

Student Administration Manager

Job Ref: REQ240925

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

Management and Specialist Grade 6

Job Purpose

To provide administrative support for aspects of work related to taught programmes at all levels within the School of Architecture, Building and Civil Engineering (SABCE) and to co-ordinate the smooth and efficient running of the School Student Support Office.

Job Duties

- To be responsible for the administration of examinations, programme boards and related assessment procedures, including liaison with academic staff on correspondence with external examiners, the revision of regulations, schedules of assessment, other programme documentation and documentation relating to quality enhancement for one or more teaching unit.
- To act as line manager for administrative staff within the School Student Support Office. Working with other senior colleagues in the School to ensure that school-wide administrative processes are managed effectively to ensure the demands of the School are met at peak times.
- To design monitor and maintain administration systems, in conjunction with the Learning and Teaching Manager, to meet the needs of the School's taught programmes
- To monitor and maintain the student database (LUSI) to ensure that all information held is accurate and current and complies with GDPR legislation.
- To provide appropriate advice and guidance to students in respect of their studies at the University. Including managing and overseeing student enquiries and dealing with any exceptional queries.
- To assist in the preparation of documentation for Annual/Periodic Programme Reviews and other visits across the SABCE (e.g. accreditation).
- To liaise with academic staff and Academic Registry colleagues on new modules and the annual updates to existing modules and programmes specifications.
- Responsible for administration of module surveys and reviews and associated feedback,
- To liaise with colleagues in the Timetabling Team to ensure timetables and module choices are accurate and to assist the Learning and Teaching Manager with periodic curriculum reviews
- To ensure that relevant committees are properly serviced by a member of administrative staff, including preparation of agendas and the prompt circulation of minutes.
- To advise the Learning and Teaching Manager, Associate Dean Teaching and Head of Operations on future developments within area of responsibility.
- To work with the Wellbeing Team and Student Wellbeing and Inclusivity (SWAI) to ensure appropriate care for all students and in particular more complex cases. This will include providing occasional pastoral care for taught students.
- Management of School bought-in teaching procedures, including using relevant university systems (e.g. Dashboard).
- To undertake other duties as may reasonably be required by the Learning and Teaching Manager and Head of Operations.

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 Belonging and Inclusion and Information Security and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Learning and Teaching 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	Experience in student administration, within a HE setting or a similar environment.	1,3
	Able to demonstrate in-depth knowledge of specialist area and to provide support and guidance to others.	1,3
	Experience of supervising other staff.	1,3
	Knowledge of regulations and codes of practice (e.g. those relating to taught programmes).	1,3
	Experience of working with complex databases, managing their content, extracting, manipulating and analysing information.	1,3
Skills and abilities	Excellent communication skills and strong 'customer' focus. Able to present complex regulatory requirements in a way that non-specialists can understand.	1,2,3
	Able to use initiative to identify where changes are needed and make appropriate recommendations. Willing to participate in project work to improve administrative systems.	1,3
	A strong team player. Proactive and able to prioritise and manage deadlines effectively, planning ahead for the short and medium term.	1,3
	Able to demonstrate a flexible approach in a changing environment and to facilitate change in a team setting across multiple stakeholders.	1,3
	Able to work with accuracy and attention to detail.	1,2,3
	Excellent practical IT skills (Microsoft Office) and skilled in use of relevant and specialist IT packages or databases.	1,2,3
	Proven ability to work well under pressure to tight deadlines.	1,3
Training	A strong commitment to personal development	3
	A willingness to undertake further training as appropriate, and to adopt and implement new procedures.	3
Qualifications	Educated to Degree Level (or equivalent) or will hold substantial relevant professional experience.	1
Other	Commitment to providing a high level of service to both University staff, students and external stakeholders.	3
	An understanding of and adherence to the University's Equal Opportunities Policy, IT Acceptable Use Policy and other University policies and how they apply to own work area.	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of managing and improving administrative systems.	1,3
Skills and abilities	Able to absorb and apply knowledge of University structures, systems and procedures.	1,2,3
	Experience of using standard IT packages (e.g. Microsoft Office) in a novel way to improve business processes.	1,2,3

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on MANAGEMENT AND SPECIALIST GRADE 6 (£34,866 - £45,163 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 Academic and Related 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/>