

Professional Services Administrator

Job Ref: REQ251009

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 4

Job Purpose

To work in the professional services team at Loughborough University London providing support across a wide range of functions for students and staff within the policies and procedures defined for Loughborough University in general and for the London campus in particular.

The postholders will be allocated particular duties commensurate with this grade and will be expected to work flexibly across different roles with support and training provided to enable the postholder to undertake other duties as required.

- Working as part of a team, providing a high-quality administration service for students, staff, partners, etc across the spectrum of Professional Services activities on the Loughborough University London campus.
- Providing efficient and effective support in the administration of organising and delivering events across the campus.
- Providing a front of house service to students in relation to their studies, as well as support for staff and visitors.

Job Duties

1. Student Support

- Providing a high-quality reception and enquiry service, online and in-person, covering responding to student enquiries related to the administrative processes related to their studies

2. Events Administration

- To undertake and support the organisation and delivery of professional and effective event activities
- To attend events supporting activity such as set-up/down, visitor registration, and leading ambassadors as appropriate
- To respond to general enquiries by telephone and email regarding the University's event provision, amending event bookings, answering questions, and providing information as appropriate
- To lead on the creation of post-event evaluations; present survey findings in regular reports to summarise and action changes in response to visitor feedback and analysis of data.

3. Administrative Services

- To undertake and support administration processes for PGT and PGR students including (but not limited to): module and programme administration, attendance and engagement, assessment, mitigation, student records, progression and awards

- To undertake and support administrative services for the smooth operation of the School, including (but not limited to): raising and processing purchase orders, processing supplier and customer invoices, booking travel and accommodation and carrying out Right to Work checks.

4. Any other duties within the School commensurate with the level of the post.

Related Activities and Functions

- To work effectively with relevant administrative, technical, and academic staff in the School and across the University.
- To engage in training programmes in the University (e.g. through Staff Development) which are consistent with your needs and aspirations and those of the School.
- To undertake such other duties as may be reasonably requested and that are commensurate with the nature and grade 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

This post will be based at Loughborough University's London Campus on the Queen Elizabeth Olympic Park. The successful candidate should have a willingness to travel to Loughborough University's main campus for meetings, research and training.

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 Rachael Brivio, Head of Operations

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	Previous relevant experience of working in a busy environment.	1,3
	Experience of establishing and maintaining accurate electronic records.	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
	Able to work under pressure and keep to deadlines.	1,3
	Able to plan, prioritise and work independently with minimal supervision.	1,3
	Excellent interpersonal, organisational, oral and written communication skills.	1,3
	Able to deal with a variety of people in a professional manner.	1,3
	Able to work with accuracy and attention to detail.	1,2,3
	Able to maintain confidentiality.	1,3
	Excellent practical IT skills including Microsoft Office and Outlook.	1,2,3
Training	Willing to undertake further training.	1,3
	Adopt new procedures as and when required.	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting.	1,3
	Experience within a student or other customer- focussed environment.	1,3
	Experience of undertaking curriculum reviews and developing curricula or of other similar projects	1,3
	Experience of supervising and providing academic support and advice to students	1,3

Skills and abilities	Skills using relevant Loughborough University IT systems eg LUSI, Agresso, Co-Tutor, LEARN and CMIS.	1,3
	Understanding and knowledge of relevant legislation eg SENDA, Data Protection Act, Freedom of Information etc.	1,3
	Experience of undertaking curriculum reviews and developing curricula or of other similar projects	1,3
Qualifications	GCSE Grade C or equivalent in English and Mathematics.	1

Conditions of Service

The position is full-time and open-ended, Administrative Services, Grade 4, £ 26,527 - £32,080 per annum plus £3,656 per annum London Weighting, 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, 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 [here](#).

Loughborough University London Staff are eligible to apply for an interest-free season ticket loan.

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/>

Informal Enquiries

Informal enquiries should be made to Rachael Brivio, Head of Operations, R.Brivio@lboro.ac.uk