

Student Engagement & Examinations Officer

Job Ref: REQ250953

Background

The Academic Registry

The Academic Registry is responsible for central student and programme administration at the University and supports the work of the University's academic Schools, governance, and academic decision-making processes. It has five sections, Student Records & Operations, Timetabling, Programme Quality and Teaching Partnerships, the Academic Registrar's Office and the Doctoral College Office.

Further information on the Academic Registry is available here: <http://www.lboro.ac.uk/services/registry/>

Further information on Student Records & Operations is available here:

<http://www.lboro.ac.uk/services/registry/student-office/>

Background to the role

The Student Records & Operations (SRO) team is responsible for a range of student administrative processes and lifecycle events and maintains the University's core student records. This varied role involves working closely with Academic Schools to support student engagement and is central to the operational delivery of the University's exams (both online and in-person).

All exams are centralised and administered by the SRO team, with support from colleagues in Academic Schools. Whilst students undertake coursework throughout each Semester, we have two main formal exam periods – one each at the end of Semester One and Semester Two – and one reassessment exam period (Special Assessment Period) at the end of August. The postholder has primary responsibility for rooming logistics for our reasonable adjustments venue for students with specific needs, as well as recruiting, training and scheduling invigilators. The latter involves extensive use of a casual worker management system, Dashboard, with approximately 1,500 shifts scheduled each exam session. The role also includes wider project work, enacting changes to existing processes to improve our students' experience of assessment.

Student engagement policy, processes and systems are designed to identify students who are not actively engaging in their studies so that appropriate interventions to support re-engagement can be provided. As well as making a critical contribution to supporting student wellbeing, improved engagement helps our students to succeed and achieve better outcomes. The postholder works closely with senior SRO colleagues to provide support to Academic Schools who are responsible for implementing the approved University policy and framework.

This is a diverse role, which includes some broader responsibilities including supporting colleagues to deliver new student registration at the beginning of each academic year. The postholder also shares some responsibilities with a team of Officers, such as support for broader student systems developments and data quality work, and provides rotational cover in co-ordinating the work of the SRO Administrators.

The successful candidate will join a high-performing team with strong people, data and digital skills. Training and development will be provided across all elements of the role, and opportunities to be involved in wider project and operational activity may also be available. The role offers a varied range of experience and represents an excellent opportunity to develop the foundations of a career in higher education administration and management; process change and business improvement.

Job Description

Job Grade

Administrative Services Grade 5

Job Purpose

Under the guidance of the Assistant Registrar (Assessment) and Student Records & Operations Manager, the Student Engagement & Examinations Officer will contribute to the operational delivery of university exams and management of invigilators. The postholder will provide substantial support on student engagement processes and improvements in this area. Additionally, they will support relevant projects and system enhancements, improvements to data quality, and collaborate with other Officers to coordinate the wider work of the Administrative team.

Job Duties

Exams and Assessment Support

1. To support the SRO Managers in the delivery and coordination of the University's exams processes, including event logistics (such as room bookings), paper printing/checking, invigilator management/training, and timetabling.
2. To oversee the provision of the invigilation of exams, including direct responsibility for reasonable adjustment venues.
3. To contribute to revised communications and student- and staff-facing guidance on online and in-person exams.
4. To provide support and input on the continued development of the process of rooming exams for students with reasonable adjustments (e.g. those who require extra-time or additional exam support).
5. Working with the SRO Managers, to prepare and update process and system documentation related to exams.

Student Engagement

1. To provide support to staff delivering the University's engagement monitoring processes in academic Schools and SRO, including provision of guidance and responding to queries on student cases, taking relevant actions where necessary.
2. To undertake a termly review of engagement data for all students on taught programmes and investigate anomalies and cases of concern with School colleagues.
3. To assist with the development of engagement related processes, including documentation and system updates.

Student Records, Systems, and General Registry support

1. As part of a team of four, to support student systems projects and system enhancements through:
 - a) Undertaking user acceptance testing, including collating and providing feedback to inform further development.
 - b) Developing and updating user documentation, videos and training.
 - c) Communicating development progress and information on new processes to stakeholders.
 - d) Supporting relevant project groups and Project Management Boards.
2. To complete ongoing data quality activity, including resolving data quality issues, maintaining documentation and identifying potential process and system enhancements to improve data quality.
3. To provide cover for the SRO Officer in co-ordinating the work of the SRO Administrators, including oversight of shared email boxes and workflow systems, organising staffing rotas and acting as an initial escalation point.
4. To support key student lifecycle activities as required (e.g. registration, visa scanning, graduation).
5. To train SRO Administrators on relevant processes and systems.
6. Any other duties as required by the Academic Registrar or the Head of Student Office commensurate with the level of the post.

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 & Inclusion policy and procedures at all times. Duties must be carried out in accordance with relevant Equity, Diversity & 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, Health & Safety, etc.

Organisational Responsibility

Reports to the Assistant Registrar (Assessments) with dotted line management from the Assistant Registrar (Student Engagement & Immigration).

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 in an administrative role within a busy office environment	1,3
	Experience of using corporate systems/networked databases and working with data	1,3
	Experience of working in a customer-focused environment	1,3
Skills and abilities	Excellent interpersonal and communication skills and an awareness of and sensitivity towards customer needs	1,2,3
	Ability to work independently and take responsibility for own workload, with significant use of own initiative	1,3
	Ability to communicate concisely, clearly and accurately in writing for a variety of audiences	1,2,3
	Ability to work effectively as part of a team, including colleagues from a wide variety of backgrounds with different perspectives	1,3
	Good practical IT skills and comprehensive knowledge of relevant desktop software, including spreadsheet, email/calendar management and word processing packages	1,2,3
	Strong attention to detail and numeracy skills	1,2,3
	Proven ability to identify, analyse and propose solutions to problems	1,3
	A proactive and flexible approach to tasks, including effective forward planning and the ability to work under pressure and to tight deadlines	1,2,3
Training	Demonstrate evidence of having undertaken further training	1,3
Qualifications	A level education or equivalent, or relevant work experience at an equivalent level	1
	Minimum grade C or 4 in GCSE English and Maths, or equivalent	1
Other	Commitment to providing a high level of service to both students and University staff	1,3
	Appreciation of the importance of and commitment to equity, diversity and inclusion	1,3
	Empathy with the aims and objectives of the University	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous HE work experience, ideally in student administration	1,3
	Experience of writing procedural documents for administrative processes	1,3
Skills and abilities	Skills using relevant Loughborough University IT systems, especially LUSI (the University's student and programme system) and Dashboard (casual worker management system)	1,3
	Good understanding of MS Office 365 tools (e.g. Teams, OneDrive)	1,3
Qualifications	A good honours degree or equivalent	1
Other	Understanding and knowledge of data protection	1,3

Conditions of Service

The position is full-time and open-ended. Salary will be on Administrative Services Grade 5, 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 Operational and Administrative staff, details of which can be found here: <https://www.lboro.ac.uk/services/hr/topics/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 which are available at <https://www.lboro.ac.uk/services/hr/topics/family-leave/>.

We also offer an on-campus nursery with a salary sacrifice scheme (further details are available at: <https://www.lboro.ac.uk/services/hr/topics/childcare-support/>).

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 <https://www.lboro.ac.uk/equity-diversity-inclusion/gender-equity/athena-swan/>.