

ALSS Administrator

Job Ref: REQ 260263

School/Department summary:

The **Academic and Learning Support Service (ALSS)** is a student-focussed service dedicated to enhancing academic success by providing academic writing, study skills and English language support to home and international students from a diverse range of educational, linguistic and cultural backgrounds. Based within the University Library, ALSS works closely with academic departments and other professional services to provide inclusive, accessible, and high-quality learning support. During the summer months, the Academic Language Support Service runs a number of pre-sessional English for Academic Purposes programmes for international students.

Job Description

Job Family and Grade: Administrative Services Grade 4

Job Purpose

To coordinate and deliver the provision of a high-quality administrative service for the Academic Language Support Service. To coordinate and provide administration for activities throughout the year which help to raise the profile of our service.

Job Duties

- To provide administrative support for the online and campus-based Pre-sessional Programmes.
- To be responsible for the administration of the annual cycle of recruitment of teaching staff on fixed term and zero-hour contracts (e.g. Pre-sessional EAP Tutors and University Teachers), including the onboarding process.
- Liaise closely with other teams and departments to support the administrative processes for international students, including International Student Experience, Student Records, Student Advice and Support Service.
- To prepare for and deliver administrative events, such as student registration for the Pre-sessional Programmes, assessments, results and programme board.
- To ensure a timely and appropriate response to e-mail and MS Teams enquiries.
- To maintain a calendar of significant dates, milestones and tasks.
- To create and maintain appropriate administrative procedures.
- To provide training and induction for new staff and colleagues when required.
- To ensure that relevant online resources such as our website, LEARN and authorised social media are developed and updated.
- To devise and maintain reliable systems for the collation of statistics, benchmarking, distribution of results and collection of feedback in collaboration with colleagues.
- Be responsible for procurement as directed, including promotional items, licences and catering at meetings and events.
- To actively participate in the annual review of our processes and service meetings as required.

- To coordinate and oversee ALSS representation at annual events for international students, such as the International Welcome evenings.
- To provide ad-hoc administrative support for the ALSS teaching team
- Have a clear understanding of and adherence to University and Student Services policies, including Equal Opportunities, IT Acceptable Use policy, GDPR, Safeguarding, Confidentiality and other relevant policies.
- Ad hoc projects as agreed with your line manager, and any other tasks requested by ALSS as commensurate with the grade of this 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 outlined in the document.

Please note that due to operational requirements annual leave is limited from June to October.

Organisational Responsibility

Reports to the: Statutory and Specialist Support Manager

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	Experience in a comparable administrative role	1, 3
	Experience in a dynamic client focussed environment	1,3
	Experience of working with own initiative and as part of a team.	1, 3
Skills and abilities	Ability to use the Microsoft Office package to a high level especially Excel and including the use of PowerPoint, word processing and mail merge and databases.	1,2,3
	Excellent communication, interpersonal and diplomacy skills in all areas of written, verbal and face-to-face contact	1,2,3
	Ability to process and disseminate complex information effectively	1,2,3
	Methodical approach to tasks with attention to detail	1,2,3
	Willingness to work flexibly and collaboratively as part of a busy team while handling a substantial workload and being able to cope with frequent interruptions.	1,2,3

	Excellent organisational and time management skills and a proven ability to multi-task in order to meet tight deadlines	1,2,3
	Proven ability to take effective decisions according to an established set of general guidelines and to work on own initiative	1,2,3
	Proven ability to modify existing patterns of work in response to changing needs and to contribute to the development and improvement of systems.	1,2,3
	Proven ability to deal with, and react to, demanding situations in a calm and patient manner	1,2,3
	Ability to take accurate minutes and service meetings including co-ordinating actions arising	1,2,3
	Ability to work confidentially and to treat issues with sensitivity	1,2,3
	Ability to deal with a variety of people from different cultural backgrounds and with varying levels of English language	1,2,3
Training	Willingness to undertake training as required	1,3
Qualifications	A Level or equivalent work experience	1,3
Other	Commitment to observing the Equality & Diversity Policy at all times	3
	Demonstrates understanding of customer care and a commitment to providing an exemplary level of customer service	3
	Commitment to continuous improvement	3

Desirable Criteria:

Area	Criteria	Stage
Experience		
	Previous experience of working with international students	1,3
	Experience of working in Higher Education	1,3
	Working knowledge of university systems such as ITrent, Unit 4, Target Connect and LEARN.	1,3
Skills and abilities	Project co-ordination or management	1,2,3
Qualifications	UK degree or equivalent qualification	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 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 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.

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.