

Senior Management Team Support Administrator

Job Ref: REQ240339

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

School summary:

The Wolfson School of Mechanical, Electrical and Manufacturing Engineering is one of the UK's largest engineering schools. It is home to around 250 academic and research staff, 90 professional staff, 2,000 undergraduate students, 180 post graduate MSc students and 150+ research students.

Job Description

Job Grade:

Administrative Services Grade 5

Job Purpose

To manage and provide a pro-active high level of confidential personal assistance and administrative support to the Senior Executive Board (SEB), primarily to the Associate Deans', Director of Academic Staffing and members of the extended SEB when required.

The post holder will have a substantial amount of autonomy and will be required to work independently on a range of different projects with a limited amount of supervision.

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

- To provide highly professional level of secretarial services/administrative support to the principals directly supporting (including Office 365, documents preparation; dealing with including enquiries; receiving visitors to the office, arranging internal and external meetings; making travel arrangements.
- To manage the relevant SEB email and other correspondence (including much that is private and confidential, setting priorities and taking action as appropriate).
- Working with the Associate Dean – Research and Innovation to provide administrative support with Research Excellence Framework (REF) related tasks.
- To deputise for the People Process and Operations Officer in their absence to provide confidential personal assistant services to the Dean of School, Head of Operations and School Administration Manager to ensure that all members of the SEB team receive consistent level of service and support.

- To ensure that best use is made of the Associate Deans' and Director of Academic Staffing's time by being proactive in dealing with enquiries, and that meetings are scheduled appropriately to deal with School business.
- To ensure that the relevant paperwork/electronic files are made available to the Associate Deans' and Director of Academic Staffing prior to all meetings; provide secretarial support for internal meetings linked to the School such as Staff Meetings, Research Committee meetings, co-ordinating the agenda items and circulating meeting papers, taking minutes and prompt follow-up after meetings.
- To work closely with the School Administration Manager and People Process and Operations Officer to develop effective processes for the administration of HR related activities; to take shared responsibility for the administration processes associated with:
 - the recording of sickness absence
 - administration of the recruitment and selection of academic, research and support staff, including collation and input of recruitment documentation on to iTrent, co-ordination of applications, arrangement of panels and interviews, liaison with referees, and candidates during the process, and follow-up with appointment procedures
 - on-boarding and off-boarding of all staff e.g. induction through to exit
 - monitoring, and arrangement of extension and termination of fixed term contracts
 - supporting the Dean in collating and maintaining databases relating to academic staff promotions
 - maintaining staff web profiles
- To work closely with the Head of Academic Staffing in administering the process for the probation of new academic staff. This is set out by HR, but requires considerable coordination within the School. This will include maintaining a robust process for the New Lecture Programme (NLP).
- To be responsible for collating material from the SEB for the staff newsletter and publicising to the wider school.
- Working with the People Process and Operations Officer to oversee the coordination of University Teachers (UT) and Postgraduate University Teachers (PUT). This includes taking requests for UT or PUT support, setting up contracts, conducting Right to Work checks and processing timesheets for payment.
- In conjunction with the People Process and Operations Officer to administer the School Staff Intranet and Ethics form approval process.
- Working as part of the School's Equity, Diversity and Inclusion (EDI) Team to be responsible for coordinating the organisation of events. This will include booking venues, refreshments, issuing invitations and ensuring appropriate resources are available.
- To ensure that absences are approved by the School Administration Manager, and that the office is appropriately staffed at all times in keeping with business needs; take shared responsibility for welcoming visitors for the Senior Management Team in a professional and hospitable manner; dealing with telephone and email queries promptly and efficiently.
- To work closely with the School Administration Manager and People Process and Operations Officer to identify new efficient ways of working, and to develop processes that focus on service enhancement; to willingly adopt new processes and procedures, and to encourage this positivity within the team.
- To develop and maintain a professional and supportive relationship with colleagues within the School and the wider University, and to collaborate with them effectively.

- To become involved in activities that support the School's broader strategic objectives including participation in student administration activities, assisting at Visit Days, Saturday Open Days, Student inductions and Placements events; to remain open to providing support in any area of the School in response to business needs and when requested by the School Administration Manager, or Head of Operations.
- To participate fully in the School's PDR (Performance and Development Review) Scheme to identify and agree professional and personal future development opportunities; to undertake annual PDR reviews with the professional support staff and to identify development needs for the individuals as appropriate.
- To attend and provide support at bi-annual Saturday Open Days.
- To undertake any additional duties in response to changing needs within the School at the request of the Head of Operations, School Administrative Manager and People Process and Operations 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

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 Equity & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & Diversity legislation and University policies/procedures.

This job description is an indication of the duties associated with this role, but there will be an expectation that the post-holder will undertake further duties as required, in line with business needs. It is expected that annual leave will be arranged to fit with the requirements of the role and the activities taking place in the wider team.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Belonging and Inclusion and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the People Process and Operations Officer

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	Significant previous relevant experience within an appropriate environment	1,3
	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	Demonstrable flexibility and the ability to adapt to a changing work environment	1,3
	Well-developed problem solving skills, using initiative and judgement in more complex situations	1,3
	Able to plan, prioritise and work effectively and to deal with unforeseen problems and circumstances efficiently	1,3
	Experience of servicing of committees and minute taking	1, 3
	Able to work effectively under pressure and meet competing deadlines	1,3
	Excellent interpersonal, negotiation and influencing skills; ability to maintain confidentiality, and to deal with a wide variety of people at all levels using effective judgement, tact and diplomacy.	1,2,3
	Excellent time management and organisation skills	1,3
	Able to work with accuracy and attention to detail	1,3
	A high level of Office 365 skills including OneNote, Teams and Forms. Also to include Outlook diary management and databases	1,2,3
	Training	Demonstrate evidence of having undertaken further training
Adopt new procedures as and when required		1,3
Qualifications	A level education or equivalent	1
	GCSE Grade C or equivalent in English and Mathematics	1
Other	Commitment to observing the University's Equal Opportunities policy at all times	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting	1,3
	Experience of Loughborough University administrative procedures	1,3
	Experience of Loughborough specific systems and procedures	1,3

	Experience of the supervision and line management of staff	1,3
Skills and abilities	Skills using relevant Loughborough University IT systems e.g. iTrent, Dashboard, LUSI and Agresso or equivalent systems	1,3
	Understanding and knowledge of relevant legislation eg SENDA, Data Protection Act, Freedom of Information etc	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 Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The appointment will be subject to the University's normal Terms and Conditions of Employment for Staff of 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 are available [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 [here](#)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equity 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/>