Loughborough University

Doctoral College Administrator
Academic Registry
Job Ref: REQ240659

The position is FULL TIME 1FTE and FIXED TERM POSITION PROVIDING MATERNITY COVER FROM 1 OCTOBER 2024 FOR 12 MONTHS OR EARLIER RETURN OF THE SUBSTANTIVE POST-HOLDER.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

The postholder will

- Support the delivery of PhD (research) degrees, providing a high-quality administrative service for postgraduate research students (Doctoral Researchers), applicants, staff, sponsors etc.
- Provide a front of house service to students in relation to their studies and finances
- Support the admissions process for new research students, including issuing offer letters
- Support the administration of student scholarships and studentships
- Support the administration of student progression and assessment including the preparation and management of examinations for research students, including the remuneration of External Examiners.
- Ensure that research students' academic and personal details are accurately maintained on student information systems
- Advise School staff on process and regulations for research degrees
- Support key events in the student life cycle, including registration and graduation

Job Duties

Admissions

1. To operate on a day-to-day basis the University's research student and visiting research student admissions system.

2. To interpret a candidate's response to an offer of a place to study in the light of financial information, degree results, English Language qualifications and to record the information on the applications database ensuring complete accuracy at all times for admission and tuition fee purposes.

3. To ensure that candidates receive registration information at the appropriate time to secure their admission.

4. In conjunction with the Administrative Officers to provide documents for visa applications in accordance with the UKVI requirements and to verify visa information at student registration.

Registration and Re-Registration

1. To ensure students are registered and re-registered promptly according to prescribed deadlines.

2. To update the Student Information System (LUSI) with respect to a student's registration status ensuring accuracy at all times.

Student support

Providing a front of house Service including:
1. Responding to student queries from in-person enquiries, telephone calls and emails on all aspects of Student Administration
2. Producing bespoke documentation for students, including completing pre- printed forms from external agencies and one-off letters.
3. Assisting with the production of Confirmation of Acceptance of Studies (CAS) for international students and scanning visas/passports in line with Home Office requirements
4. When required, providing a reception service for the Rutland Building.

Student Finance

1. At the request of academic Departments/Schools, to create and maintain individual payroll records for research students, to enable monthly payments to be made; to advise staff on the appropriate terms and conditions of studentship awards and to check for accuracy.

2. To ensure the payment of External Examiners' fees and expenses.

Assessments

1. To liaise with academic staff in Schools in respect of the appointment of examiners for research degree submissions, using discretion to seek advice from the Senior Assistant Registrar or other staff in unusual cases and on occasions, contacting external examiners for additional information.

2. On receipt of a research thesis to check submission deadlines and ensure all requirements are met before the thesis is sent for examination. To prepare correspondence to accompany the theses.

3. To interpret recommendations from the examiners' report forms following the examination and to draft correspondence, advising the student of the outcome of their examination.

4. To monitor arrangements for examinations to ensure that they are conducted within appropriate timescales and to ensure examiners' report forms are returned promptly.

5. To process the accurate award of research degrees on a monthly basis in accordance with University regulations.

Events

1. Assisting in the administration of the annual registration event and graduation ceremonies.

Other

1. Any other duties within the Academic Registry commensurate with the level of the post.

Other

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.

The University is committed to enabling staff to maintain a healthy work-home balance and is supportive, where operational needs allow, of flexible working arrangements.

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*

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/*

The post will be mostly based on campus, but with some opportunities for home working, as business needs allow.

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. 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	Experience of working as a part of a team in a busy office environment - dealing with a wide range of internal and external customers	1,3
	Experience of applying tact and discretion in difficult situations	1,3
	Experience of data entry	1,3
Skills and abilities		
	Excellent time management skills, including the ability to plan and prioritise a complex and varied workload, maintaining a strong customer focus at all times	1,2,3
	Excellent communication and inter-personal skills in all areas of written, verbal and face to face contact	1,2,3
	Ability to work efficiently, flexibly and with strong attention to detail	1,2,3
	A positive and proactive approach to work and problem solving, demonstrating good use of initiative when it is appropriate to do so	1,3
	A high level of numeracy	1,3
	Ability to develop new skills/knowledge quickly	1,3
	Good level of IT skills and familiarity with the Microsoft Office package	1,3
Training	A willingness to undertake further training as necessary	1,3
Qualifications	GCSEs Grade C or above in English and Mathematics or equivalent	1
	A Levels or equivalent	1
Other	Commitment to providing a high standard of service to University staff and students.	1,3
	Commitment to observing the University's equal opportunities policy	1,3
	Empathy with the aims and objectives of the University	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working with networked databases	1,3
	Experience of working in an environment governed by regulations	1,3
	Experience of working in a Higher Education environment	1,3