

## Programme Administration Assessment Officer

Job Ref: REQ240165

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**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 School of Science Programme Administration Team to coordinate the administration of assessment for taught programmes. To support the Programme Administration Management Team with supervision of workload across the team and report progress against school and university deadlines in relation to assessment. To provide management of administrative processes for service taught modules within the school.

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 Programme Administration 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 Programme Administration Team and ensuring appropriate levels of cover to meet these deadlines.
  - Managing the tracking of student submissions and signposting support where relevant.
  - Management of coursework extensions processes with the school.
  - Ensuring academic colleagues and the Programme Administration 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.
  - Suggesting and implementing process/system improvements that are identified by the Student Support team and required as a result of central services initiatives.
2. To manage all administration processes related to service taught modules (maths and psychology) including responding to extension requests, reviewing and uploading marks to LUSI and annual updating of module specifications.
3. To set up and administer module approval panels for all service taught modules in liaison with academic lead in the Department for Mathematics Education.
4. Supporting the Programmes Administration Managers, to coordinate and oversee workload associated with student administration where required.
5. 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 Programmes Administration 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 across department/university 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 Programme Administration Manager

### **Person Specification**

Your application will be reviewed against the essential and desirable criteria listed below. Applicants **MUST** 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
- 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
	Ability to explain procedures and support colleagues to meet common goals	1,2,3
	Excellent interpersonal, oral, and written communication skills.	1,3
	Excellent organisational skills in planning and tracking administrative work involving others.	1,2,3
	Well-developed problem-solving skills, using initiative and judgement in more complex situations.	1,2,3
	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	Evidence of undertaking relevant training to support learning and development in the workplace.	1,3
Qualifications	GCSE Grade C or equivalent in English and Mathematics or substantial work experience	1

## Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting.	1,3
	Experience of Loughborough University administrative/assessment procedures.	1,3
	Experience of servicing committees, including the writing and distribution of minutes	1,3
Skills and abilities	Ability to supervise a diverse team across multiple offices	1,3
	Considerable experience within Microsoft Excel. Including advanced formatting and data manipulation.	1,3

## 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/>