

Architecture Administrator

Job Ref: REQ240937

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

School of Architecture, Building and Civil Engineering

Research and teaching within the School of Architecture, Building and Civil Engineering covers all the disciplines in the construction and transport industries. The school thus benefits by having academic staff from a wide variety of backgrounds, with a resulting rich diversity of perspectives.

This mix of disciplines ensures a healthy range of inputs to our teaching and research. The school is large, with some 70 academic staff, 40 technical and administrative support staff and 20 contract researchers. The School offers a wide range of undergraduate programmes that cover most disciplines within the Built Environment including Architecture, Civil Engineering, Construction Engineering Management, Commercial Management and Quantity Surveying, Architectural Engineering and Urban Planning.

Job Description

Job Grade:

Administrative Services Grade 4

Job Purpose

To work within the School of Architecture, Building and Civil Engineering administrative support team to provide support for the Architecture Programme.

Job Duties

Undergraduate Admissions

1. To be responsible for architecture undergraduate admissions processing, consulting where appropriate with admissions tutors and the University Admissions Office.
2. To be a main point of contact for admissions enquiries by telephone and email, particularly during the A level results week. To respond to all enquiries giving advice to applicants and their parents as appropriate.
3. To provide support for the architecture programme for the organisation of undergraduate open days and recruitment events. This includes the preparation of relevant paperwork associated with the events, and participation in the events, such as managing student helpers, as required.

Undergraduate Programmes

1. To carry out general student administration using the LUSI database to maintain and update student records, utilising an in-depth knowledge of IT systems.
2. To act as a first point of contact for architecture students, assisting with queries and providing information, and general advice and guidance, in a timely and effective manner.
3. To work independently and use own initiative when dealing with unexpected student problems and emergencies, referring more complex problems to the School Student Administration Manager and Learning and Teaching Manager.
4. To be part of the school course work hand-in and hand-back processes.

5. To support the administration associated with the monitoring of student attendance and updating student attendance in Co-Tutor.
6. In conjunction with colleagues, to assist with the planning, organisation and running of key events such as student induction programmes, student open days, and end of year shows.
7. To support the school administrator and academic staff in updating module specifications and regulations and to assist in the preparation of documentation for Annual/Periodic Programme Reviews and supporting accreditation for the BArch and MArch.
8. To assist with the maintenance of information systems such as archives, student records, etc., ensuring compliance with University regulations and data protection and ensuring the timely delivery of accurate information as and when required.
9. To provide general teaching-related administration for academics as required, such as
 - a. Fielding phone calls, including dealing with enquiries from staff, students, and outside organisations.
 - b. Organising meeting rooms, supporting visitors and booking refreshments
 - c. Creation and maintenance of spreadsheets/databases e.g. coursework groups
 - d. Researching complex travel and accommodation arrangements and making bookings, for example for student field trips.
10. To develop and maintain a strong working relationship with University colleagues and to liaise appropriately with those in central departments in order to carry out required roles and responsibilities.

Industrial/Professional Placements

1. To provide support in the management of architecture placement students working in conjunction with the architecture placement tutor and school placement administrator.
2. Together with the school admin team and architecture placement tutor(s) liaise with colleagues in the Careers and Employability Centre to arrange specialist sessions on CVs, applications and interview techniques and ad-hoc Employer presentations which are appropriately integrated with the programme.

Business Administration

1. To support purchasing via Purchase Order and Purchase Card, raising invoice requests and BACS transfer requests, booking conferences and making travel and accommodation arrangements for architecture staff and providing cover for school colleagues.

General Administration

1. To be initial point of contact for architecture, responding to enquiries received in person, by telephone or email and taking appropriate action. This will include dealing primarily with students and academic staff, but will also include external visitors, organisations and parents.
2. To undertake general clerical duties such as photocopying, filing, binding and laminating of documents.
3. To take minutes of meetings (not verbatim) e.g. Staff- Student Liaison Meetings.
4. 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.
5. To ensure compliance with relevant University policies and procedures.
6. 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.

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 Student Administration Manager

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	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	Flexibility and the ability to adapt to a changing work environment.	1,3
	Able to work under pressure and keep to deadlines.	1,3
	Able to plan, prioritise and work independently with minimal supervision.	1,3
	Excellent interpersonal, organisational, oral and written communication skills.	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
	Able to take notes of meetings (not verbatim).	1,3
	Able to undertake occasional Saturday working to support student recruitment events, in return for (one-and-a-half) time in lieu.	1,3
	Excellent practical IT skills including Microsoft Office and Outlook diary management.	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

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
Skills and abilities	Skills using relevant Loughborough University IT systems e.g. LUSI, Agresso, Co-Tutor, and LEARN.	1,3
	Understanding and knowledge of relevant legislation e.g. SENDA, Data Protection Act, Freedom of Information etc.	1,3

Conditions of Service

The position is full time and open ended. Salary will be on Administrative Services Grade 4, salary band: £24,600 - £28,081 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](#).

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/>