Student Support Administrator
Job Ref: REQ250027

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 4

Job Purpose
To work within the School of Aeronautical, Automotive, Chemical and Materials Engineering administrative support team to provide support for

- Doctoral Research, Undergraduate and Postgraduate Programmes
- General Administration

Job Duties
Programme Support

1. To assist with general student administration using the LUSI 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.

2. 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 Student Support Coordinator.

3. To manage the maintenance of School and Departmental LEARN and website pages ensuring content is up to date and relevant for all staff and students.

4. In conjunction with colleagues, to assist with the planning, organisation and running of key events such as Doctoral Research seminars, student induction programmes, student open days and graduation events.

5. To be responsible for the allocation and monitoring of desks for the School's doctoral researchers ensuring records are accurately maintained, including issuing of keys and lockers

6. To liaise with the applicable doctoral supervisors to ensure the accurate recording of student meetings for compliance with University attendance monitoring requirements

7. To support the administration associated with examinations and assessments, such as data entry, audits, related queries and programme board preparations.

8. In conjunction with colleagues, to assist with aspects of coursework submissions, including Learn updates and student communications.

9. 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.

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 such as photocopying, filing, binding and laminating of documents.

3. 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. 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 Student Support Coordinator

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	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
	Excellent practical IT skills including Microsoft Office and Outlook diary management.	1,2,3
Training	Demonstrate evidence of having undertaken further training.	1,3
	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 eg LUSI, Agresso, Co-Tutor, LEARN and CMIS.	1,3
	Understanding and knowledge of relevant legislation eg SENDA, Data Protection Act, Freedom of Information etc.	1,3
	Able to take Minutes.	1,3
Qualifications		

Conditions of Service

The position is Part Time and Open-Ended, 25 hours per week. Salary will be on Administrative Services Grade 4, with salary band £24,600 to £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 Terms and Conditions of Employment for Staff Grades 1-5, 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 can be found here.

The University offers a wide range of employee benefits which can be found here.

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/

Applications

The closing date for receipt of applications is Tuesday Feb 18th 2025. The interviews are likely to take place on February 26th or 28th (subject to change) so please ensure you are available for interview if selected.

Informal enquiries are welcome and should be directed to Clare Ward C.J.Ward@lboro.ac.uk Student Support Team Manager.