

Academic Registry
(Programme Quality & Teaching Partnerships Office)

Placements, Exchanges & Governance Administrator

Job Ref: REQ260671

School/Department summary:

The Academic Registry

The Academic Registry is responsible for University-level student and programme administration at the University and supports the work of the University's academic Schools, governance, and academic decision-making processes. It has five sections: the Academic Registrar's Office, the Doctoral College Office, Programme Quality & Teaching Partnerships, Student Records & Operations (SRO), and Timetabling. Further information on the Academic Registry is available at <http://www.lboro.ac.uk/services/registry/>.

The Programme Quality and Teaching Partnerships (PQTP) Office

The PQTP Office provides central administrative services supporting the development and implementation of the University's education and student experience strategy, as well as policies and procedures which enable the University to meet its responsibilities for the assurance of academic standards in relation to taught programmes.

The remit of the Office includes quality assurance and key operational aspects of collaborative provision, student exchanges and placements, in addition to more traditional delivery on the University's campuses. As well as some committee servicing, the team also carry out duties related to student rights and responsibilities, including academic appeals, student complaints and student discipline, and manage Freedom of Information requests.

Further information is available at <https://www.lboro.ac.uk/services/registry/pqtp/>.

Job Description

Job Family and Grade: Administrative Services Grade 4 - 0.5 FTE (18.5 hours per week)

Working pattern to be agreed upon appointment (minimum of 3 working days per work)

Fixed term until 31 July 2027.

Job Purpose

International study abroad exchanges and sandwich year work placements play a key role in the stimulating and developmental experience which Loughborough offers its undergraduate students. The Placements, Exchanges & Governance Administrator will be part of a small team within the Programme Quality & Teaching Partnerships (PQTP) Office which oversees the delivery of student exchange programmes and the governance of placements and other work-based learning activity. The postholder will support the management of a number of University-wide exchange partnerships and will liaise closely with colleagues in Schools with responsibility for discipline-specific exchanges. They will deal with a range of email, telephone and in-person enquiries from both Loughborough students and applicants from partner organisations and will support the outstanding student experience for which Loughborough is known. The postholder will participate in open days and other student-facing events (e.g. registration and welcome activities) and will be an advocate for the benefits of study abroad and work placements.

The University is currently developing a new IT platform to manage exchanges, placements and other off-campus activity and the role will offer the opportunity to support the implementation of the new system and

new administrative processes for postgraduate placements.

This is a fantastic chance to contribute to the efficient administration of exchanges and placement activity and to gain broader higher education admin experience by supporting the wider work of the PQTP Office, including assisting colleagues who service University committees.

The postholder will also provide administrative and operational support for key student lifecycle events, under the direction of the Student Records & Operations Team. These events include the annual registration of new students at the start of the academic year, three examination periods, and summer and winter graduation ceremonies. This will involve working within the Student Records & Operations Team for all or part of the working week at key times of the year.

Further information on Student Records & Operations is available here:

<https://www.lboro.ac.uk/services/registry/sro/>

The successful candidate will be committed to delivering an outstanding service to students, colleagues and partners, have the ability to work in accordance with policy/legislation, strong IT skills, and enthusiasm for supporting the implementation of new systems and processes. Training and development will be provided across all elements of the role, and opportunities to be involved in wider project and operational activity may also be available.

Job Duties

1. International exchange (Study Abroad) programmes

- a) Dealing with a wide range of email, telephone and in-person enquiries from prospective exchange applicants (Loughborough University and partner institutions' students) and current exchange participants as independently as possible, only referring the most complex issues to a manager. Providing high-quality support and advice on matters including exchange opportunities, application and registration processes, and funding schemes. This will involve liaising with Schools, other professional services (e.g. the Student Accommodation Centre) and external partners to ensure that queries or issues are resolved as swiftly as possible.
- b) Providing advice and guidance to colleagues in Schools and other Professional Services about University regulations, processes, and IT systems used to support student exchanges. This will include working closely with School Exchange Administrators and Co-ordinators.
- c) Supporting the administration of exchange programmes, including:

For incoming students:

- i. Accepting nominations from partner universities and processing applications in the University's student and programme information system (LUSI).
- ii. Issuing letters of acceptance and documents to support the visa application process.
- iii. Providing students with standard and bespoke documentation (e.g. letters, transcripts, arrival certificates) for their home institution or funding body.
- iv. Organising and supporting registration and induction/welcome events for incoming exchange students. This includes checking immigration documents to determine students' Right to Study and issuing ID cards.

For outgoing students:

- i. Checking and processing applications for University-wide exchange programmes and issuing offers to successful applicants.
- ii. Creating and maintaining central records for outgoing students.
- iii. Nominating students to partner institutions using a range of external systems and supporting students with their applications.
- iv. Advising students on their eligibility for external funding and issuing Turing/Erasmus+ grant agreements to students.
- v. Reviewing student paperwork (e.g., attendance certificates and travel evidence) and making student mobility grant payments using the Student Finance system, liaising with the Finance Office to facilitate repayment where required.

- vi. Maintaining University and external Turing/Erasmus+ funding records, collating documentation for auditing purposes as required.
- d) Representing the Placements, Exchanges & Governance Team at University Open days and any other events associated with the promotion of exchange programmes. Supporting the development of new marketing materials and ensuring that they are disseminated as appropriate, including maintenance of the exchanges' web pages.
- e) Maintaining records of institutional exchange agreements, monitoring expiry dates, tracking the progress of new agreements and communicating with Schools and partner institutions as appropriate.
- f) Supporting one or more informal working groups, such as the Exchanges Administrators' group, preparing meeting packs and taking meeting minutes.

2. Work Placements

- a) Dealing with queries from Schools in relation to the governance of student placements, e.g. regarding the application of University regulations, record keeping requirements, and health and safety processes.
- b) Advising students on their eligibility for placements bursaries and external funding.

3. Student Academic Appeals and Discipline

- a) Providing administrative support for student academic appeals and discipline, including logging and tracking cases and dealing with routine enquiries from students including about the appeals process or progress of their case.

4. Student Lifecycle Events

- a) Supporting the delivery of student registration, examination periods and graduation ceremonies. This includes supporting student-facing events (e.g. in-person registration) and undertaking related administrative tasks under the direction of a manager within the Student Records & Operations Team. This will involve dealing with students in person, via email and by telephone.

5. Committee Work and General Administrative Support

- a) Supporting Committee Secretaries through:
 - i. Formatting and collating meeting agendas, papers and minutes.
 - ii. Circulating documentation to committee members.
 - iii. Creating and maintaining committee membership lists, web pages and Teams channels.
 - iv. Providing support with meeting logistics and hospitality.
- b) Supporting the administration of University prizes, including the maintenance of prizes and recipients' information in the University's student and programme information system (LUSI) and updating the prizes website as required.
- c) Supporting the Executive Officer with administrative tasks related to the appointment of External Examiners.
- d) Providing administrative support to the Academic Registrar in the absence of the Executive Officer.
- e) Undertaking other administrative duties as required, e.g. ordering stationery; dealing with general enquiries to the PQTP Office; and providing occasional administrative support to other Academic Registry teams if required.

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 Placements, Exchanges & Governance Manager, with some tasks (e.g. committee and student lifecycle events support) directed by other managers within Programme Quality & Teaching Partnerships or Student Records & Operations.

Direct Reports: N/A

Budget Responsibilities: N/A

Structure Chart: 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 of working as part of a team in an administrative role with a student or customer service focus	1,3
	Experience of establishing and maintaining accurate electronic records	1,3
Skills and Abilities	Excellent interpersonal and written, verbal and face-to-face communication skills	1,2,3
	Ability to deal with a variety of people, both within the University and externally, in a professional, tactful and sensitive manner	1,3
	Excellent time management skills, including the ability to plan and prioritise a complex and varied workload	1,2,3
	A positive and proactive approach to work and problem solving, demonstrating good use of initiative when it is appropriate to do so	1,3
	A high level of numeracy and attention to detail	1,2,3
	Ability to develop new skills/knowledge quickly	1,3
	Good practical IT skills and familiarity with relevant desktop software, including spreadsheet, email/calendar management and word processing packages	1,2,3
Training	A willingness to undertake further training as necessary	1,3
Qualifications	A level education or equivalent, or relevant work experience at an equivalent level	1
	Minimum grade C or 4 in GCSE English and Maths, or equivalent	1
Other	Commitment to providing a high standard of service to University staff and students and external partners	1,3

	Appreciation of the importance of and commitment to equity, diversity and inclusion	1,3
	Able and willing to work flexibly with colleagues with regards to holiday cover and occasionally outside standard hours as required (with notice)	1,3

Desirable Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential criteria.

Area	Criteria	Stage
Experience	Experience of working in accordance with regulations or policies, ideally in a Higher Education setting	1,3
	Experience of using Loughborough University IT systems, e.g. LUSI, Co-Tutor, Learn and CMS	1,3
	Experience of creating and maintaining web pages	1,3
Skills and Abilities	Good understanding of MS Office 365 tools (e.g. Teams, OneDrive)	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 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.