

Job Title: Administration Assistant

Job Ref: REQ260407

School/Department summary:

The Estates and Facilities Management team at Loughborough University is central to creating the world-class campus experience for which the University is known. We are a large and diverse team made up of Catering, Residential, Domestic, Projects, Operations, Maintenance, Engineering, Sustainability and Space teams. Together, we manage and develop one of the UK's largest single-site campuses, ensuring that its buildings, grounds, infrastructure and support services are sustainable, stylish and set up for success. We work collaboratively to support our students, colleagues and partners, helping to shape the exceptional campus environment we are consistently recognised and awarded for. Above all, we take pride in creating a welcoming, vibrant and authentic workplace where everyone can thrive and we welcome likeminded individuals to join us and be part of our future.

Job Description

Job Family and Grade: Administrative Service Grade 4

Job Purpose

To provide a comprehensive and proactive administrative support service to Residential and Catering Services, with responsibility for maintaining time-management systems, payroll processes and the placement of pool and agency staff.

Job Duties:

Time Management and Payroll Systems

- Take full ownership of the preparation, validation and processing of weekly and monthly payroll data, working independently to strict deadlines
- Ensure accuracy of payroll submissions, recognising the significant financial and reputational impact of errors on staff and the University
- Ensure compliance with University policies, payroll procedures and relevant statutory requirements, minimising risk of error or financial impact
- Independently investigate, diagnose and resolve complex payroll and system-related issues, using judgement to determine appropriate solutions or escalation
- Provide guidance and informal training to new or less-experienced colleagues on systems and procedures. Assist in maintaining and updating staff records including starters, leavers, contractual changes and roster amendments within TMS and associated systems.
- Responsible for maintaining and updating process documentation and user guides relating to TMS and payroll interfaces.
- Ensure all staff absence is collated and accurately inputted into iTrent.
- Act as a key contact for time-management and payroll systems within the team, supporting colleagues in resolving queries and ensuring consistent application of processes

Pool and Agency Staffing

- Independently coordinate the allocation of pool staff to meet fluctuating operational demands

- Act as primary liaison with external staffing agencies, managing requests, resolving issues and authorising invoices
- Monitor spend, attendance and performance, identifying discrepancies or concerns and taking appropriate action

Administrative Duties

- Plan, organise and prioritise own workload to meet daily, weekly and monthly deadlines with minimal supervision.
- Manage multiple workstreams simultaneously, ensuring deadlines are met without compromising accuracy
- Support recruitment administration processes, including collating information, maintaining records and liaising with managers and HR.
- Attend relevant meetings as required to provide administrative input and represent departmental processes.
- Handle highly sensitive personal, contractual and payroll data in accordance with data protection requirements, ensuring strict confidentiality at all times

Training and Development

- Commit to ongoing personal training and professional development.
- Demonstrate willingness to learn new systems and procedures and share knowledge with colleagues.

Other Duties

- Carry out other duties commensurate with the grade and nature of the post.
- Deputise for the Administration Officer as required, taking responsibility for the continuity of administrative processes and decision-making

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 Administration Officer

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 experience in an administrative role with knowledge of systems and databases	1,3
	Experience of working to multiple deadlines and prioritising workload.	1,3
	Experience of liaising with staff across different levels of an organisation.	1,3
Skills and abilities	In-depth working knowledge of Microsoft Office.	2,3
	Ability to analyse data, identify errors and implement corrective actions.	2,3
	Excellent written and verbal communication skills.	1,3
	Ability to prioritise workloads using strong organisational and planning skills.	1,3
	High level of attention to detail, accuracy and confidentiality.	2,3
	Ability to work independently or as part of a team	1,3
	Ability to exercise judgement and make independent decisions within defined procedures	1,3
Training	Willingness to undertake further training and adopt new systems and procedures.	1
Qualifications	Educated to A-Level standard or equivalent experience.	1
	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 working in a large or complex organisation.	1
	Experience using Time Management or HR/Payroll systems.	1

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 person's 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.