

Placements, Exchanges & Governance Administrator

Job Ref: REQ240828

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Background

The Academic Registry

The Academic Registry is responsible for central student and programme administration. It supports the work of the University's academic Schools, governance, and academic decision-making processes. It is made up of five sections: the Academic Registrar's Office, Doctoral College Office, Programme Quality and Teaching Partnerships Office, Student Records Operations Team, and Timetabling Team.

Further information on the Academic Registry is available at <http://www.lboro.ac.uk/services/registry/>.

The Programme Quality and Teaching Partnerships (PQTP) Office

The PQTP Office provides central administrative services supporting the development and implementation of the University's education and student experience strategy, as well as policies and procedures which enable the University to meet its responsibilities for the assurance of academic standards in relation to taught programmes.

The remit of the Office includes quality assurance and key operational aspects of collaborative provision, student exchanges and placements, in addition to more traditional delivery on the University's campuses. As well as some committee servicing, the team also carry out duties related to student rights and responsibilities, including academic appeals, student complaints and student discipline, and manage Freedom of Information requests.

Further information is available at <https://www.lboro.ac.uk/services/registry/pqtp/>.

Job Description

Job Grade

Administrative Services Grade 4

Job Purpose

Sandwich year placements and international study exchanges play a key role in the stimulating and developmental experience which Loughborough offers its undergraduate students. We are now increasing the availability of shorter accredited work experiences and placement opportunities for postgraduate taught students, as well as implementing an exciting new Study Abroad programme for incoming students. Working within the PQTP Office's Placements, Exchanges and Governance Team of five and liaising with colleagues from across the University, this is a fantastic opportunity to contribute significantly to the efficient administration of exchanges and placement activity. The post also offers the opportunity to gain broader higher education admin experience by supporting the wider work of the PQTP Office.

The successful candidate will be committed to delivering outstanding service to students and colleagues, the ability to work in accordance with policy/legislation, strong IT skills and enthusiasm for supporting the implementation of new systems and processes. Training and development will be provided across all elements of the role, and opportunities to be involved in wider project and operational activity may also be available.

Job Duties

1. International and UNITECH Exchange Programmes

- a) Supporting the administration of exchange programmes, including:

For incoming (including fee paying Study Abroad) students:

- i. Accepting nominations from partner universities and processing applications in the LUSI student records system.
- ii. Issuing letters of acceptance and documents to support the visa application process.
- iii. Liaising with the Student Accommodation Centre and other Professional Services in order to resolve problems and/or queries.
- iv. Acting as the central point of contact for incoming students, assisting with registration, processing documentation required by partner institutions, etc.
- v. Organising and attending the Semester Two Induction evening for all incoming exchange students.

For outgoing students:

- i. Creating and maintaining central records for outgoing students.
- ii. Nominating students to partner institutions and supporting students with their applications.
- iii. Checking and processing applications.
- iv. Issuing Turing grant agreements to students.
- v. Liaising with the Finance Office to facilitate the payment of mobility grants, bursaries or other funding to students.
- vi. Maintaining University and external Turing funding records, collating documentation for auditing purposes as required.

- b) Assisting the Placements, Exchanges & Governance Manager with administrative duties in support of the UNITECH programme, including organising and attending assessment centres and other events, checking timetables for incoming students, and providing guidance to students.
- c) Liaising with School Exchange Co-ordinators and dealing with enquiries from incoming and outgoing students (by email, phone or in person) as independently as possible, only referring the most complex issues to a manager.
- d) Attending University Open Days and any other events associated with the promotion of exchange programmes. Designing and developing new marketing materials and ensuring that they are disseminated as appropriate, including maintenance of the exchanges web pages.
- e) Maintaining records of institutional exchange agreements, monitoring expiry dates, tracking the progress of new agreements and communicating with partner institutions as appropriate, etc.

2. Work Placements

- a) Dealing with queries from Schools in relation to the governance of student placements, e.g. in relation to record keeping requirements and health and safety processes.

3. Regulation IX and XIV (academic) Appeals

- a) Providing administrative support for student academic appeals, including logging and tracking appeals.

4. External Examiners

- a) Assisting the Executive Officer with the appointment of External Examiners and the maintenance of the External Examiners database.
- b) Receiving and circulating External Examiners' reports.
- c) Processing the payment of External Examiners' fees and expenses.

5. Committee Work and General Administrative Support

- a) Supporting Committee Secretaries to format and collate meeting agendas, papers and minutes.

- b) Circulating documentation to committee members.
- c) Creating and maintaining committee membership lists, webpages and Teams channels.
- d) Providing support with meeting logistics and hospitality.
- e) Assisting with the confidential processing of Disclosure and Barring Service checks on students.
- f) Providing secretarial support to the Academic Registrar in the absence of the Executive Officer.
- g) Undertaking other administrative duties as required, e.g. assisting with graduation and student registration events, ordering stationery, dealing with general enquiries to the PQTP Office.

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

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.

Organisational Responsibility

Reports to the Placements, Exchanges & Governance Manager, with some tasks (e.g. committee support) directed by other managers within PQTP.

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 form; CVs will not be considered during the shortlisting process.

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 part of a team in an administrative role with a student or customer service focus.	1,3
	Experience of establishing and maintaining accurate electronic records.	1,3
Skills and Abilities	Excellent interpersonal and written, verbal and face-to-face communication skills.	1,2,3
	Ability to deal with a variety of people, both within the University and externally, in a professional, tactful and sensitive manner.	1,3
	Excellent time management skills, including the ability to plan and prioritise a complex and varied workload.	1,3
	A high level of numeracy and attention to detail.	1,2,3
	Strong IT skills and familiarity with Microsoft packages, including Outlook, Word, Excel and Teams.	1,2,3
Qualifications	A level education or equivalent.	1
	GCSE Grade 4/C or equivalent in English Language and Mathematics.	1
Other	Commitment to providing a high standard of service to University staff and students and external partners.	1,3
	Commitment to observing the University's Equity and Diversity policies.	1,3
	Able and willing to work flexibly with colleagues with regards to holiday cover and occasionally outside standard hours as required (with notice).	1,3

DESIRABLE CRITERIA

Area	Criteria	Stage
Experience	Experience of working in accordance with regulations or policies, ideally in a Higher Education setting.	1,3
Skills and Abilities	Experience of using Loughborough University IT systems, e.g. LUSI, Co-Tutor, Learn and CMS.	1,3
	Experience of creating and maintaining web pages.	1,3

Conditions of Service

The position is full-time and open-ended. Salary will be on Administrative Services Grade 4, £ 23,700 to £27,181 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 Operational and Administrative staff, details of which can be found here: <https://www.lboro.ac.uk/services/hr/topics/grades-1-5/>. 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 <https://www.lboro.ac.uk/services/hr/topics/family-leave/>.

We also offer an on-campus nursery with a salary sacrifice scheme (further details are available at: <https://www.lboro.ac.uk/services/hr/topics/childcare-support/>).

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 <https://www.lboro.ac.uk/equity-diversity-inclusion/gender-equity/athena-swan/>.