

EXECUTIVE OFFICER

Part-time (0.5 FTE, 18.5 hours per week); Open-ended contract

REQ250762

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Internationally recognised for its contribution to the study of sport, exercise and health, the School has wide-ranging expertise, encompassing such diverse areas as biomechanics, medicine, molecular and cellular biology, nutrition, pedagogy, psychology, physiology, sociology, economics and sport management.

The School has an active and ambitious plan to grow capacity and influence through developments as part of the National Centre for Sport and Exercise Medicine, Loughborough in London, and StemLab.

The School is extremely proud to hold an [Athena Swan Silver Award](#) since 2013, recognising the commitment and work of the School in addressing gender inequalities in Science and to improving career progress for female academics. The School is committed to ensuring that female students and staff are able to achieve their full potential; and provides a flexible and open working culture to enable staff to maintain a work-life balance.

We support our Athena SWAN initiatives by investing in:

- Bespoke leadership programmes to encourage and build confidence in women to take leadership roles.
- Working lunches where needed to enable meetings to be held between 10am and 4pm (as per our Silver Action Plan).
- Monthly coffee mornings which provide opportunities for networking and developing a sense of community within the School.

We also welcome applications from staff who are looking to work part-time.

Job Description

Job Family & Grade: Administrative Services Grade 5

Job Purpose: To work within the School's administrative team, providing support for undergraduate or postgraduate programmes.

Job Duties:

Programme Administration

1. To be responsible for the student administration service by overseeing the day-to-day supervision of the Student Support Team, ensuring that appropriate cover is provided at all times. To provide appropriate information for staff in this area to ensure they are suitably conversant with and knowledgeable in all aspects of the School's business to provide a professional and efficient service to colleagues, students and external visitors.
2. Working with the Student Support Team Managers, to assist in overseeing all matters associated with student assessments. This will include duties such as:
 - liaising with external examiners.
 - setting marking schemes for academic staff.
 - working with colleagues in SWAI, to manage the administration of special examinations within the school.
 - arranging invigilation for all assessments held in the School.
 - arranging Boards of Examiners.
 - coordinating the processing of Claims for Mitigating Circumstances.
 - coordinating the process for reassessments following the end-of-year programme boards.

3. To collaborate with the School's Student Support Team Managers and the Central Timetabling Officer on the production of staff and student timetables and liaise closely with staff in the Central Timetabling Office.
4. To act as the first point of escalation for queries and complaints from students and/or parents should they arise, resolving issues where possible, referring more serious issues to the Student Support Team Managers.
5. To assist the Student Support Team Managers in undertaking regular reviews of Departmental procedures relating to student administration to ensure compliance with University policy and the effective support of students and colleagues within the School.
6. To oversee the collation and distribution of student feedback on all modules and programmes ensuring relevant information is made available for reporting at the Learning and Teaching Committee meetings.
7. To provide administrative support to the School's Programme Leaders and other academic staff concerning programmes.
8. To assist the Student Support Team Managers with the inputting of changes to module and programme specifications and programme regulations in line with University procedures and timeframes. To assist with the collation of materials for internal and external quality processes such as APR, PPR and accreditations as required.
9. To ensure effective service is provided for the Student-Staff Liaison Committee and the Undergraduate Programmes Committee, including the preparation of the agenda and minutes of meetings.
10. To oversee the administrative processes related to student recruitment events, including School Visit Days and University Open Days, escalating more complex queries to the Student Support Team Managers.
11. To oversee the Education and Student Experience intranet pages, delegating work to the Student Support Team. Ensuring the annual schedule of events calendar is up to date for each academic year and share with relevant colleagues.
12. Day-to-day diary management arranging meetings and adapting quickly to changes to ensure smooth and effective management of time

General Administration

1. 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.
2. 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.
3. To ensure compliance with relevant University policies and procedures.
4. To undertake any training and development deemed appropriate for the position by the School Operations Manager 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 and Inclusion policy and procedures at all times. Duties must be carried out in accordance with relevant Equity, Diversity and Inclusion legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Belonging and Inclusion and, where appropriate, Recruitment and Selection.

Organisational Responsibility:

Reports to the Student Support Team Manager

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

3 – Interview

ESSENTIAL

Area	Criteria	Stage
Experience	Significant previous relevant experience within an appropriate environment, e.g. programme administration	1,3
	Significant experience within a student or other customer-focused environment	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	1,3
	Experience of minute taking of large meetings or the ability to do so	1,3
	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
Qualifications	3 'A' Levels (A*-C) or equivalent	1
	GCSE Grade C or equivalent in English and Mathematics	1
Training	Demonstrate evidence of having undertaken further training.	1,3
	A willingness to undertake training and development relevant to the role, and to adopt new procedures as and when required	1,3
Other	Evidence a good working knowledge of equity, diversity and inclusion and understanding of diversity in the workplace	3

DESIRABLE

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
	Experience of the supervision of staff	1,3
Skills and abilities	Skills using relevant Loughborough University IT systems, e.g. LUSI, Co-Tutor, and LEARN	1,3
	Understanding and knowledge of relevant legislation, e.g. SENDA, Data Protection Act, Freedom of Information, etc.	1,3
Qualifications	Honours Degree or evidence of Higher Education Study	1

Conditions of Service

This part-time post is offered on an open-ended contract starting early October 2025 (or as soon as possible thereafter) within the Administrative Services job family at Grade 5 (£29,179 - £34,132 per annum, pro rata); starting salary to be agreed upon offer of appointment.

The appointment will be subject to the University's normal [Conditions of Service](#) for staff on Grades 1-5.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of [family-friendly policies](#).

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: [Childcare Support](#)).

In addition, the University is supportive, wherever possible, of flexible working arrangements. We strive to create a culture that supports equity 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.

Informal Enquiries

For informal enquiries please contact Chris Theobald, Student Support Team Manager on 01509 226379.