

## Programme Administrator (Postgraduate Research)

Job Ref: REQ260168

### School/Department summary:

The post holder will work closely with Doctoral Researchers, Administrative and Academic staff to provide a high standard of administration from for the School's PhD Programme. The postholder will work in the Design School Building, within the School of Design and Creative Arts, based on the Loughborough University Campus, one of the premier Universities in the UK with a strong international reputation. .

### Job Description

**Job Family and Grade:** Administrative Services Grade 4

#### Job Purpose

To undertake administration relating primarily to Post Graduate Research programmes within the School of Design and Creative Arts (SDCA). The post holder will be involved in all aspects of administration. Working closely with other members of the administration team and academic colleagues, the post holder will be required to fulfil duties as indicated below. This job description indicates the general level of duties and responsibility of the post.

To work within the School of Design and Creative Art's administrative support team to provide support for

- Postgraduate Research Students

#### Job Duties:

##### Postgraduate Research Students

1. To be responsible for dealing with queries from applicants, current PG(R) students and the DCO, providing information, and general advice and guidance, in a timely and effective manner.
2. Liaising with the University's Doctoral College Office (DCO) and the PG(R) Admissions Tutor(s), to be responsible for processing PG(R) student applications and supporting documentation such as references.
3. To assist with the advertising, preparation, and processing of studentship/scholarship documentation and to ensure that appropriate records are maintained and accurate.
4. To be responsible for PG(R) student induction arrangements, including student handbooks.
5. To maintain PG(R) records, for the allocation of PG(R) supervision, the recording of holiday approvals and the monitoring of student attendance and progression, using the LUSI and Co-Tutor databases.
6. To maintain the schools PG(R) LEARN and website pages, ensuring content is up to date and relevant for students and visitors, as required.

7. To assist with arranging all Review and Progression Boards as required and for collating the relevant documentation in a timely manner.
8. To assist with the arrangement of PhD Vivas, including room bookings and right to work checks.
9. To service all School PG(R) Committees, including the preparation of the agenda and minutes of meetings.
10. To work within university guidelines when dealing with unexpected student problems and emergencies, referring more complex problems to the appropriate Student Support Coordinator.
11. In conjunction with colleagues, to assist with the planning, organisation and running of key events such as the School Research Day, University recruitment open days and graduation events.

### **General Administration**

- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing primarily with students and academic staff, but will also include external organisations and parents.
- To undertake general clerical duties such as photocopying, filing, binding and laminating of documents.
- To provide cover 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.
- To ensure compliance with relevant University policies and procedures.
- 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 outlined in the document.

### **Organisational Responsibility Organisational Responsibility**

Reports to the: Postgraduate Research Administrative Officer

Direct Reports: N/A

Budget Responsibilities: N/A

## 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	Previous relevant experience of working in a busy office environment within a student or other customer focused setting	1,3
	Experience of maintaining accurate electronic records.	1,3
	Experience of working with own initiative and as part of a team.	1,3
Skills and abilities	Flexibility and the ability to adapt to a changing work environment.	3
	Able to work under pressure and keep to deadlines.	2,3
	Able to plan, prioritise and work independently with minimal supervision.	3
	Excellent interpersonal, organisational, oral and written communication skills [Include the detail]	1,3
	Able to deal with a variety of people in a professional manner.	3
	Able to work with accuracy and attention to detail.	2,3
	Able to maintain confidentiality.	3
Training	Excellent practical IT skills including Microsoft Office for [insert task required for] and Outlook for diary management.	2,3
	Demonstrate evidence of having undertaken further training.	1,3
Qualifications	Evidence of continuous improvement e.g. Adopting new procedures and/or, processes.	1,3
	GCSE Grade C or equivalent 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
Skills and abilities	Understanding and knowledge of relevant legislation e.g. Data Protection Act, Freedom of Information etc.	1,3
	Able to take Minutes.	1,2

## 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 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 themselves with a disability, provided they meet the essential criteria for a role. 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.

**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.**