Loughborough Business School

PROGRAMMES ADMINISTRATOR
Job Ref: REQ240203

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

Job Purpose

To undertake administration relating to taught undergraduate programmes within Loughborough Business School. The post holder will be involved in all aspects of degree administration. Working closely with the administration team and academic colleagues, the post holder will be required to fulfil duties as indicated below.

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The duties outlined in this job description are undertaken by a small team of administrators. Each member of the team may have a selection of duties they fulfill on a regular basis but will be expected to support other team members as required. Therefore, the detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Job Duties

PROGRAMME ADMINISTRATION
- To support the preparation of all induction communications and materials as required including the preparation of relevant handbooks.
- In conjunction with colleagues, to assist with the planning, organisation and running of key events such as student induction programmes, student open/visit days and graduation events.
- To carry out general student administration including using the LUSI database to maintain and update records in respect of module registrations and examination/coursework results etc. utilising an in-depth knowledge of IT systems and the Microsoft Office suite.
- To assist with student queries and providing information, and general advice and guidance, in a timely and effective manner. To work independently and use own initiative when dealing with unexpected student problems and emergencies, referring more complex problems to the appropriate Programmes Officer or Administration Manager.
- To provide general teaching-related administration for academics as appropriate, setting-up coursework submission points, uploading documents to LEARN.
- To undertake regular checking/housekeeping of LEARN to ensure that minimum presence requirements are met, that content is up to date and relevant and where appropriate, ensuring that teaching teams and external examiners have access.
- To support the administration of student feedback on modules in the School.
- To support and minute SSLC meetings as required.
- To assist with the collation and maintenance of risk assessment and ethical clearance documentation.
- To develop and maintain a strong working relationship with University colleagues and to liaise appropriately with those in central sections in order to carry out required roles and responsibilities.

ASSESSMENT ADMINISTRATION

- To liaise with Module Leaders to obtain coursework assignment briefings, ensuring that briefings are correctly formatted and approved by External Examiners.
- To assist with the preparation of examination papers, ensuring that papers are correctly formatted, moderated, and approved by External Examiners prior to their submission to the University's Student Office.
- To be responsible for all aspects of student coursework submission, collation, and return, including:
    - liaising with academic staff to obtain deadlines.
    - monitoring assessments and reassessment submissions and communicating with students regarding late and non-submissions.
    - recording and processing coursework extensions requests.
    - processing incoming coursework assignments for marking and internal moderation.
    - coordinating the release of results to students by relevant deadline dates.
- To work as part of a team to support the administration of centralised exam venues as required. This may include working unsocial hours.
- To process exam scripts for marking and internal moderation.
- To be responsible for recording coursework and exam marks on LUSI and deriving samples for external examining as appropriate.
- To ensure that all documentation regarding the marking and moderation of assessments is appropriately stored.
- To assist with collating, monitoring, and processing Mitigating Circumstances claims submitted by students, including recording the decisions of the Mitigating Circumstances Panels.
- To assist the Programmes Officer and Administration Manager with Examination Board administration including liaison with academic staff in respect of External Examiner comments and feedback.

STUDENT ADMINISTRATION

- To be responsible for the administration associated with the monitoring of student attendance via the digital registers and updating student information on central systems.
- To support the Programmes Officers in communicating with students on a wide range of issues relating to their studies.
- To ensure that all Module Leaders are kept fully informed of the relevant details of students with additional needs.
- To assist the Programmes Officer in making arrangements for examination/in-class tests and venues for students with additional needs, including the organisation of invigilators and distribution of examination papers to the venues. To ensure that appropriate Right to Work and contractual checks have been undertaken.
- To ensure that invigilators are aware of the University's policy and protocols in respect of supervising examinations.

GENERAL ADMINISTRATION

- To maintain student, module and programme records, monitoring databases and information systems liaising with administrative colleagues as required to ensure that all information held is accurate.
- To assist with the maintenance of information systems such as archives, student records, etc., ensuring compliance with University regulations and GDPR and ensuring the timely delivery of accurate information as and when required.
- To assist with the preparations for various programme quality reviews, audits and accreditation visits as directed by the Programmes Manager.

OTHER DUTIES
- To provide cover for the School's reception as required.
- To service Committees as required, including the preparation of the agenda and minutes of meetings.
- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing with students, academic staff, external organisations, and other University Colleagues.
- 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.
- To provide support to other School initiatives, such as Alumni engagement.
- To ensure confidentiality and compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position by the Head of Operations and the Undergraduate Administration Manager/Programmes Officer.

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, where appropriate, Recruitment and Selection.

The post-holder may be required to work unsocial hours on occasions.

Organisational Responsibility
Reports to: Programmes Officer
Responsible for: None

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
3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience in an administrative role	1, 3
	Experience of student or other customer-focussed environment	1, 3
	Experience of working independently and dealing with unforeseen problems and circumstances	1, 3
Skills and abilities	High standard of written and verbal communication skills	1, 3
	Able to deal with a variety of people in a professional manner	1, 3
	Able to process high volumes of work to the required standards of accuracy and timeliness.	1, 3
	Good organisational skills	1, 3
	Ability to work as part of a team	1, 3
	Willingness to have a flexible approach to duties	1, 3
	Ability to use own initiative and to prioritise workload	1, 3
	Excellent computer skills with a thorough knowledge of MS applications, including Excel, Outlook, and Word	1, 2, 3
	Attention to detail	1, 2, 3
	Committee servicing	1, 3
Training	Willingness to undertake training identified as appropriate.	1, 3
Qualifications	'A' level education or equivalent.	1
	GCSE Grade C or equivalent in English and Mathematics.	1
Other	To maintain confidentiality, as the post holder will have access to personal and confidential information.	1, 3
	To be committed to the University's Equal Opportunities Policy at all times.	1, 3
	Willingness to work unsocial hours if required	1, 3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a HE/FE environment.	1, 3
	Experience of working with students	1, 3
	Previous experience of working with/maintaining databases	1, 3
Skills and abilities	Good personal organisation	1, 3

Conditions of Service

The position is FULL TIME and OPEN ENDED. Salary will be on Administrative Services, Grade 4 (£23,700 - £27,181 per annum), 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/Operational and Administrative staff, 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 are available at http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html.

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/