

Governance Administrator

Programme Quality and Teaching Partnerships Office

Job Ref: REQ230878

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 (20 hours per week, over 4 – 5 days per week)

Job Purpose

A varied role providing high-quality administrative support across a range of activities related to University governance and the operations of the Academic Registry. It includes a contribution to management of Freedom of Information requests and the opportunity to develop expertise in this area.

The PQTP Office provides central administrative services including the following:

- a) the development and implementation of the University's learning and teaching strategy and related policies and procedures for the assurance of academic standards and quality in relation to taught programmes, including programmes provided through partnerships with other institutions.
- b) the servicing and facilitation of a range of senior University committees, including the governing body (Council) and those responsible for academic matters including the Senate.
- c) Oversight and delivery of wider University governance arrangements on behalf of the Chief Operating Officer and Secretary of Council.
- d) Central support for student exchange and placement programmes and a number of processes relating to student rights and responsibilities.
- d) operational processes contributing to the effective running of the Academic Registry as a whole.

This role provides the opportunity to join a busy team engaged in a wide range of different activities contributing to the successful operation of the University. Training will be provided in the more specialist digital tools which the postholder will use on a regular basis.

Job Duties

1. Freedom of Information

To provide administrative support for response to Freedom of Information (FOI) requests, including:

- a) Managing the FOI mailbox.
- b) With guidance from colleagues, forwarding requests to relevant parties within the University to collate information, following up on queries as required.
- c) Responding to straightforward requests in accordance with FOI legislation.
- d) Managing the recording of FOI requests and outcomes.

- e) Escalating sensitive requests and ensuring requests are responded to in a timely manner.

2. Committee Support

Supporting the administration of a number of formal University Committees serviced by members of the PQTP Office, including:

- a) Assisting the Committee Secretaries in the collation, uploading and distribution of high quality meeting packs (agendas, minutes and papers) using a range of digital tools (MS Teams, Board Intelligence)
- b) Arranging refreshments and hospitality for meetings and ensuring that audio visual and other arrangements are made to ensure the efficient operation of meetings.
- c) Creating and maintaining the relevant committee membership and distribution lists, web pages and MS Teams folders as appropriate.
- d) Supporting the annual production of the University's committee schedule and using the University Wide Outlook Calendar to create meetings for onward sharing with Committee members.
- e) Arranging hard copies of Senate and Council papers to be bound (annually).
- f) Supporting the election of members to Council, Senate and Human Resources Committee, where elections are required.

3. PQTP Web Champion

As the PQTP Web Champion, to use the Web content management system (CMS) to:

- a) Maintain the Academic Quality Procedures Handbook on the web.
- b) Maintain PQTP webpages and associated guidance documents and electronic templates, including the Freedom of Information webpages.
- c) Update all University Ordinances, Statutes and Regulations in accordance with Senate and Council approval.
- d) Help or train other colleagues in the office to bring new or updated content to the web.

4. PQTP administration

- a) Occasional arrangement of ad hoc internal and external meetings including associated hospitality
- b) Acting as a point of contact for general enquiries to the PQTP Office.
- c) Contributing to the recording of student disciplinary offences.

5. External Examiner Administration

To assist the Executive Officer in the delivery of University-level external examiner processes including contributing to:

- a) Maintenance of accurate records of appointments.
- b) Support for the timely approval of new examiners.
- c) Monitoring of the external examiners inbox and forwarding of examiners' reports.

- d) Processing of expenses claims.

6. Academic Registry administrative support

- a) Any other duties within the Academic Registry commensurate with the level of the post, to include:
- b) Providing administrative support to the Academic Registrar in the absence of their Executive Officer
- c) Using the University's HR System (iTrent) to support administration of staff recruitment processes and the recording of sick leave
- d) Using the University's finance system (Agresso) to order stationery and other required equipment for the department.
- e) Support for other PQTP or Academic Registry processes during peak demand periods (e.g. registration, graduation)

Other

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 Information Security.

Organisational Responsibility

Assistant Registrar (PQTP)

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	Experience of working as a part of a team in a busy office environment - dealing with a wide range of internal and external customers	1,3
	Experience of applying tact and discretion in difficult situations	1,3
	Experience of working with a range of digital systems and tools entry	1,3
Skills and abilities	Excellent time management skills, including the ability to plan and prioritise a varied workload, maintaining a strong customer focus at all times	1,2,3
	Excellent communication and inter-personal skills in all areas of written, verbal and face to face contact	1,2,3
	Ability to work efficiently, flexibly and with strong attention to detail	1,2,3
	A positive and proactive approach to work and problem solving, demonstrating good use of initiative when it is appropriate to do so	1,3
	A good level of numeracy	1,3
	Ability to develop new skills/knowledge quickly	1,3
	Strong IT skills and familiarity with the Microsoft Office package	1,3
	An interest in learning new digital systems and in their application to excellent service delivery	1, 3
Training	A willingness to undertake further training as necessary	1,3
Qualifications	Minimum grade C or 4 in GCSE English and Maths, or equivalent	1
	A Levels or equivalent	1
Other	Commitment to providing a high standard of service to University staff and students.	1,3
	Commitment to observing the University's equal opportunities policy	1,3
	Empathy with the aims and objectives of the University	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of editing and maintaining web content	1,3
	Experience of working in an environment governed by regulations	1,3
	Experience of working with corporate systems/networked databases	1,3
	Experience of working in a Higher Education environment	1,3

Conditions of Service

The appointment will be on a part time, open ended contract, over at least 4 days a week. Salary is on Administrative Services, Grade 4, £23,149 to £26,642 per annum, 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 at: <http://www.lboro.ac.uk/services/hr/a-z/conditions-of-service.html>