

Policy Unit: Policy and Communications Administrator

Part time (0.4FTE), Open ended

Job Ref: REQ260142

Loughborough University London is an exciting and innovative postgraduate campus which successfully opened on the Queen Elizabeth Olympic Park in September 2015. The campus is of strategic significance to the international reputational growth of Loughborough University and is part of London's new innovation quarter, Here East.

This is a key post in the Loughborough University Policy Unit. Based in London but working across the University, the Policy Unit provides expert guidance and advice on policy engagement and leads a programme of high-profile activities with senior policymakers regionally, nationally, and internationally.

As the Policy Unit: Policy and Communications Officer, you will provide administrative support for all aspects of the Policy Unit (including events). You will work closely with colleagues on Loughborough University London and East Midlands campuses as a key point of contact for the Policy Unit.

Job Description

Job Family and Grade: Administrative Services Grade 5

Job Purpose

To work with the Policy Unit Administrative support team to provide support for

- Policy Unit administration
- General Administration

Job Duties

Policy Unit administration

1. To act as 'office manager' on a day-to-day basis for the Policy Unit, ensuring its efficient and effective administration.
2. Support the Policy Unit Manager in the organisation of internal and external events.
3. Ensure that the best use is made of the time of members of the Policy Unit team, by being proactive in dealing with enquiries
4. To direct requests for information and action to appropriate staff, and to respond efficiently to requests for documentation and information from members of Policy Unit staff and other senior University staff.
5. To take decisions or action on urgent matters in the absence of the Policy Unit, Senior Manager (Public Affairs) or Policy Unit Manager, in consultation, as may be appropriate, with senior staff.
6. To provide support for the production of the Policy Unit Newsletter

7. Work with and manage suppliers (internal and external) as required, seeking best value for money and service
8. Working on multiple activities at any one time and prioritising workload and using time planning tools to deliver on time
9. Monitor and adapt activities to ensure return of investment and engagement levels meet key performance indicators
10. Develop positive and effective working relationships with contacts across the University and more widely in support of activities
11. To undertake any other duties as may be reasonably requested by the Policy Unit 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 outlined in the document.

Organisational Responsibility

Reports to the: Policy Unit Manager

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.

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 – Criteria measured at Interview

Essential Criteria

Area	Criteria	Stage
Experience	Significant previous relevant experience within an appropriate environment.	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
	Excellent interpersonal, organisational, oral and written communication skills.	1,3
	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 work with accuracy and attention to detail.	1,2,3
Training	Demonstrate evidence of having undertaken further training.	1,3
	Adopt new procedures as and when required.	1,3
Qualifications	A level education or equivalent.	1
	GCSE Grade C or equivalent in English and Mathematics.	1
Other	Uphold and actively contribute to the University's commitment to Equity, Diversity and Inclusion.	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 and procedures.	1,3
	Experience of coordinating internal and external events	1,3
Skills and abilities	Understanding and knowledge of relevant legislation eg SENDA, Data Protection Act, Freedom of Information etc.	1,3
	Able to take Minutes.	1,3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



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 career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.