

## Programme Administration Assessment Co-ordinator

Job Ref: REQ230300

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 within the Wolfson School of Mechanical, Electrical & Manufacturing Engineering Student Support Team to coordinate the administration of Assessment for Taught programmes. To support the Student Support Team to ensure student administration is undertaken within necessary guidelines to achieve the highest standard of administrative provision.

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.

#### Job Duties

##### *Programme Administration*

1. To work in conjunction with the School Programme Managers to coordinate the administration of assessment (exams and coursework) within UG and PG Programmes within the school. This will include duties such as:
  - Overseeing the workload related to assessment within the Student Support Team and ensuring appropriate levels of cover to meet these deadlines.
  - Coordinating the collation and upload of marks on LUSI and dissemination of marks to students.
  - Managing the tracking of student submissions and signposting support where relevant.
  - Ensuring Academic colleagues and Student Support Team are aware of administrative deadlines and workload relating to all areas of assessment and supporting them to achieve this.
  - Coordinate the communication with External examiners for moderation in line with the School's Assessment and Moderation Policy.
  - Keeping accurate records to monitor work meeting deadlines and feedback to management colleagues.
  - Suggesting and implementing process/system improvements that are identified by the Student Support team and required as a result of central services initiatives.
2. Managing the School administration email inbox and coordinating the Student Support Teams workloads as a result, ensuring that appropriate cover/responses are always provided. To support staff in this area to ensure they are suitably conversant with and knowledgeable in all aspects of the School's business to provide a professional and efficient service to colleagues, students, and external visitors.
3. Supporting the School Programmes Managers, to coordinate and oversee matters associated with student administration where required.
4. Working closely with Director of Quality and Academic Integrity Leads to support all matters of academic misconduct across school programmes. This will include leading the administration on all suspected cases,

preparing board paperwork and communicating with students, liaising closely with Academic Registry and Partner Schools.

5. To act as the first point of escalation for queries and complaints from students and/or parents should they arise, resolving issues where possible, referring more serious issues to the School Programme Managers.
6. To prepare and service the Schools Learning and Teaching Committee

### **General Administration within Programme Administration**

1. To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing, in a supportive manner, with students and parents, academic staff, external organisations and other University Colleagues.
2. To provide cover and support 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.
3. Assisting, as required, the School Programmes Managers in undertaking the annual cycle of tasks and processes which underpin the School's programmes at all levels. This will include Leave of Absence, Transfers, Withdrawals etc.
4. Undertake training and development deemed appropriate for the position and attend appropriate across department committees and working groups.
5. To engage with the Performance and Development Review (PDR) process.

### **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**

The School's Administrative Staff will be expected to support and attend key events such as School visit days and Saturday University Open Days, on a rotational basis.

Annual leave requests will be restricted at key points in the academic calendar and will be approved subject to the needs of the business.

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 School Programmes Manager (UG & PG)

## 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 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	Able to work under pressure and meet competing deadlines.	1,3
	Able to prioritise and work independently and to deal with unforeseen problems and circumstances effectively.	1,2,3
	Excellent interpersonal, organisational, oral and written communication skills.	1,3
	Excellent organisational skills in planning and tracking administrative work involving others	1,3
	Well-developed problem solving skills, using initiative and judgement in more complex situations.	1,3
	A keen eye for detail and ability to manage, manipulate, and extrapolate from data, with accuracy	1,3
	Substantial, practical, IT skills including Microsoft Office 365 and Microsoft OneDrive.	1,2,3
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

### 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 Loughborough University assessment procedures	1,3
	Experience of servicing committees, including the writing and distribution of minutes	1,3
Skills and abilities	Ability to explain procedures and support colleagues to meet common goals	1,3
	Skills using relevant Loughborough University IT systems eg LUSI, Agresso, Co-Tutor, LEARN and CMIS.	1,3
	Considerable experience within Microsoft Excel. Including advanced formatting and data manipulation.	1,3

	Understanding and knowledge of relevant legislation eg SENDA, Data Protection Act, Freedom of Information etc.	1,3
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## Conditions of Service

The position is Full Time and Open-Ended. Salary will be on Administrative Services Grade 5, £27,396 to £32,411 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's Terms and Conditions of Employment for Staff Grades 1-5, 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 can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

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/>