

Placements, Exchanges and Governance Officer

Job Ref: REQ240177

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 five sections: the Academic Registrar's Office, Doctoral College Office, Programme Quality and Teaching Partnerships Office, Student Records Operations Team, and Timetabling Team.

Further information on the Academic Registry is available at <http://www.lboro.ac.uk/services/registry/>.

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 in relation to taught programmes.

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, the team also carry out duties related to student rights and responsibilities, including academic appeals, student complaints and student discipline, and manage Freedom of Information requests.

Further information is available at <https://www.lboro.ac.uk/services/registry/pqtp/>.

Placements and International Study Exchanges

Sandwich year placements and international study exchanges play a key role in the stimulating and developmental experience which Loughborough offers its undergraduate students. We are now increasing the availability of shorter accredited work experiences and placement opportunities for postgraduate taught students, as well as implementing an exciting new Study Abroad programme for incoming students. We anticipate that activities in this area will continue to develop and grow, representing essential vehicles for the delivery of our current University strategy 'Creating Better Futures. Together' and in particular the Education and Student Experience core plan, led by the PVC (Education and Student Experience), and the International Engagement and Impact Plan, led by the Director of Marketing & Advancement.

Following a review, the University is repositioning its professional support for placements and exchanges. Operational delivery by academic Schools will be led and coordinated through a partnership between the Careers Network and the Academic Registry, with each 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 Impact, and Partnership core plans.

The Academic Registry will manage policies and administrative procedures related to placements and exchanges, collaborating 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, the Registry is responsible for ensuring that compliance is achieved with both internal policies (e.g. relating to meetings with students on placement and the recognition of academic achievement) and external requirements (e.g. UKVI compliance, HESA reporting and Turing scheme compliance). Staff based in PQTP 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

Administrative Services Grade 5

Job Purpose

This exciting new role sits within the PQTP Placements and Exchanges section of five staff. Under the guidance of the Assistant Registrar and the Placements, Exchanges and Governance Manager, the Placements and Exchanges Officer will work closely with academic Schools and a number of professional services to support the administration of student exchange programmes and work placements. The postholder will also take responsibility for the day-to-day coordination of the University's planned new International Study Abroad programme and will provide day-to-day support for the University's management of Freedom of Information requests.

The successful candidate will have a commitment to delivering outstanding service to students and colleagues, the ability to work in accordance with policy/legislation, strong IT skills and enthusiasm for supporting the implementation of new systems and processes. Training and development will be provided across all elements of the role, and opportunities to be involved in wider project and operational activity may also be available. The role offers a varied range of experience and represents an excellent opportunity to develop the foundations of a career in higher education administration and management, process change and business improvement.

Job Duties

1. Work Placements and Exchanges

- a) To provide day-to-day support for the two Placements and Exchanges Administrators, triaging mailboxes, dealing with queries and helping the Placements, Exchanges and Governance Manager to monitor and allocate workload.
- b) To maintain records of institutional exchange agreements with partner organisations, supporting the Assistant Registrar and Placements, Exchanges and Governance Manager with correspondence related to the creation or renewal of agreements.
- c) Under the guidance of the Placements, Exchanges and Governance Manager, to take responsibility for the organisational/operational aspects of the selection of students for University-wide exchange schemes and the UNITECH programme. This may include arranging meetings and related events, liaison with external stakeholders and related internal communications.
- d) To coordinate the new Study Abroad programme for incoming students. This will involve day-to-day oversight of admissions, liaison with partner institutions and School colleagues, particularly in relation to module options.
- e) To attend University Open Days and other events associated with the promotion of study abroad opportunities, plus welcome events for incoming students. This may involve occasional weekend or out of hours working, with notice and time off in lieu.
- f) To advise School colleagues regarding the use of corporate systems to record and monitor placements and exchanges data, including student engagement records.
- g) To monitor placements and exchanges data quality, liaising with Schools and the Student Records and Operations Team to resolve issues. This will include day-to-day oversight of placement and exchange students' engagement data.
- h) To provide guidance to Schools on University policies in relation to placements and exchanges, and their application to individual students' circumstances, escalating queries to a manager as required.
- i) To support the Assistant Registrar and Placements, Exchanges and Governance Manager to develop and implement processes related to the governance of postgraduate and other non-standard undergraduate (Part I) placements.
- j) To contribute to placements and exchanges-related student systems projects and system enhancements through:
 - i. Reviewing existing processes to inform system design.
 - ii. Undertaking user acceptance testing, including collating and providing feedback to inform further development.
 - iii. Developing and updating user documentation, videos and training.
 - iv. Communicating development progress and information on new processes to stakeholders.
 - v. Supporting relevant project groups and Project Management Boards.

2. Information Governance (Freedom of Information)

- a) Under the guidance of the Placements, Exchanges and Governance Manager, to provide administrative support for the University's Freedom of Information (FOI) processes. This includes:
 - i. Managing the FOI email inbox, requesting and collating information from colleagues across the institution, including the University's Senior Management Team, and recording requests and outcomes.

- ii. Dealing with routine FOI requests in accordance with the Freedom of Information Act 2000, referring more complex cases to a senior colleague.
- iii. Maintaining confidentiality when dealing with sensitive information.

3. Other

- a) To support wider University events including registration and graduation.
- b) To undertake any other duties within the Academic Registry commensurate with the level of the post.

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 training.

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 form; CVs will not be considered during the shortlisting process.

Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience in an administrative role within a busy office environment	1,3
	Experience of using corporate systems/networked databases and working with data	1,3
	Experience of working in a student or customer-focused environment	1,3
Skills and abilities	Excellent interpersonal and communication skills and an awareness of and sensitivity towards customer needs	1,2,3
	Ability to work independently and take responsibility for own workload, with significant use of own initiative	1,3
	Ability to communicate concisely, clearly and accurately in writing for a variety of audiences	1,2,3
	Ability to work effectively as part of a team, including colleagues from a wide variety of backgrounds with different perspectives	1,3
	Good practical IT skills and comprehensive knowledge of relevant Microsoft packages, including Outlook, Word, Excel, Teams and OneDrive	1,2,3
	Strong attention to detail and numeracy skills	1,2,3
	Proven ability to identify, analyse and propose solutions to problems	1,3
Training	A proactive and flexible approach to tasks, including effective forward planning and the ability to work under pressure and to tight deadlines	1,2,3
	Demonstrate evidence of having undertaken further training	1,3
	Qualifications	A level education or equivalent, or relevant work experience at an equivalent level
Other	Minimum grade C or 4 in GCSE English and Maths, or equivalent	1
	Commitment to providing a high level of service to students, University staff and external partners	1,3
	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

Desirable Criteria

Area	Criteria	Stage
Experience	Previous Higher Education work experience, ideally in student administration	1,3
	Experience of writing procedural documents for administrative processes or systems	1,3
	Experience of working in accordance with policies or legislation	1,3
	An awareness of Freedom of Information legislation	1,3
Skills and abilities	Skills using relevant Loughborough University IT systems, including LUSI and Co-Tutor	1,3
Qualifications	A good honours degree or equivalent	1
Other	Understanding and knowledge of data protection	1,3

Conditions of Service

The position is full-time and open-ended. Salary will be on Administrative Services Grade 5, £27,979 - £32,982 per annum, 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 Operational and Administrative staff, details of which can be found here: <https://www.lboro.ac.uk/services/hr/topics/grades-1-5/>. 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/topics/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/topics/childcare-support/>).

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 <https://www.lboro.ac.uk/equity-diversity-inclusion/gender-equity/athena-swan/>.