

Taught Programmes Co-ordinator (Student Support)

Job Ref: REQ260645

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

To work within the School of Architecture, Building and Civil Engineering Student Support Team to provide administrative support for students and staff across work related to taught programmes, at all levels, within the School. To co-ordinate and lead the administrative support functions for student induction, attendance monitoring, student wellbeing and working in conjunction with Student Support Manager, the Learning and Teaching Manager and Director of UG Studies.

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 entailed.

Job Description

Job Grade: Administrative Services Grade 5

The position is 0.8 FTE pro rata. Salary will be in the Administrative Services Grade 5, £29,588 - £34,610 pro rata per annum, at a starting salary to be confirmed on offer of appointment.

Job Purpose

To contribute to the learning and wellbeing of students within the School of Architecture, Building and Civil Engineering.

Job Duties

Student Support

- To act as first point of contact for academic colleagues to provide support and guidance on student wellbeing.
- To act as first point of contact for students to engage in the School's wellbeing support and to respond professionally, appropriately and in a timely manner to queries or concerns raised, assisting with queries and providing information in a timely and effective manner. Where necessary, solve problems through effective analysis to provide solutions, including in unforeseen circumstances. Work independently and use own initiative when dealing with unexpected student problems and emergencies.
- To lead on the administration associated with the monitoring of student attendance and associated workloads, taking timely follow-up actions, and escalating more complex issues (including wellbeing concerns) if they arise to School Administration Managers and as necessary to the Directors of UG and PGT studies .
- Act as a point of contact within the School for Student Wellbeing And Inclusivity (SWAI) colleagues for discussing bespoke adjustments for applicants and students.
- Liaise with SWAI, academic colleagues and School professional staff and support arrangements for bespoke adjustments that are appropriate for the specific School learning environment(s), intended learning outcomes and assessments (both for individual modules and at the Programme Part level).

- To help ensure, with wider support from the programme administration team and SWAI, that bespoke adjustment details are recorded, disseminated effectively to relevant School staff and acted on in a timely way.
- To provide advice and guidance to School staff on the maintenance of student records in Co-tutor for students with ongoing and/or exceptionally challenging circumstances.
- To support the School's response to the annual reasonable adjustment review, requesting academic and professional staff input as required.
- Be part of a network of School SWAI liaison roles where peer advice and support can be shared.
- Maintain up to date knowledge and understanding of disability and wellbeing in a higher education context (supported by SWAI and Academic Registry colleagues).
- To lead on new academic admin induction in relation to taught programme administration.
- To work closely with relevant colleagues and support services for students who have additional learning support needs, including support for teaching and assessments and working with Technical Supervisors to ensure lab sessions are appropriately adjusted.
- To support the Student Support Manager and Learning and Teaching Manager with follow up work to support students on the Support/Fitness to Study processes.
- To service the School's Student-Staff Liaison committees, including the preparation of the agenda and minutes of meetings.
- To liaise with the Undergraduate Admissions Administration team regarding specific induction needs of applicants arriving with complex learning requirements.
- To co-ordinate student wellbeing events, drop-in sessions and assist with co-ordinating Schools MHFA and Wellbeing Champion events.
- To provide administration support to the Director of Student Experience, School Student Inclusivity Champions and Head of Personal Tutoring Systems ensuring systems are in place for all student wellbeing support in their areas.
- To co-ordinate the preparation of induction (UG & PGT) activities for new starters, this will include the creation of pre-arrival advice and guidance
- To co-ordinate on supporting incoming and outgoing student exchange activities, including formal international study leave placements and credit bearing exchanges as required.
- Assist the School Programmes Managers (UG & PGT) in preparation and servicing of Mitigating Circumstances panels

Programme Administration

- To take shared responsibility in processing module choice, requests for internal transfers and Leave of Absence etc. and the preparation of relevant online resources i.e., LEARN.
- To carry out general student administration using the university IT systems to maintain and update student records, ensuring confidentiality in compliance with university regulations and General Data Protection Regulations, in respect of module registrations, examination/coursework results, digital archives etc.
- To work independently and use own initiative when dealing with unexpected student problems and emergencies, working in conjunction with the School Programmes Managers with more complex problems

- To take shared responsibility in coordinating coursework submission deadlines, creation of submission links and timelines, plus hand-in, collection and returns where required.
- To liaise with the appropriate line manager and academic staff in updating module specifications and regulations, and to assist in the preparation of documentation for Annual/Periodic Programme Reviews and accreditation visits etc.
- To assist academic staff with the preparation of examination papers, ensuring that papers are correctly formatted and moderated and submitted to the University's Student Office by the appropriate deadlines.
- To assist with the preparation of examination boards, including marks collation and upload, moderation processes, and liaison with external examiners.
- To develop and maintain a strong working relationship with University colleagues and to liaise appropriately with those in central departments in order to carry out required roles and responsibilities.
- Provide administrative support to the full range of student lifecycle activities as required.

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 support and progress order requisitions (PORFs) from students and staff and to onward send these for processing to the Wolfson Finance Team.
- To undertake general clerical duties such as photocopying, filing, scanning, and laminating of documents.
- 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.
- To engage with the Performance and Development Review (PDR) process.
- As a member of the Student Support Team there is an expected level of flexibility and interchangeability of detailed work tasks/activities that will be required by team members to meet the needs of the School (students, staff, and researchers). Hence the location of your working desk and details of duties/tasks may be varied as reasonably requested by line management.

Points To Note

The School's Administrative Staff will be expected to support and attend key events such as School visit days and Saturday University Open Days, on a rotational basis.

Annual leave requests will be restricted at key points in the academic calendar and will be approved subject to the needs of the business.

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 entailed.

Organisational Responsibility

Reports to Student Administration Manager

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

1 – Application, 2 – Test/Assessment Centre/Presentation, 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Significant previous relevant experience within an appropriate environment, including student wellbeing and student induction	1,2,3 presentation
	Significant experience within a student or other customer - focussed environment.	1,3
	Experience of dealing with people in a variety of complex and difficult situations.	1,3
	Experience of working individually and as part of a team.	1,3
	Experience of servicing committees, including the writing and distribution of minutes.	1,3
Skills & abilities	Flexibility and the ability to adapt to a changing work environment.	1,3
	Well-developed problem solving skills, using initiative and judgement in more complex situations.	1,3
	Able to prioritise and work independently and to deal with unforeseen problems and circumstances effectively.	1,3
	Able to plan for the long-term development of team members. Identifying areas for development and facilitating training.	1,3
	Able to work under pressure and meet competing deadlines.	1,3
	A keen eye for detail and ability to manage, manipulate, and extrapolate from data.	1,3
	Excellent interpersonal, organisational, oral and written communication skills.	1,3
	Able to work with accuracy and attention to detail.	1,2,3
	Substantial, practical, IT skills including Microsoft Office 365 and Microsoft OneDrive.	1,2,3
	Able to co-ordinate the efforts of a team in extended processes. Able to revise these processes where necessary.	1,3
Training	Demonstrate evidence of having undertaken further training.	1,3
	Adopt new procedures as and when required.	1,3
Qualifications	A level education or equivalent.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting.	1,3
	Experience of Loughborough University administrative procedures.	1,3
	Experience of Loughborough specific systems and procedures.	1,3
	Experience of the supervision and coordination of staff.	1,3
Skills & abilities	Skills using relevant Loughborough University IT systems eg LUSI, Agresso, Co-Tutor, LEARN and CMIS.	1,3
	Considerable experience within Microsoft Excel. Including advanced formatting and data manipulation.	1,3

	Understanding and knowledge of relevant legislation eg SENDA, Data Protection Act, Freedom of Information etc.	1,3
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Conditions of Service

The position is 0.8 FTE and is open-ended.

Salary will be on Administrative Services Grade 5, £29,588 - £34,610 pro rata 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 for STAFF GRADES 6-8, details of which can be found [here](#).

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](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <https://www.lboro.ac.uk/services/hr/topics/family-leave/>

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <https://www.lboro.ac.uk/services/hr/rewards-and-benefits/your-work-life-balance-and-supporting-your-family/>)

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.