Academic Registry
(Programme Quality and Teaching Partnerships)

Loughborough University

Placements, Exchanges and Governance Manager
Job Ref:REQ230989

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Background

The Academic Registry

The Academic Registry is responsible for central student and programme administration at the University and supports the work of the University's academic Schools, governance, and academic decision-making processes. It has three sections, the Student Office, the Programme Quality and Teaching Partnerships Office, and the Doctoral College Office.

Further information on the Academic Registry is available here: http://www.lboro.ac.uk/services/registry/
Further information on Programme Quality and Teaching Partnerships is available here:
https://www.lboro.ac.uk/services/registry/pqtp/

About the Programme Quality and Teaching Partnerships Office

The Programme Quality and Teaching Partnerships (PQTP) Office provides central administrative services supporting the development and implementation of the University's education and student experience strategy as well as policies and procedures which enable the University to meet its responsibilities for the assurance of academic standards and quality in relation to taught programmes (including programme and module approval and review procedures).

The remit of the Office includes quality assurance and key operational aspects of collaborative provision, student exchanges and placements, in addition to more traditional delivery on the University's campuses. As well as some committee servicing, staff of the PQTP Office also carry out duties related to student rights and responsibilities, for example, procedures for academic appeals, Freedom of Information requests, student complaints and student discipline. Whilst staff have their own key areas of responsibility, the majority of the team (including this post) contribute in addition to student case handling at peak times of the year.

Placements and International Study Exchanges

Sandwich year placements and international study exchanges have for many years played a key role in the stimulating and developmental experience which Loughborough offers its undergraduate students. We are now also see increasing development of shorter accredited work experiences and extension of opportunities to postgraduate taught students. We anticipate that activities in this area will continue to develop and grow, representing essential vehicles for delivery of our current University Strategy Building Better Futures, Together and in particular the Education and Student Experience core plan, led by the PVC (Education and Student Experience).

Following a review, the University is repositioning its professional support for placements and exchanges. Operational delivery by academic Schools will be led and co-ordinated through a partnership between the Careers Network and the Academic Registry, with each University-level service playing to its strengths. In addition, the Global Engagement team will contribute to the development of new exchanges partnerships as part of the overall International Engagement and Partnership core plans of the Strategy.

The Academic Registry will manage policies and administrative procedures related to placements and exchanges working with academic Schools and Learning and Teaching Committee under the overall remit of the PVC (Education and Student Experience). Working with academic Schools, the Registry will also set the framework for efficient administration of records of placement and exchange activity, including application for and disbursement of funds from the government Turing scheme. In addition, Registry are responsible for ensuring that compliance is achieved with both internal policies (e.g. relating to meetings with students on placement, the recognition of academic achievement) external compliance requirements (e.g. UKVI compliance, HESA reporting and Turing

scheme compliance). Staff based in Programme Quality and Teaching Partnerships will lead the Registry contribution but will work closely with colleagues in Student Records and Operations in relation to matters such as the overall student record, data for statutory returns and student immigration compliance.

Job Description

Job Grade
Management and Specialist Grade 6

Job Purpose
Based within the Programme Quality and Teaching Partnerships Office (PQTP) in Academic Registry, this post will play a central role in the operational administration of the processes relating to the University's student placements and international student exchange opportunities on a day-to-day basis. The post holder will also contribute to a range of regulatory procedures relating to individual student rights and responsibilities, manage the University's responses to Freedom of Information requests and service one or more of the University's Committees.

Job Duties

1.   Placements and Exchanges

With leadership from the Assistant Registrar (Placements and Exchanges), to plan and manage the University's operational processes relating to student placements and international student exchange opportunities on a day-to-day basis in close collaboration with academic Schools, other Registry staff, and with the Careers Network (placements) and the Global Engagement team (exchanges). This will include:

a) Working with the Assistant Registrar (Placements and Exchanges) and other stakeholders, setting the framework for the annual cycle of placement and exchange processes. This will include ensuring that activities are delivered in a timely way and in accordance with University policy (e.g. Placement Charter) with accurate records being maintained on students and the activities they are undertaking, enabling both effective operations and meeting the requirements of internal and external compliance and reporting.
b) Contributing to the co-ordination of the teams of placement and exchanges staff in academic Schools (both academic and professional service staff) to ensure a high-quality experience for participating students and that record keeping and compliance requirements are met on a consistent basis, seeking expert advice from colleagues in the Student Records & Operations team as required.
c) Providing advice and guidance to School colleagues on non-standard situations which may arise whilst a student is out on placement or exchange.
d) Where the School is unable to assist an outgoing student in difficulty, ensuring support is provided directly to the student.
e) Managing bilateral exchange contracts with partner institutions and liaison with academic Schools with regard to formal terms of student exchange agreements.
f) Managing the internal competition for places on University-wide international institutional exchanges.
g) Operational management of the UNITECH partnership which offers placements and study exchanges with a group of prestigious European partners.
h) Management of effective and compliant procedures for incoming students under international exchange agreements, including dealing with any non-standard situations which may arise, ensuring the student and/or academic School receives appropriate advice from relevant colleagues including on immigration requirements.
i) Contributing to the development of advisory information in a variety of media to support staff and students involved with exchange opportunities.
j) Contributing to reviews of processes for placement and exchanges administration and enhancement projects, including work on the more effective deployment of corporate and desktop software. This may also include project work with IT Services.
k) Contributing to the University's arrangements for oversight of Turing funding received from the UK government and authorisation of its allocation to individual outgoing students (both exchange and placement students)

l)   Contributing to reporting on the use of Turing student mobility funds, and the preparation of bids for funding and relevant quality assurance and procedural documentation.

m)   To line manage two staff who carry out key processes for placement and exchange opportunities, working with academic School teams to ensure accurate records are kept for operational purposes and internal and external reporting.

2.   Student Regulatory Issues

To contribute to the delivery of procedures relating to student rights and responsibilities under the oversight of the Assistant Registrars. In the first instance, this will include the academic appeals procedure for taught students (Regulation XIV). The role includes consideration on behalf of the Academic Registrar and extensive correspondence with students and Academic Schools. Advice and support on the most difficult cases will be provided by the Assistant Registrars and the Academic Registrar. This will be a significant part of the role during the period July to October.

3.   Information Governance

In the first instance, the postholder will manage to the University's responses to Freedom of Information requests under the direction of one of the Assistant Registrars and with support from another team member. Such requests relate to a wide range of University activities. The process includes (specific training will be provided):

a)   Triaging the receipt and response to Freedom of Information requests to ensure that the University meets its obligations under the Freedom of Information Act (2000) and the Environmental Information Regulations in a timely way, delegating straightforward requests to the Governance Assistant.

b)   Liaising with a range of colleagues across the institution, including senior management, to ensure that requests are resolved in compliance with relevant legislation.

c)   Reviewing and responding to informal complaints relating to Freedom of Information requests in accordance with the published complaints procedure.

d)   Maintenance of the University's FOI website and publication scheme, liaising with the University's subsidiary companies as required.

e)   Provision of ad-hoc training to key staff involved in the provision of information for responses.

4.   Committee Servicing

The post-holder may be allocated one or more University Committees for which they will act as Secretary, agreeing agendas with the Chair, collating papers, taking minutes and ensuring follow up actions are completed.

5.   Other Duties

Other duties and project work as may be determined by the Head of Programme Quality and Teaching Partnerships and the Academic Registrar.

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 Information Security.

Organisational Responsibility

Reports to the Assistant Registrar (Placements, Exchanges and Governance).

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	Previous work experience in a professional capacity	1,3
	Experience of using corporate systems/networked databases	1,3
	Experience of supervising staff in a customer focused environment	1,3
Skills and abilities	Strong analytical and numeracy skills including a high level of attention to detail and the ability to manipulate large datasets	1,2,3
	Excellent practical IT skills and an interest in the application of IT to the presentation of complex information and the improvement of business processes.	1,2,3
	Proven ability to work effectively and collaboratively in a team in a high-pressure environment	1,3
	Excellent organisational and time management skills, including proven ability to prioritise a varied and busy workload with competing demands	1,2,3
	A proactive and flexible approach, including a proven ability to use own initiative and the ability to adapt to a rapidly changing working environment	1,3
	Excellent problem-solving skills and a proven ability to master new areas of knowledge and skills rapidly and independently	1,3
	Excellent interpersonal and communication skills, exercising tact and confidentiality	1,2,3
	Ability to write clearly, concisely and persuasively for a variety of audiences	1,2,3
	High level of cultural sensitivity	1,3
Training	Be committed to, and actively participate in, a programme of continuing personal and professional development.	1,3
Qualifications	Strong educational background including at least a second-class honours degree (or equivalent), or relevant work experience at an equivalent level	1, 3
	Minimum grade C or 4 in GCSE English and Maths, or equivalent	1
Other	Appreciation of the importance of and commitment to equity, diversity and inclusion	1,3
	Empathy with the aims and objectives of the University	1,3
	Commitment to excellence and to the continuous improvement of the services for which the postholder is responsible	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous work experience in higher education administration	1,3

	Experience of the administration of placements and/or exchanges arrangements in higher education	1,3
	Experience of interpreting and applying legislation and complex regulations	1,3
	Experience of procedures relating to student rights and responsibilities	1,3
Skills and abilities	Proven ability to lead and manage a team effectively under pressure	1,3
	Good understanding of MS Office 365 tools (e.g. Teams, OneDrive, Forms, Lists, Planner)	1,3

Conditions of Service

The position is FULL TIME 1FTE and OPEN-ENDED. Salary will be on Grade 6, £33,966 to 44,263 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, details of which can be found here: https://www.lboro.ac.uk/services/hr/conditions-of-service/grade6andabove/.

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 https://www.lboro.ac.uk/services/hr/leave-absence/family-leave/.

We also offer an on-campus nursery with a salary sacrifice scheme (further details are available at: https://www.lboro.ac.uk/services/hr/benefits/family/).

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/