

Support Administrator (Business Operations)

Job Ref: REQ260653

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade:

Administrative Services Grade 4

Job Purpose

To work within the School of Science Business Operations Team to provide administrative support for finance, executive support and people related activity.

Job Duties

Finance Responsibilities

1. To be responsible for all day-to-day School financial activities relating to teaching, research and enterprise within the School of Science such as:
 - Purchasing goods and services - raising invoice and BACS transfer requests
 - Checking and processing claims for expenses, casual workers and bought-in-teaching
 - Processing journal transfers
 - Booking conferences and making travel and accommodation arrangements
2. To maintain appropriate financial records and those specifically required for audit purposes, and to ensure compliance with end of year accounting arrangements/deadlines.
3. To develop a strong working relationship with colleagues in Professional Services, in particular, in central Finance and Purchasing Offices, to ensure that all internal School processes and procedures reflect and comply with University policy.
4. To assist academic colleagues with costing for, and monitoring of, expenses related to conferences hosted in the School, as required.

Executive Support Responsibilities

5. To provide confidential and professional support to the School SLT, working with significant amounts of personal and sensitive information. This can include: electronic diary management; dealing with enquiries; receiving visitors to the office; arranging internal and external meetings.
6. To provide administrative support for all School Meetings as required including scheduling, co-ordinating agenda items, producing papers and taking notes/actions.

People-Related Responsibilities

7. To administer the end-to-end recruitment processes to ensure a comprehensive service is provided. To edit job descriptions and person specifications and coordinate the interview process. This includes requesting references, arranging tests and panel interviews, inviting candidates, room bookings, accommodation and hospitality, preparing and distribution of panel papers.
8. To coordinate onboarding activity for new starters.

9. To work with Central HR and Immigration Officers to support delivery of University-wide recruitment initiatives.
10. To process requests for casual and zero-hour contracts, checking available funding and creating timesheets.

General Administration

11. 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.
12. 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.
13. To ensure compliance with relevant University policies and procedures.
14. To undertake any training and development deemed appropriate for the position by the School Operations Manager and the relevant line 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 entailed.

Special Conditions

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 Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & 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 the Operations 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	Previous relevant experience of working in a busy office environment.	1,3
	Experience of co-ordinating financial, HR and administration processes	1,3
	Experience of applying relevant policies, procedures and regulations	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.	1,3
	Able to plan, prioritise and work independently with minimal supervision and exceptional attention to detail.	1,3
	Excellent interpersonal, organisational, oral and written communication skills.	1,3
	Able to deal with a variety of people in a professional manner.	1,3
	Able to work efficiently and accurately at all times	1,2,3
	Able to maintain confidentiality.	1,3
	Excellent practical IT skills including Microsoft Excel, Word and databases	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
	GCSE Grade C or equivalent in English and Mathematics.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in Higher Education in a financial setting.	1,3
	Experience of Loughborough University administrative procedures.	1,3
	Experience of Loughborough specific systems and procedures.	1,3
	High level of Excel knowledge – including formulas, pivot tables, etc.	1, 2, 3
Skills and abilities	Skills using relevant Loughborough University IT systems eg LUSI, Agresso, Co-Tutor, LEARN and CMIS.	1,3
	Understanding and knowledge of relevant legislation eg SENDA, Data Protection Act, Freedom of Information etc.	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 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 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.

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