

## **Student Support Assistant**

**JOB REF: REQ205204**

### **About Student Services**

Student Services encompasses a wide range of the support and skills development opportunities available for students and graduates at Loughborough. This includes Careers Network, Student and Graduate Enterprise, Student Success, Wellbeing Support, Student Advice and Guidance, International Student Experience, Student Life, the Wardens' Service and Security. Student Services is at the heart of enabling the University's strategic ambition to provide all students with a life-shaping student experience and is engaged with almost all areas of academic and campus activity in support of this goal.

### **About International Student Experience**

Year round, the International Student Experience Team provides a range of activities for international students to support their successful transition to life in the UK, integrate with the wider student body and enhance their overall experience. Key activity periods include student inductions, vacation programmes for those staying on campus over the holidays, as well as a range of regular activities during term time.

During the summer, International Student Experience Team works closely with the Academic Language Support Service to assist their Pre-sessional Programmes. We deliver pastoral support and orientation activities for students studying on these programmes.

More widely, the International Student Experience Team works with academic schools and professional services across the University to ensure that our international students have an outstanding student experience.

### **About the Academic Language Support Service**

The Academic Language Support Service provides a range of academic literacy, English language and study skills support for home and international students from a diverse range of educational, linguistic and cultural backgrounds throughout the year. During the summer months, the Academic Language Support Service runs a number of English for Academic Purposes programmes for pre-sessional students.

The Academic Language Support Service aims to help students achieve academic success and personal development by enabling them to:

- communicate effectively through clear and coherent articulation of their ideas;
- understand and critically engage with the ideas of others;
- understand academic expectations and audiences, and use appropriate academic language, adhering to academic conventions in the process; and
- realise their full potential at university and beyond.

Through a range of embedded and stand-alone courses, workshops and online support options, the Academic Language Support Service helps to equip students with skills, strategies, techniques, awareness and language to meet the demands of their academic programmes.

### **The Pre-Sessional Programmes**

The Pre-sessional Programmes are for international students who hold a degree offer from Loughborough University. These eleven and six week programmes are for students who have not quite met the English language level required for entry to university or who feel they need some practice in using their English before starting their main degree programme.

## Job Description

**Job Grade:** Administrative Services Grade 3

**Job Purpose:** To provide effective delivery of the Pre-sessional Orientation for the duration of the Pre-sessional Programmes.

### Job Duties

- To ensure that all pre-sessional students receive a warm welcome to the University and the UK and to provide practical and pastoral support as required throughout the programmes.
- To deliver a programme of orientation, social activities and trips.
- To work closely with the Academic Language Support Service to ensure a smooth delivery of the Pre-sessional Programmes.
- Close liaison with the International Student Experience Team, Admin Team, Campus Living staff and other relevant parties.
- Participating in a work rota which includes administration tasks within and on behalf of the International Student Experience Team and Academic Language Support Service including activities, welcome events, student helpdesks and an emergency out of hours phone contact for students.
- To assist with early and late arrivals in accordance with Academic Language Support Service procedures.
- To ensure that information and resources are distributed to students in a timely way.
- To proactively engage with students to monitor their welfare and to raise any concerns which may arise with appropriate members of staff.
- To follow up requests from Academic Language Support Service or International Student Experience Team staff to check on the welfare of individual students.
- To communicate any issues affecting pre-sessional students to the International Student Experience Coordinator in a timely manner.
- Coordinate groups of students moving between a variety of locations in an effective and timely manner.
- Attending regular meetings including all training and induction sessions.
- Helping the Academic Language Support Service and International Student Experience Team with a range of practical and administrative duties as required.
- To undertake tasks supporting the assessment process and key events such as the pre-sessional registration and induction.
- To support fire drills and assist with the implementation of Hall rules and safety regulations.
- To support the International Student Experience Team to deliver events and student airport pickups during Semester 1's Welcome Week.

### Job objectives:

- Provide a positive and welcoming experience for the pre-sessional students.
- To adopt a proactive approach to student integration and welfare, delivering the orientation programme and signposting to support services as appropriate.
- To communicate effectively with key parties to deliver and ensure the smooth running of the pre-sessional orientation.
- To contribute fully as an effective member of the International Student Experience Team and work closely with the International Student Experience Coordinator and Academic Language Support Service team.
- To promote balance between the academic and social aspects of the pre-sessional programme.
- To encourage the use of English outside the classroom, while adhering to Academic Language Support Service guidelines and procedures.
- To provide practical, hands-on assistance with the delivery of all aspects of the pre-sessional programmes.
- To understand and adhere to University policies relating to areas such as health & safety and data protection.
- To comply with the International Student Experience Team and Academic Language Support Service's policies and procedures including the Student Support Assistant code of conduct and confidentiality.

**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 International Student Experience 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
<b>Experience</b>	Experience of working as part of a team.	1 & 3
<b>Skills and abilities</b>	Ability to use Microsoft Office package to a satisfactory level.	1
	Good communication, inter-personal and diplomacy skills in all areas of written, verbal and face to face contact.	1 & 3
	Commitment to a positive and welcoming student experience.	3
	Ability to work collegially and flexibly as part of a team including evening and weekend work.	3
	Good organisational, time management and administrative skills.	1 & 3
	Ability to exercise own judgement according to an established set of general guidelines and to work on own initiative.	3
	Ability to follow instructions and accept direction.	3
	Ability to deal with, and react to, demanding situations in a calm and patient manner.	3
	Ability to be flexible and adapt to changing priorities.	3
	Ability to work confidentially and to treat issues with sensitivity.	3
	Ability to deal and empathise with a variety of people from different cultural backgrounds and with varying levels of English language.	1 & 3
<b>Training</b>	Willingness to undertake training as required.	3
<b>Qualifications</b>	A-level or equivalent qualification or work experience	1
<b>Other</b>	Commitment to observing the Equity & Diversity Policy at all times.	1 & 3
	Willingness to work residentially and to participate in an out of hours on-call rota.	1 & 3
	Willingness to comply with Health & Safety requirements.	3
	Loughborough University student or recent graduate	1
	Appropriate DBS disclosure will be required.	3
	Ability to accompany students on walking tours on and off campus.	3

## Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience of working with international students.	All to be assessed at stages 1 & 3.
	Experience in a comparable role.	
Skills and abilities	Ability to communicate effectively in a language other than English	1, 3
Other	Knowledge of First Aid	1

## Conditions of Service

The position is **full-time** and **fixed-term** (expected term (subject to confirmation) 26 June – 26 September 2025). Salary will be on Administrative Services Grade 3, (£23,211 - £24,344 per annum), at salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Grades 1-5 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/>

## Terms and Conditions

Student Support Assistants must have permission to work in the UK full-time and be available for the full duration of their contracts. **This role is suitable for current Loughborough University undergraduate students or recent graduates only.**

These are demanding full-time roles which require a high degree of flexibility; it is essential that post holders are available to work during the daytime as well as evenings and weekends, according to the changing requirements of the work allocation rota.

Please note that due to the operational requirements of the role, annual leave is restricted. You will receive payment for annual leave not taken in your final salaries payment.

Due to the nature of the role, Student Support Assistants are required to reside in a University Hall arranged by Academic Language Support Service from Monday 30 June to Saturday 20 September 2025 - this is non-negotiable. Accommodation will therefore be provided free of charge for this period. Self-catered accommodation is available until Monday 22 September free of charge to allow SSAs to complete their duties relating to the Pre-sessional Programmes on 21 September. Student Support Assistants will not be provided accommodation during the training period (26-27 June) or during Welcome Week (22-26 September). You will also be required to undertake some tasks at Student Services at the Bridgeman building and Student Life Offices on campus as well as other duties both on and off campus. This post cannot be undertaken remotely, and Student Support Assistants are expected to be physically living and working on the Loughborough University campus.

**Dates required:**

The employment contract will commence on **26 June 2025** and ends **20 September 2025** with a possible extension to **26 September 2025**. Successful candidates must be available to move into University Halls on **26 June 2025** and will be expected to move out before 10am on **22 September 2025**.