

Postgraduate Research Officer

REQ240728

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 5

Job Purpose

To work within the School of Science administrative support team to provide support for Postgraduate Research Students (Doctoral Researchers) and general administration.

Working closely with colleagues from the Doctoral College Office (DCO), the School's Associate Dean for Research and Innovation (ADR&I) and the Director of Doctoral Programmes (DDP) to deliver excellent and individualised customer service and manage the day-to-day administration of the School's provision of postgraduate research/PhDs. This includes PGR recruitment, administration and progression processes within the School including all aspects of studentships, grant and fellowship applications.

Job Duties

- To process applications, which includes checking qualifications, gathering information for admissions criteria, requesting references, liaise with prospective students and identifying an appropriate supervisor, so that the DDP can make informed decisions.
- To assist with the advertising, preparation and processing of studentship documentation and to ensure that appropriate records are maintained and accurate.
- To be responsible for PGR student induction arrangements, including student handbooks, and liaising with School colleagues regarding key and desk allocations.
- To maintain the School's LEARN and website pages, ensuring content is up to date and relevant for students and visitors, as required.
- To process and record all PhD registrations, to populate and maintain the student information database and provide the necessary information for progression panels to make informed decisions. To record all student data, including non-standard progression issues i.e. Leave of Absence and ad-hoc progression requirements
- Assessment and Progression activity; duties such as:
 - liaising with supervisors and internal and external assessors;
 - setting board deadlines for academic staff;
 - co-ordinating the processing of claims for Mitigating Circumstances (MC) and requests for extensions to submit;
 - producing Examination Board paperwork and servicing Boards and MC panels.

- communicating board decisions and providing guidance to student and academic colleagues regarding outcomes of progression.
- Responsibility for the School's PGR funding position and annual renewals, including:
 - Monitor the Authorisation of Award allocations and working with the DCO to process studentship awards.
 - To maintain School financial data in relation to available funding from School, Doctoral College and external industry funding.
 - To coordinate the annual studentship allocations and liaise with DCO to produce studentship offers.
- Act as first point of contact to staff and students to provide advice and guidance on student welfare and regulatory issues as and when they arise, particularly in relation to requests for extensions, Leave of Absence, and progression information. To handle informal complaints, should they arise, from postgraduate research students and resolve issues where possible, referring more serious issues to the Research Support Manager..
- Provide the ADR&I and DDP with timely and effective management information and to follow-up on discrepancies in a timely manner. To act as a first point of contact for staff in the DCO requiring information, or data returns, and to liaise with academic supervisors when appropriate.
- To support the School Research Support Manager with the provision of information to the School's Senior Leadership Team in respect of PGR student activity, including EDI, admissions, supervision, progression and completion data.
- To support the School Research Support Manager with analysing the results of the annual Postgraduate Research Experience Survey (PRES) survey and work with the DDP and School DR Representatives, to implement projects based on the findings.
- To oversee the work of Receptionist and Student Support Assistant(s), supporting PGR processes e.g student attendance monitoring, reference requests for new applicants and maintaining PGR profiles on School webpages..
- To oversee the administration of student attendance monitoring to ensure compliance with UKVI legislation; progress and liaise with DCO in respect of cases of non-attendance/ non-participation.
- To support Academics in the upkeep of Co-Tutor to record contact meetings and engagement from PGR students. To maintain confidential and accurate student records using the University's IT systems.
- To take shared responsibility for the organisation of key events within the School such as the Doctoral Researcher Conference, graduation and University Open Days. To attend these events and pro-actively network with our doctoral researcher and academic community.
- To arrange, support, attend formal meetings, circulating papers, taking minutes, as requested. Act as the secretary to the School's PGR Committee and to represent the School as an active member of the Doctoral Research Administrator Network (DRA Net).
- Ensure full compliance with University policies and procedures including Data Protection and Freedom of Information.
- Maintain information systems such as departmental archives, student records etc, ensuring compliance with University regulations and data protection and ensuring the timely delivery of accurate information as and when required by the School.
- To remain open to providing support in any area of the wider School in response to business needs when requested to ensure that key services are maintained at all times; to assist other members of staff during peak periods in the academic cycle.

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.

SPECIAL CONDITIONS

All Administrative Staff will be expected to support and attend key events such as School visit days and Saturday University Open Days, on a rotational basis.

Annual leave requests will be restricted at key points in the academic calendar, and will be approved subject to the needs of the business.

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.

Organisational Responsibility

Reports to Research Support Manager

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 | Extensive experience of working as an administrator, in an HE academic department/school environment | 1,3 | |
| | Experience of dealing with students from a variety of backgrounds in supportive and inclusive manner | 1,3 | |
| | Experience of advising others in a variety of complex and difficult situations, including regulatory advice | 1,3 | |
| Skills and abilities | Professional with excellent customer focus | 1,2,3 | |
| | Excellent interpersonal and Communication skills | 1,2,3 | |
| | Excellent organisational skills, with the ability to prioritise work effectively | 1,3 | |
| | Able to plan, prioritise and work independently with minimal supervision | 1,3 | |
| | Proactive, flexible, reliable and discrete | 1,3 | |
| | Proven ability to deal with work pressure effectively | 1,3 | |
| | Ability to work to a high level of accuracy | 1,2,3 | |
| | Demonstrable ability to use own initiative | 1,3 | |
| | Excellent practical IT skills (Microsoft Office, Excel) and databases | 1,2,3 | |
| | Training | A willingness to undertake further training as appropriate, and to adopt new procedures as and when required | 1,3 |
| | | Demonstrate an ongoing commitment to personal development | 1,3 |
| Qualifications | A level education or substantial relevant experience | 1 | |
| | GCSE Grade C or equivalent in English and Mathematics | | |
| Other | Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace | 1,3 | |

Desirable Criteria

| Area | Criteria | Stage |
|----------------------|--|-------|
| Experience | Experience of applying Data Protection | 1,3 |
| | Substantial experience of working as an administrator in an HE setting supporting Postgraduate Research Students | 1,3 |
| Skills and abilities | Ability to review, develop and implement new or existing processes | 1,3 |
| | Knowledge of Loughborough University IT systems, eg, LUSI, Learn, Agresso, CMIS and Co- Tutor | 1,3 |

Conditions of Service

The position is **full time** and **open ended**. Salary will be within Administrative Services Grade 5 (£27,979 - £32,982) per annum, subject to pay award pending, 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 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/>