

SENIOR SUPPORT OFFICER (Programme Administration)

Job Ref: REQ241010

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 in the professional services team at Loughborough University London undertaking administration in relation to taught postgraduate programmes within the School. The postholder will be involved in all aspects of degree administration.

The postholder will be expected to lead on administration of postgraduate programmes, working independently and alongside other team members, ensuring work is carried out in a timely and accurate manner, supported by more senior colleagues as appropriate and linking back to colleagues at Loughborough University. You will be expected to understand and be up to date with Loughborough University's policies and procedures and implement them on the London campus. For some aspects of the role, there will also be a requirement to understand relevant legislation and government policy. The postholder will be expected to lead on projects for the whole team, involving other colleagues (including senior colleagues) and linking back to relevant colleagues on the Loughborough campus, for example for process reviews.

Staff Core Values include:

- Our staff are approachable, helpful, knowledgeable, courteous and take pride in working for the University and making the environment welcoming through providing an excellent service to staff and students
- Our staff are knowledgeable on the systems and processes that support students and staff in London and in Loughborough.
- Our staff understand the threshold in terms of the delivery of resolvable services in London and the services that can be called upon from Loughborough
- Our staff have a 'can do' attitude to resolve issues and problems, serving the user to a high level.
- The team of staff are committed to operating and working as a team.

Benefits of working at Loughborough University London include an initial 20 days holiday rising to 25 days after 5 years' service, 14 closure days (including bank holidays) and the opportunity to work flexi-time as agreed within the team.

We positively welcome applications from people with a wide range of backgrounds and experiences.

Job Duties

PROGRAMME ADMINISTRATION

- To carry out general student administration including using the LUSI database to maintain and update records in respect of module registrations and examination/coursework results etc. utilising an in-depth knowledge of IT systems and the Microsoft Office suite
- To respond to student queries and providing information, and general advice and guidance, 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 Curriculum Development & Academic Administration Manager
- To support the administration of student feedback on modules in the School
- To assist with the collation and maintenance of risk assessment and ethical clearance documentation
- To develop and maintain a strong working relationship with University colleagues and to liaise appropriately

ASSESSMENT ADMINISTRATION

- To liaise with Module Leaders to obtain coursework assignment briefings, ensuring that briefings are correctly formatted and approved by External Examiners.
- To assist with the preparation of examination papers, ensuring that papers are correctly formatted, moderated and approved by External Examiners prior to their submission to the University's Student Office.
- To be responsible for all aspects of student coursework submission, collation and return, including liaising with academic staff to obtain deadlines; monitoring assessments and reassessment submissions and communicating with students regarding late and non-submissions; recording and processing coursework extensions requests; processing incoming coursework assignments for marking and internal moderation; coordinating the release of results to students by relevant deadline dates
- To work as part of a team to deliver the administration of exams as required
- To process exam scripts for marking and internal moderation
- To be responsible for recording coursework and exam marks on LUSI and deriving samples for external examining as appropriate
- To ensure that all documentation regarding the marking and moderation of assessments is appropriately stored
- To maintain records for external examiners and ensure access to relevant University platforms and to ensure that invigilators are aware of the University's policy and protocols in respect of supervising examinations
- To undertake Examination Board administration including liaison with academic staff in respect of External Examiner comments and feedback

STUDENT ADMINISTRATION

- To communicate with students on a wide range of issues relating to their studies
- To work with the Student Wellbeing and Inclusion Team to ensure that all Module Leaders are kept fully informed of the relevant details of students with additional needs
- To assist the Student Wellbeing and Inclusion Team in making arrangements for examination/in-class tests and venues for students with additional needs, including the organisation of invigilators and distribution of examination papers to the venues

GENERAL ADMINISTRATION

- To maintain student, module and programme records, monitoring databases and information systems liaising with administrative colleagues as required to ensure that all information held is accurate
- 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
- To assist with the preparations for various programme quality reviews, audits and accreditation visits as directed by the Curriculum Development & Academic Administration Manager

This is a new campus in its sixth academic year of operation and the postholder will be expected to embrace the challenges associated with this and be willing to develop their skills through training and development in relation to the needs of the students, staff and the location.

The postholder will be expected to attend meetings as appropriate to their area, chairing and taking minutes as appropriate to the meeting.

It may be necessary to attend occasional meetings or training in Loughborough and to undertake some duties outside traditional "office hours" when there are events or evening teaching requiring support.

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

All Professional Services staff are required to attend induction sessions for which travel to Loughborough (East Midlands) may be required

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.

It may be necessary to attend occasional meetings or training in Loughborough and to undertake some duties outside traditional "office hours" when there are events or evening teaching requiring support.

Organisational Responsibility

The Postholder will report to the School Registrar.

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 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Significant previous relevant experience within an appropriate environment relevant to one or more of the roles in the job description	1,2
	Significant experience within a student or other customer- focussed environment	1,2
	Experience of dealing with people in a variety of complex and difficult situations	1,2
	Experience of working individually and as part of a team	1,2
Skills and abilities	Flexibility and the ability to adapt to a changing work environment	1,2
	Well-developed problem solving skills, using initiative and judgement in more complex situations	1,2
	Able to plan, prioritise and work independently and to deal with unforeseen problems and circumstances effectively	1,2
	Able to work under pressure and meet competing deadlines	1,2
	Excellent interpersonal, organisational, oral and written communication skills	1,2
	Able to work with accuracy and attention to detail	1,2
	Excellent practical IT skills including Microsoft Office and Outlook diary management	1,2
	Training	Demonstrate evidence of having undertaken further training.
	Adopt new procedures as and when required	1,2
Qualifications	A level education or equivalent	1
	GCSE Grade C or equivalent in English and Mathematics	1
Other	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace	1,2
	Willingness to attend occasional meetings on the Loughborough campus.	1,2
	Willingness to occasionally work outside normal office hours to support special events.	1,2

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting	1,2

	Experience of Loughborough University administrative procedures	1,2
	Experience of Higher Education specific systems and procedures	1,2
	Experience of working with student volunteers/ ambassadors	1,2
	Experience of working on a front desk	1,2
Skills and abilities	Skills using relevant Higher Education or Finance IT systems e.g. LUSI, Agresso, Co-Tutor, LEARN, Dashboard and CMIS	1,2
	Understanding and knowledge of relevant legislation e.g. SENDA, Data Protection Act, Freedom of Information, Disability Discrimination Act, etc	1,2
	Able to take minutes	1,2
Qualifications	Relevant professional qualification	1

Conditions of Service

The position is full time, open ended basis. Salary will be on Administrative Services Grade 5, **£29,179 - £34,132 plus £3,606 London allowance per annum**, at a starting salary commensurate with experience and 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 offer an interest free Season Ticket loan (paid yearly and recoverable monthly through salary).

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/>

Informal Enquiries

Informal enquiries should be made to Maxine Hurford, School Registrar by email at m.hurford@lboro.ac.uk