resit processes	1, 2, 3
	Experience of Loughborough specific systems and procedures	1, 3
	Experience of working in a demanding student facing environment	1, 3
Skills and abilities	A positive attitude and an ability to cope with change	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, 2, 3
	Excellent interpersonal, organisational, oral and written communication skills.	1, 2, 3
	Able to work with accuracy and attention to detail.	1, 2
	Excellent practical IT skills including Microsoft Office and Outlook diary management.	1, 2, 3
	Ability to use compassion and tact in dealing with complex situations.	1, 2, 3
	Innovative thinking to adapt working procedures to new/different situations.	1, 3
Training	Demonstrate evidence of having undertaken further training	1
Qualifications	A-Levels (or equivalent) plus 5 GCSEs at grade A-C including in Maths and English, or considerable professional experience	1
Other	Commitment to observing the University's Equal Opportunities Policy at all times.	1
	Willingness to work flexibly, particularly during periods when boards are held.	1, 3

Commented [FT10]: Add Criteria: Experience working in a demanding student facing environment.

Commented [EB11R10]: Agree

Commented [FT12]: Is this section Skills and Abilities or a new section?

Commented [TG13R12]: It's still Skill and Abilities

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of the supervision of staff	1, 3
	Experience of committee servicing	1
	Experience of University timetabling	1
	Experience of managing and tracking student study plans	1, 3

## Conditions of Service

The position is part-time 29.6 hours per week (0.8 FTE) and fixed term for up to 1 year (or sooner if post holder returns earlier). Salary will be on Administrative Services, Grade 5 (£27,396 to £32,411), 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 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 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/>

Commented [FT14]: 24hours - 0.65 FTE

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