

Message from the Director of Estates and Facilities Management

Dear Colleague,

Loughborough University is a fantastic place to work and study. There is a real pride in the University that touches everyone associated with it. We want to attract and retain the best people to work in our Maintenance and Engineering team at Loughborough University and believe that we offer an attractive total reward package that includes: generous index linked pension, generous holiday allowance, access to sporting facilities and gym membership at staff rates and many other benefits. We hope that you will apply and look forward to meeting you

Throughout our history we have built upon our distinctive characteristics and enhanced our strengths. Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident at Loughborough today.

Our campus in the heart of Leicestershire – one of the largest in the UK, spanning 440 acres – provides a supportive and enriching environment with first-rate facilities for both staff and students. Loughborough is the largest single site University campus in the UK at 440 acres; it is located close to a market town and is only minutes away from the motorway network. The Estate is in a sylvan setting, with a huge variety of academic, residential, commercial and sports facilities and is 362,000 sq. m in total. There are 154 buildings as well as a further 85 acres that is currently agricultural land adjoining campus that has planning permission for the further development of the Loughborough University Science and Enterprise Park (LUSEP) and is part of an Enterprise Zone. Our Facilities have been voted the best in the UK for the last five years in the Time Higher Student Satisfaction survey and voted the best in the WhatUni 2018 and 2019 awards.

Graham Howard

Job Title: Administrative Support Assistant

Job Ref: REQ240542

General Details	
Job Title:	Administrative Support Assistant
Professional Service:	Estates & Facilities Management – Catering, Residential & Domestic Services
Location	Loughborough University
Tenure:	Open ended
Hours/FTE	37 hours per week
Grade/Salary	Grade 3 - £22,011 to £23,144 per annum Pay will be enhanced to £12.00 per hour to reflect we are a Real Living Wage, where applicable
Holiday	36 days inclusive of 8 Bank holidays and 6 University closure days
Pension	Automatic enrolment into the Local Government Pension Scheme with an employer's contribution of 24.8%
Starting date:	Asap

Job Purpose
<p>To support the scheduling and payment arrangements for approx. 300 staff in Residential and Catering Services. To administer reports from the electronic Time Management System particularly where it interfaces with payroll and assist with arrangements for the efficient deployment of pool and agency staff. To provide general administrative support as required</p>

Management & Supervision	
Reporting to:	Administration Officer

Responsibilities
<p>General Duties</p> <ul style="list-style-type: none"> • Prepare and run weekly reports for payroll from the Time Management System (TMS) • Process all appropriate paperwork ensuring that a high standard of accuracy and confidentiality is maintained at all times • Liaise with Payroll, Managers and staff in relation to payroll queries and anomalies and process necessary amendments • Ensure all Managers follow payroll procedures by using the correct systems and processes • Maintain data with regards to new starters, leavers and contractual changes within TMS ensuring that information is up to date and accurate • Pre-programme all Bank Holidays, University Closure Days and term time roster changes within TMS • Maintain a manual with all the relevant processes and procedures relating to TMS • Assist with the inputting, collating and distributing of documents relating to recruitment • Ensure all staff absence is collated and accurately inputted into iTrent <p>Pool and Agency Staff</p> <ul style="list-style-type: none"> • Assist with the co-ordination and deployment of a team of in-house pool staff • Liaise with staff agencies and act as first point of contact for both pool and agency staff. Maintain regular contact with team members whilst working on campus • Respond to job requests, staff feedback and all other queries relating to these • Monitor pool staff attendance, payments, performance feedback and cost centre allocation • Follow departmental procedures to book Agency staff, raising purchase orders and monitoring correct payments

- Ensure that suitably skilled agency staff are deployed on campus, monitor their attendance and collate feedback on performance

Training

- Commit to personal training and development
- Demonstrate a willingness to adopt new procedures when required

Other

- Carry out other duties and responsibilities as directed from time to time, commensurate with the grade and nature 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

Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

Conditions of Service

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, where operational needs allow, 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/>

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.

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.

Organisational Responsibility

The role holder will report directly to the Administration 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	Previous administrative experience working with databases	1, 2, 3
	Proven experience of dealing efficiently with various staff groups	1, 2, 3
	Experience of working to tight deadlines	1, 2, 3
Skills and abilities	Advanced administrative skills including excellent IT skills and a detailed working knowledge of Microsoft Office	1, 2, 3
	Excellent communication skills with good standard of written and spoken English	1, 2, 3
	Organisational and time management skills; able to prioritise own workload	1, 2, 3
	Demonstrate good attention to detail and accuracy	1, 2, 3
	Maintain discretion and confidentiality	1, 2, 3
Training	Ability to work in a team	1, 2, 3
	Demonstrate a willingness to attend appropriate development courses and undertake training	3
	A willingness to adopt new procedures as and when required	1, 3
Qualifications	Educated to GCSE Grade C or equivalent in English and Maths	1, 3
Other	Commitment to observing the University's Equal Opportunities Policy at all times	3

Desirable Criteria		
Area	Criteria	Stage
Experience	Experience of working in a large organisation	1, 3
	Experience of working with a Time Management System	1, 3