

Programme Administration Manager

REQ260587

Job Description

Job Family and Grade: Professional Services, MA6

Job Purpose

To provide high-level administrative support for aspects of work related to taught and research programmes at all levels within the School of Science Learning and Teaching Team. The Team currently provides extensive administrative oversight to the Departments of Computer Science, Chemistry, Mathematical Sciences, Mathematics Education Centre, Foundation Studies and Physics.

This role will report to the Learning and Teaching Managers and form part of a small managerial team, providing senior administrative programme support to School of Science staff and students, alongside overseeing other significant School-wide processes.

Job Duties

- To lead on a wide range of School programme administrative processes.
- Areas of specific responsibility to include assessments; Module and Programme updates; School-wide events (Visit Days, Open Days, Induction etc); Postgraduate (taught and research) administration; placements; Mitigating Circumstances Panels and Programme Boards; and student engagement related tasks.
- To line-manage a number of administrative staff within the School Team. Working with other managerial colleagues across the School to ensure that administrative processes are managed effectively.
- To manage office coverage, working with the Team to ensure that students, academic staff and fellow administrative colleagues are fully supported through the provision of front facing service throughout the working day/week.
- To work closely with the Learning and Teaching Managers to review processes with a view to improving consistency, effectiveness and efficiency. Delivering and implementing change when necessary.
- The role will involve significant liaison with various stakeholders including senior academics within Departments, staff from across the wider University, and external examiners.
- To advise the Learning and Teaching Manager and Operations Manager on future developments within area of responsibility.
- To be an active participant in the SPA-Net community; actively engaging in University-wide projects (e.g. IT developments) and liaising with colleagues in other Schools to identify areas of best practice.
- To deliver and provide oversight of appropriate advice, guidance and support to students during their time within the School – signposting to other services within the University when necessary.
- To be an expert user in University-wide systems (including Learn, Co-Tutor, Dashboard and LUSI) to ensure that all information held is accurate. As part of this, you will have joint responsibility for the team access, training and use.
- To assist in the preparation of documentation for accreditation activity.
- To undertake other duties as may reasonably be required by the Learning and Teaching Manager and Operations 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: Learning and Teaching Manager

Direct Reports: 1-2 AD5 Officers and 1-2 Student Support Administrators

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	Experience in student administration, within a HE setting (or similar) environment.	1,3
	Ability to quickly develop and demonstrate an in-depth knowledge of a range of administrative processes. Taking ownership and providing support and guidance to others on these.	1,3
	Experience of supervising and managing staff.	1,3
	Knowledge of regulations and the codes of practice related to taught programmes (or similar).	1,3
	Experience of working with large, networked databases. Managing, extracting, manipulating and analysing information and data.	1,3
Skills and abilities	Excellent communication skills with a strong 'customer' focus. Able to present sometimes complex regulatory requirements in a way that non-specialists can understand.	1,2,3
	Able to use initiative to identify where changes are needed to administrative processes and making appropriate recommendations for enhancements/improvements as and when appropriate. Willing to participate in and contribute to project work to improve administrative systems.	1,3
	A strong team player - demonstrating the ability to work collaboratively and effectively in a shared working environment.	1,3
	Able to demonstrate a flexible and positive approach in a changing environment and acting as a role model to others in a leadership role.	1,3

	To be able to engage in difficult conversations, as and when necessary, when implementing change, whilst at the same time upholding the values of the Team, School and the wider University.	1,3
	Able to work with accuracy and attention to detail.	1,2,3
	Excellent practical IT skills (Microsoft Office) and skilled in use of relevant and specialist IT packages or databases.	1,2,3
	Proven ability to work well under pressure and to tight deadlines. Proactively managing and prioritising workload across the short, medium and long term.	1,3
Training	A strong commitment to personal development and a willingness to undertake further training as appropriate, and to adopt and implement new procedures.	3
Qualifications	Educated to Degree Level (or equivalent) or will hold substantial relevant professional experience.	1
Other	Commitment to providing a high level of service to both University staff, students and external stakeholders.	3
	An understanding of and adherence to the University's Equal Opportunities Policy, IT Acceptable Use Policy and other University policies and how they apply to own work area.	3

Desirable Criteria:

Area	Criteria	Stage
Experience	Experience of managing and improving administrative systems.	1,3
Skills and abilities	Able to absorb and apply knowledge of University IT structures, systems and procedures.	1,2,3
	Experience of using standard IT packages (e.g. Microsoft Office) in a novel way to improve business processes.	1,2,3

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.

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.