

## **PROGRAMMES OFFICER**

**Full-time and open-ended, starting as soon as possible.**

**Job Ref: REQ250345**

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**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 within the School of Social Sciences and Humanities (SSH) administrative support team, providing timely and accurate support for taught programmes, related events and activities, and general administration. The post holder will work closely with the School Student Education Services Manager, departmental Student Administration Managers, other administrative colleagues, and academic colleagues, including Programme Leaders (PLs), on a day-to-day basis.

#### **Job Duties**

The post-holder will be primarily responsible for the administration of Law programmes in SSH, including managing and tracking student progression from induction through to graduation and the timely completion of tasks throughout the academic cycle using University systems and processes.

#### **STUDENT AND PROGRAMME ADMINISTRATION**

1. To develop and maintain strong working relationships and ensure regular communication with the School student and programme administration (SPA) team, PLs, and other academic colleagues regarding delivery of programme administration during the annual cycle of tasks, overseeing processes which underpin the School's programmes, and assisting with the update of online information (e.g., on Learn and the School's intranet pages).
2. To assist with quality assurance and the preparations for various programme quality reviews, audits and accreditation processes.
3. To work with relevant colleagues in both the School and the central Timetabling Team on the production of staff and student timetables.
4. To organise and support the delivery of student induction programmes.
5. To provide appropriate guidance and advice to prospective and registered students regarding their studies, maintaining contact prior to commencement of studies, and to act as the first point of escalation for complex queries and complaints should they arise, resolving issues where possible and referring more serious issues to the departmental Student Administration Managers and/or the School Student Education Services Manager.
6. To monitor students' registration status liaising with PLs and Academic Registry on issues relating to induction, visas and student changes in circumstances.
7. To coordinate student module registrations and to assist with the maintenance of tutor allocations on Co-Tutor.
8. To oversee processes relating to digital registers, student participation/attendance and engagement monitoring and to follow up on any wellbeing issues.

9. To liaise with administrative colleagues and assist in the co-ordination and action of all matters associated with student assessments, including overseeing timely and accurate setting up of submission links, processing of coursework assignments, marks entry and moderation.
10. To oversee any complex requests for assessment-related extensions.
11. To work with relevant colleagues in the School, central support services and Academic Registry to manage administration of examinations.
12. To liaise with SWAI and students with reasonable adjustments in respect of assessment arrangements.
13. To assist relevant academic colleagues and the Student Administration Managers with more complex student assessment scenarios such as cases of academic misconduct and appeals received from the Academic Registry.
14. To coordinate the processing of Mitigating Circumstances (MC) claims, set up and attend MC Panels and ensure decisions are recorded and published in a timely manner.
15. To be responsible for monitoring student progression, including tracking extensions and reassessments to ensure students are taken to the appropriate Boards.
16. To be responsible for the administration and servicing of Programme Boards and the timely publication of results, including liaison with External Examiners (EE) and academic staff in respect of EE comments and feedback.
17. To oversee the preparation of post-Board communications to students and reassessment arrangements, guidance and registration.
18. To attend, and ensure effective service is provided for committees, including Student Staff Liaison Committees (SSLC), overseeing the production of agendas, minutes and meeting information packs.
19. To work with the departmental Student Administration Managers to plan and administer the annual update of programmes and modules in line with University procedures and timeframes.
20. To oversee the administrative processes related to student recruitment events, including attending School visit days and University open days as required.

#### **GENERAL ADMINISTRATION**

1. To support PLs and Directors of Studies (DoSs) in the planning and delivery of all programme related activities ensuring that actions are undertaken in a timely manner and in accordance with University and School deadlines.
2. To assist the School's SPA team in undertaking regular reviews of policies and procedures relating to student education services to ensure compliance with University policy and the effective support of students and colleagues within the School.
3. To maintain and update student, module and programme records, monitoring the student records database (LUSI) liaising as required with colleagues in Academic Registry to ensure that all information held relating to students is accurate.
4. To assist with the maintenance of information systems such as archives, student records, etc., ensuring compliance with University regulations and GDPR.

#### **TEAM SUPERVISION**

1. To contribute to the supervision of administrative staff in the team as required by the School Student Education Services Manager, including monitoring workflow, structuring/allocating work, supervising work, support with training, PDR meetings and identifying development needs within the team.
2. To contribute to recruitment, selection and induction processes for new administrative staff as required.

#### **OTHER DUTIES**

1. To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing with students, academic staff, external organisations and other University colleagues.
2. To provide cover and support for other colleagues at busy times and in cases of absence, by

undertaking duties and responsibilities which are commensurate with the grade and nature of the post.

3. To ensure confidentiality and compliance with relevant University policies and procedures.
4. 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 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**

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| Reports To:      | The post-holder reports to one of the School's departmental Student Administration Managers, with a dotted line to the School Student Education Services Manager. |
| Responsible For: | The post-holder has supervisory responsibility for Programmes Administrators within the School SPA Team.  |

## 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	Significant previous relevant experience in a similar role, e.g., programme administration.	1, 3
	Significant experience of working in a student or other customer-focused environment and maintaining accurate electronic records.	1, 3
	Experience of dealing with people in a variety of complex and difficult situations.	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
	Well-developed problem-solving skills, using initiative and judgement in more complex situations.	1, 3
	Able to plan, prioritise and work independently and to deal with unforeseen problems and circumstances effectively.	1, 3
	Able to work under pressure and meet competing deadlines.	1, 2, 3
	Excellent interpersonal, organisational, oral and written communication skills.	1, 2, 3
	Able to work with accuracy and attention to detail.	1, 2, 3
	Excellent practical IT skills including Microsoft Office and Outlook diary management.	1, 2, 3
	Able to maintain confidentiality and use compassion and tact in dealing with sensitive and complex situations.	1, 3
Training	Demonstrate evidence of having undertaken further training.	1, 3
	Adopt new procedures as and when required.	1, 3
Qualifications	A-Levels (A*-C) or equivalent.	1
	GCSE grade C (minimum) or equivalent in Mathematics and English.	1
Other	Willingness to work flexibly, particularly during busy periods, and to occasionally work outside normal hours (weekends) to support specific events, e.g., visit days.	1, 3

### 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 (e.g., LUSI, Co-Tutor and Learn) and procedures.	1, 3
	Experience of the supervision and/or line management of staff.	1, 3
	Experience of servicing committees, including minute taking.	1, 3
Skills and abilities	Understanding and knowledge of relevant legislation e.g., SENDA, Data Protection Act, Freedom of Information, etc.	1, 3

## Conditions of Service

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