

University Transition Support Officer

Job Ref: REQ250307

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 lead on the delivery of a range of activities specifically designed to support students from disadvantaged backgrounds to transition from school/college learning to higher education (HE). The University Transition Support Officer will focus on building sustained relationships with selected schools locally and nationally to support the University's Access and Participation Plan commitments and to secure pipelines for high quality student recruitment. The post holder will liaise with colleagues from across the University to provide a programme of seamless support for students as they transition to university. When required they will assist with additional outreach/recruitment activities such as attending national HE fairs, Open Days and Clearing.

Job Duties

Outreach and Student Recruitment:

- To deliver presentations, workshops and advice sessions for schools/colleges nationally to address concerns relating to the transition from school/college to HE and that support the University's Access and Participation Plan commitments and recruitment activity.
- To support the delivery and development of activities associated with the University's transition programme, LUDUS. This will include leading a team of student mentors, running events both off and on campus, and supporting the development of materials aimed at parents and guardians.
- To provide administrative support for LUDUS activities as required. For example, planning and organisation of LUDUS events, drafting email communications and the management of the teacher contact database.
- To evaluate the impact of the initiatives through the update of both the EMWPREP and the schools liaison database to track student progression to HE. Feed in local insight and expertise to other areas of the team to assist with initiative planning, monitoring and evaluation.
- To work collaboratively with colleagues from the Careers Service to provide ideas, input and content as required for key events and activities.
- To proactively support University Open Days, Visit Days and other on campus outreach or recruitment related activities, as well as national HE Fairs
- To assist with UCAS admissions processes, Clearing and other activity as required
- To be actively involved in representing the University at key events and in professional forums including the Higher Education Liaison Officers Association (HELOA).

Internal Liaison:

- Work with several central service departments, the Student Success Academy and University Schools to develop effective communications channels between departments (such as organising meetings and sharing information and best practice) in support of the University's outreach and recruitment objectives.
- To regularly communicate the impact of the team's work with a variety of internal stakeholders including, but not limited to, colleagues in the Philanthropy team.

General Administration:

- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing with students and parents, academic staff, external organisations, and other University colleagues.
- To provide cover and support 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.
- To ensure compliance with relevant University policies and procedures.
- To undertake any training and development deemed appropriate for the position by 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 Equity & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & 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 Outreach Manager (Post-16)

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 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of developing and delivering presentations.	1,3
	Experience of working in a busy office environment / administrative role.	1,3
Skills and abilities	Effective and confident communicator (written and verbal) including the ability to make exciting, memorable and highly professional presentations to a wide variety of audiences including potential students, parents, teachers and internal colleagues.	1,3
	Excellent prioritisation and time management skills.	1,3
	Excellent administrative and organisational skills.	1,3
	Judgement and understanding of how to respond to a diverse range of enquiries.	1,3
	A proactive, innovative and enthusiastic approach.	1,3
	Experience of team working as well as the ability to work under own initiative.	1,3
	Tact, diplomacy and an empathetic manner.	1,3
	Attention to detail.	1,3
	Proficient in Microsoft Office, particularly Word and Excel.	1,3
	Licensed to drive in the UK.	1,3
Training	Demonstrate evidence of having undertaken further training.	1,3
	Adopt new procedures as and when required.	1,3
Qualifications	Undergraduate degree or equivalent.	1
Other	Willingness to work flexibly and to work out of hours where required.	3
	Willingness to travel	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of student recruitment or outreach work within HE.	1,3
	Experience of working in a large, complex organisation.	1,3
Skills and abilities	Awareness/knowledge of Higher Education issues	1,3
Qualifications	Membership of the CIM, HELOA or a similar professional body.	1

Conditions of Service

The position is **full-time** and **open-ended**. Salary will be on Administrative Services Grade 5, (£29,179 to 34,132 per annum), 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 Grade 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/>