

Programmes Administrator

Job Ref: REQ260651

School/Department summary:

We are a diverse and inclusive School delivering excellence in learning and teaching, research, and enterprise across the Social Sciences and Humanities. Inter-disciplinarity and international encounters are fostered across six departments: Communication and Media; Criminology, Sociology and Social Policy; English; Geography and Environment; International Relations, Politics and History and Law.

Job Description

Job Family and Grade: Administrative Services Grade 4

Job Purpose

To work within the School of Social Sciences and Humanities administrative support team to provide support for Postgraduate Taught Programmes and Undergraduate Programmes.

Job Duties

Programmes Administration

- To be responsible for the preparation of all induction communications including mailings to freshers/new-start (including temporary visiting students) and the preparation of relevant handbooks.
- To carry out general student administration using Co-Tutor, LEARN and LUSI databases to maintain and update student records in respect of module registrations, assessment, leave of absence, internal transfers etc., using an in-depth knowledge of IT systems.
- To act as the first point of contact for all students, assisting with queries and providing information, and general advice and guidance, in a timely and effective manner. To work independently and use own initiative when dealing with unexpected student problems and emergencies, referring more complex problems to the appropriate manager.
- To manage coursework submission, collation and return, processing extension requests, marks entry and moderation processes.
- To be responsible for the administration associated with the monitoring of student attendance and engagement via the digital registers and updating student information on central systems.
- In conjunction with colleagues, to assist with the planning, organisation and running of key events such as student induction programmes, student open/visit days and graduation events.
- To be responsible for the administration of student feedback on modules and programmes in the School.
- To assist in the preparation of documentation for Annual Programme Reviews, Quadrennial Reviews and accreditation visits.

- To assist with the maintenance of information systems such as archives, student records, etc., ensuring compliance with University regulations and GDPR and ensuring the timely delivery of accurate information as and when required.
- To provide general teaching-related administration for academics as required, such as uploading documents to LEARN and updating reading lists.
- To assist with the collation and maintenance of risk assessment and ethical clearance documentation.
- To assist 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 be responsible for checking all claims associated with the payment of invigilators, prior to submission to the authorised signatory.
- To be responsible for monitoring and processing Mitigating Circumstances (MC) claims submitted by students including recording the decisions of MC Panels.
- To assist with Programme Board administration including liaison with academic staff in respect of External Examiner comments and feedback and reassessment processes.
- Regular checking/housekeeping of LEARN to ensure that content is up to date and relevant for students.
- To develop and maintain a strong working relationship with University colleagues and to liaise appropriately with Professional Services in order to carry out required roles and responsibilities.

Additional Needs Students

- Liaise closely with the Disability Co-ordinators, School Wellbeing Adviser and Student Wellbeing and Inclusivity (SWAI) regarding reasonable adjustments for students who have additional learning support needs, including for examinations and in-class tests.
- To be responsible for liaising with additional needs students in respect of assessment arrangements and where required, liaising with Academic Registry and Module Leaders to accommodate requests for reasonable adjustments.

Admissions

- To assist with admissions processing, consulting where appropriate with Admissions Tutors and the University Admissions Office.
- To be a main point of contact for admissions enquiries by telephone, email. To respond to enquiries, giving advice to applicants and other agents as appropriate.
- In conjunction with academic colleagues as well as Marketing and Advancement, to assist with the organisation of open days, visit days and recruitment events. This includes the preparation of relevant publicity and resources associated with the events, and participation in the events 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 other University colleagues, external organisations and agents.
- 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 School Head of Operations and the relevant line manager.
- Provide general administrative support, including committee servicing.

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.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equity & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to one of the Programmes Officers.

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.	1,3
	Experience within a student or other customer- focussed environment.	1,3
	Experience of establishing and maintaining accurate electronic records.	1,3
	Experience of working individually and as part of a team.	1,3
Skills and abilities	Flexibility and the ability to adapt to a changing work environment.	1,3
	Able to work under pressure and keep to deadlines.	1,2,3
	Able to plan, prioritise and work independently with minimal supervision.	1,2,3
	Excellent interpersonal, organisational, oral and written communication skills.	1,2,3
	Able to deal with a variety of people in a professional manner.	1,3
	Able to work with accuracy and attention to detail.	1,2,3
	Able to maintain confidentiality.	1,3
	Excellent practical IT skills including Microsoft Office and Outlook diary management.	1,2,3
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
Other	Willingness to occasionally work outside normal hours (weekends) to support recruitment events such as open/visit days.	1,3
	Uphold and actively contribute to the University's commitment to Equity, Diversity and Inclusion.	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting within the social sciences.	1,3
	Experience of Loughborough University administrative procedures supporting taught students.	1,3

	Experience of Loughborough specific systems and procedures.	1,3
Skills and abilities	Skills using relevant Loughborough University IT systems e.g., LUSI, Co-Tutor and LEARN.	1,3
	Understanding and knowledge of relevant legislation e.g., SENDA, GDPR, Freedom of Information, etc.	1,3
	Experience of servicing committees, including minute taking.	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 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.

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.