

Student Support Administrator

Part Time – 26 hours per week

Job Ref: REQ241048

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

<http://www.lboro.ac.uk/science/>

Job Description

Job Grade:

Administrative Services Grade 4

Job Purpose

To work within the School of Science administrative support team to provide support for Undergraduate and Postgraduate Programmes

Job Duties

Student and Programme Administration

1. To provide administrative support to schoolwide processes such as academic misconduct panels, engagement monitoring and assessments. This will include working independently on the process, managing day to day tasks and working with colleagues to manage workload and deadlines.
2. Take responsibility for managing appropriate email boxes, responding to enquiries, and seeking support or escalating cases when necessary.
3. To be responsible for the preparation of induction paperwork including letters to new students.
4. Manage and process requests for internal transfers and Leave of Absence. Help with the preparation of relevant handbooks and guidance documents.
5. To carry out general student administration using the student 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.
6. To act as the first point of contact for all students, assisting with 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 appropriate School Manager.
7. To assist with the maintenance of information systems such as archives, student records etc., ensuring compliance with university regulations and data protection and the timely delivery of accurate information as and when required.

8. To provide general teaching-related administration for academics as required, such as uploading documents to the online learning platform and updating reading lists.
9. To support 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.
10. Regular checking/housekeeping of the online learning platform to ensure that content is up to date and relevant for students.
11. To be responsible for collating and monitoring Mitigating Circumstance claims submitted by students, liaising with students to gather appropriate evidence and recording decisions of the Mitigating Circumstance panels.
12. To develop and maintain a strong working relationship with university colleagues and to liaise appropriately with those in central departments to carry out required roles and responsibilities.
13. Liaising with the University's Admissions Office, and the Admissions Tutor to deal with queries from applicants.
14. To work closely with colleagues in timetabling to support module choice activity for students and ensure accurate logging of information.
15. To accurately enter student coursework and examination marks in the student database and assist in the preparation of paperwork for Programme Boards and Review Boards, including liaison with academic staff in respect of external examiner comments and feedback.
16. To help in the preparation of reassessment advice.
17. To service committees from preparation to minute taking.
18. 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.
19. Be willing to participate in and support the delivery of project work.

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.
3. To work with team members 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. Attend School/University events (e.g. Open Days) as and when required, providing support to other School Staff.
6. To undertake any training and development deemed appropriate for the position.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The duties outlined in this job description are divided between a team of Student Support Administrators. Each member of the team, including this post, will have a selection of duties that they fulfil on a regular basis but will be expected to support other team members as required. Therefore, 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, Fire Safety and Information Security among others.

Organisational Responsibility

Reports to the Programme Administration Manager

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants should explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. You can find some more information about applying for a role [here](#).

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-focused 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, and contribute ideas to improve processes | 1,3 |
| | Able to plan, prioritise and work independently with minimal supervision and to keep to deadlines. | 1,3 |
| | Excellent interpersonal, organisational, oral and written communication skills, along with an ability to work with accuracy and attention to detail. | 1,2,3 |
| | Able to deal with a variety of people in a professional manner and maintain confidentiality where required. | 1,3 |
| | Excellent practical IT skills including Microsoft Office and Outlook diary management. | 1,2,3 |
| | Qualifications | A level education or equivalent. |
| | GCSE Grade C or equivalent in English and Mathematics. | 1 |
| Other | Experience of observing Equal Opportunities Policy, IT Acceptable Use Policy and other relevant policies. | 1,3 |
| | Demonstrate your commitment to champion and develop Equity, Diversity and Inclusion for colleagues and students. | 1,3 |

Desirable Criteria

| Area | Criteria | Stage |
|----------------------|--|-------|
| Experience | Experience of working in a Higher Education setting. | 1,3 |
| | Experience of Loughborough University administrative procedures, and systems. | 1,3 |
| Skills and abilities | Experience of taking Minutes. | 1,3 |
| | Demonstrate working with relevant legislation e.g. SENDA, Data Protection Act, Freedom of Information etc. | 1,3 |

Conditions of Service

The position is PART TIME (26 hours) and OPEN ENDED. Salary will be on ADMINISTRATIVE SERVICES GRADE 4 £24,600 - £28,081 per annum (pro rata), 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/>