

PROGRAMMES ADMINISTRATOR

Part-time (two roles available – 0.81 FTE, 30 hours per week; 0.5 FTE, 18.5 hrs per week); Open-ended contracts

Job Ref: REQ240776

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Internationally recognised for its contribution to the study of sport, exercise and health, the School has wide-ranging expertise, encompassing such diverse areas as biomechanics, medicine, molecular and cellular biology, nutrition, pedagogy, psychology, physiology, sociology, economics and sport management.

The School has an active and ambitious plan to grow capacity and influence through developments as part of the National Centre for Sport and Exercise Medicine, Loughborough in London, and StemLab.

The School is extremely proud to have held an [Athena Swan Silver Award](#) since 2013, recognising the commitment and work of the School in addressing gender inequalities in Science, and to improving career progression for female academics.

The School is committed to ensuring that female students and staff are able to achieve their full potential, and provides a flexible and open working culture to enable staff to maintain a work-life balance.

We support our Athena SWAN initiatives by investing in:

- Bespoke leadership programmes to encourage and build confidence in women to take leadership roles.
- Working lunches, where needed, to enable meetings to be held between 10.00am and 4.00pm (as per our Silver Action Plan).
- Monthly coffee mornings which provide opportunities for networking and develop a sense of community within the School.

Job Description

Job Family & Grade: Administrative Services Grade 4

Job Purpose: To provide efficient and effective administrative support for the School's degree programmes and to undertake appropriate duties commensurate with the School's objectives.

Job Duties:

- To assist the School's Education and Student Experience Manager and Student Support Team Manager in undertaking the annual cycle of tasks and processes which underpin the School's Taught degree programmes.
- To assist with organised events such as open days, induction and registration.
- To provide a point of contact, specialist advice and assistance to staff and students on matters related to the degree programmes.
- To assist with the production of examination papers, including liaising with academic staff and the Examinations Office.
- To co-ordinate the administration of coursework, including liaising with Reception regarding submission and collection, arranging samples and marks upload.
- To maintain and communicate student lists regarding GDPR and Additional Needs.

- To assist with the organisation of in-School tests and exams for small groups or individual students.
- To provide support in all aspects of Programme Board administration.
- To provide secretarial support for Committees, including the minuting of meetings.
- Any other duties as requested by the Head of Operations or Education and Student Experience Manager.

Programme Administration

1. To support the preparation of all induction paperwork, including letters to new and returning students.
2. The processing of requests for internal transfers and Leave of Absence, etc.
3. To carry out general student administration using the LUSI database to maintain and update student records in respect of module registrations and examination/coursework results, etc., utilising an in-depth knowledge of IT systems.
4. To act as the first point of contact for all students, assisting with queries and providing information, and general advice and guidance for the School's standard and specialist programmes, 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 Student Support Team Manager.
5. To manage coursework submissions, processing, and marks return.
6. To assist with the administration associated with student attendance monitoring process.
7. In conjunction with colleagues, to assist with the planning, organisation and running of key events such as student induction programmes, student open days and graduation events.
8. To be responsible for the timely distribution and collation of student module evaluation.
9. 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.
10. To provide general teaching-related administration for academics as required, such as uploading documents to LEARN.
11. To assist academic staff with the preparation of examination papers, ensuring that papers are correctly formatted and moderated and submitted to the University's Student Office by the appropriate deadlines.
12. Regular checking/housekeeping of LEARN to ensure that content is up to date and relevant for students.
13. To develop and maintain a strong working relationship with University colleagues and to liaise appropriately with those in central departments and partner institutions in order to carry out required roles and responsibilities.
14. Liaising with the University's Admissions Office, dealing with queries from applicants.
15. To assist with the preparation of paperwork for the Review and Programme Boards including liaison with academic staff in respect of external examiner comments and feedback.
16. Supporting relevant School Committees, including diary and room booking, collation and circulation of agendas, papers and minutes.

Additional Needs Students

1. Liaising closely with the Disability Co-ordinator and Student Wellbeing and Inclusivity (SWAI), to be responsible for maintaining records of students who have additional needs for examinations and in-class tests.
2. To ensure that all module leaders are kept fully informed of the relevant details of students with additional needs.
3. To be responsible for arranging examination/in-class tests and venues for students with additional needs, including the organisation of invigilators and distribution of examination papers to the venues.
4. To be responsible for liaising with additional needs students in respect of assessment arrangements.
5. To be responsible for ensuring that invigilators are aware of the University's policy and protocols in respect of supervising examinations.
6. To be responsible for checking and approving all claims associated with the payment of exam invigilators and student ambassadors in the online *Dashboard* system.

General Administration

1. To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing primarily with students and academic staff, but will also include external organisations and parents.
2. To undertake general clerical duties such as record and document filing, and operating office machines.
3. To provide cover 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.
4. To ensure compliance with relevant University policies and procedures.
5. To undertake any training and development deemed appropriate for the position by the School Head of Operations and the relevant line manager.

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.

The post-holder may be asked to work as part of the undergraduate or postgraduate team, and some flexibility is required to work across these teams as needed.

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

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 Student Support Team 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	Previous relevant experience of working in a busy office environment.	1,3
	Experience within a student or other customer-focussed environment.	1,3
	Experience of establishing and maintaining accurate electronic records.	1,3
	Experience of working individually and as part of a team.	1,3
Skills and abilities	Excellent interpersonal, organisational, oral and written communication skills.	1,2,3
	Flexibility and the ability to adapt to a changing work environment.	1,3
	Ability to work using their own initiative and be pro-active.	1,3
	Strong organisation skills, with the ability to plan, prioritise and work under pressure to tight deadlines with minimal supervision.	1,2,3
	Ability to work independently and as part of a team.	1,3
	Able to deal with a variety of people in a professional manner.	1,3
	Able to work with accuracy and attention to detail.	1,2,3
	Able to maintain confidentiality.	1,3
	Excellent IT skills including advanced use of email, Word, Excel, MS Teams and Outlook Calendar, and with ability to adopt the use of other software.	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	A willingness to occasionally work outside of normal hours (weekends) to support Open/Visit days.	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 programme administration in a higher education environment	1,3
Skills and abilities	Use of relevant Loughborough University IT systems, eg. LUSI, Co-Tutor, and LEARN	1,3
	Understanding and knowledge of relevant legislation, eg. SENDA, GDPR, Freedom of Information, etc.	1,3
	Able to take Minutes	1,3

Conditions of Service

This part-time post is offered on an open-ended contract. The salary will be within the *Administrative Services* job family at Grade 4 (£23,700 - £ 27,181 per annum); 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 staff employed on Grade 5 or under.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of [family-friendly policies](#).

The University offers a wide range of [employee benefits](#).

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: [Childcare Support](#))

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.

Loughborough University is committed to allowing its employees to work **dynamically** with a combination of working on campus and remotely, where possible. This role has been identified as a role that could work dynamically and, if successful, the line manager will discuss these informal arrangements with you. Please note that there is a general expectation that the successful candidate will spend a minimum of 60% of their time working on the Loughborough campus.