

Department of Marketing and Advancement

ADMINISTRATIVE ASSISTANT

Job Ref: REQ260256

Department summary:

Marketing and Advancement is an award-winning team spanning marketing, communications, web and digital, student recruitment, outreach, market research, international recruitment, creative services and print, and philanthropy and alumni relations.

Job Description

Job Family and Grade: Administrative Services Grade 4 (Part-Time 0.6FTE)

Job Purpose

To assist in the organisation of student recruitment initiatives and events, manage office-based procedures and to provide administrative support for colleagues working in the area of student recruitment and outreach.

Job Duties:

1. Work closely with staff across the School and College Liaison team in the organisation of a range of student recruitment activities. This will include booking rooms, arranging catering, preparing materials, making travel arrangements, and organising student ambassadors.
2. Liaise with partner schools and colleges regarding the timing and content of visits and activities. Ensuring that all necessary paperwork is returned and completed correctly.
3. Maintain an up-to-date diary of events for the team including on and off campus activities, resolving clashes and taking responsibility for rescheduling events when necessary in consultation with relevant staff.
4. Help support the office on a day-to-day basis to ensure that it runs effectively and efficiently. This will include dealing with enquiries (telephone, email and post), making travel arrangements, and maintaining files and equipment.
5. Coordinating arrangements, including logistics, for the University's attendance at 28 national UCAS recruitment fairs each year.
6. Handling routine financial procedures including raising invoices and purchasing card transactions. Liaising with the Finance Office when queries arise.
7. Assisting with the monitoring and evaluation of activities including data entry into the HEAT (Higher Education Tracker) database as well as monitoring the progress and validating the data entry to facilitate the tracking of event participants.
8. Supporting the organisation of meetings and taking notes as appropriate.

General Administration

- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing with students and academic staff as well as schools/colleges, external organisations and prospective students and their 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 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

Reports to the: Outreach Manager (Post-16)

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	
	Experience of events organisation.	1,3	
Skills and abilities	Excellent administrative and organisational skills including a good standard of numeracy.	1,3	
	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.	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	
	Excellent practical IT skills including Microsoft Office for spreadsheet management and written content and Outlook for diary management. Ability to use databases, including queries and reports.	2,3	
	Training	Demonstrate evidence of having undertaken further training.	1,3
		Evidence of continuous improvement e.g. Adopting new procedures and/or, processes.	1,3
	Qualifications	GCSE Grade C or equivalent English and Mathematics.	1
Educated to A level standard or equivalent.		1	
Other	Uphold and actively contribute to the University's commitment to Equity, Diversity and Inclusion.	1,3	

Desirable Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential criteria.

Area	Criteria	Stage
Experience	Experience of working in an educational setting – for example, with schools / colleges or within Higher Education.	1,3
Skills and abilities	Understanding and knowledge of relevant legislation e.g. Data Protection Act, Freedom of Information etc.	1,3
	Experience of routine financial procedures.	1,3

Conditions of Service

The position is 0.6FTE permanent position. Salary will be pro rata on Administrative Services Grade 4, £25,249 - £28,778 per annum, at a starting salary to be confirmed on offer of appointment.

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 principles of equity, diversity and inclusion (EDI) while carrying out all duties, behaving in a manner that treats others with dignity and respect and upholds every persons right to lawful freedom of expression, freedom of speech and academic freedom. 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 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.

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.

Disclosure and Barring Service Check: This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for a Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

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.