

## SENIOR SUPPORT OFFICER (Student Experience)

Job Ref: REQ220085

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 providing support across a wide range of functions for students and staff within the policies and procedures defined for Loughborough University in general and for the London campus in particular.

The postholder will be allocated particular duties commensurate with this grade and will be expected to work flexibly across different roles with support and training provided to enable the postholder to undertake other duties as required.

#### Job Duties

The postholder appointed to this grade will work across a number of roles and will be expected to be flexible as demand varies across the year and as the campus evolves. The postholder will have at least one lead area and one or more secondary areas.

The postholder will be expected to work as part of a team and to provide cover and support for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities that are commensurate with the grade and nature of the post.

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.

- Support the promotion, co-ordination and delivery of events, initiatives and activities to enhance the student experience for all students who are taught on the London campus. To support a rolling programme of projects, designed to positively impact on international students' student experience, graduate outcomes, and students' ability to articulate their skills and experience.
- Assist with Student Social Activities - Work with student representatives, LSU and International Student Experience Team to lead in the organisation and coordination of social activities for students based on the London campus
- Assist with the planning of Welcome Week induction activities at each intake, graduation and other activities to support and enhance the student experience.

- To support, deliver and market an innovative programme of support for international students to include events, vacation programmes, information, advice, workshops, and training opportunities
- Maintain effective communication with the International Student Experience team in Loughborough to share updates on initiatives, identify opportunities for collaboration, and support the replication of successful projects across locations
- Organise and minute the student staff liaison committee (SSLC), providing information in a timely manner, action points are circulated and followed up on with the Student Support Manager and Director of Studies.
- Student Satisfaction - Support the administration of the student feedback timeline and module feedback, analysis patterns and trends. To collate and respond to student feedback and work with the Student Support Manager on identifying trends and suggesting actions for improvements
- Future Space - Support the coordination when required, promotion and delivery of Future Space initiatives and activities to enhance student engagement and experience
- Lead on coordinating and managing the London Student Ambassadors involving recruitment, training and assigning work shifts across the student ambassador pool.
- The postholder will be expected to provide support through a general enquiries service in person and through telephone and email. The postholder will be expected to work as a team and to provide cover for other roles including our Student Services Desk and for absences as required.

### **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.

Some out of hours work (closure periods, evening, and weekends) will be required.

### **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.

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.

### **Organisational Responsibility**

The Postholder will report to the Student Support 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 – Interview

### Essential Criteria

Area	Criteria	Stage	
<b>Experience</b>	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	
<b>Skills and abilities</b>	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 use a range of technology-enhanced learning tools and advise others on their use	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 MS Teams, Microsoft Office and Outlook diary management	1,2	
	<b>Training</b>	Demonstrate evidence of having undertaken further training.	1,2
		Adopt new procedures as and when required	1,2
<b>Qualifications</b>	A level education or equivalent	1	
	GCSE Grade C or equivalent in English and Mathematics	1	
<b>Other</b>	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
<b>Experience</b>	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	1,2
<b>Skills and abilities</b>	Skills using relevant Higher Education or Finance IT systems e.g. LUSI, Agresso, Co-Tutor, LEARN 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
<b>Qualifications</b>	Relevant professional qualification	1

## Conditions of Service

The position is FULL TIME and OPEN ENDED. Salary will be on Administrative Services Grade 5, **£28,879 - £33,882 plus £3,606 London allowance £3,606 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) and access to a corporate Gym membership.

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 Grace Baird by email at [G.Baird@lboro.ac.uk](mailto:G.Baird@lboro.ac.uk)