

PROGRAMMES ADMINISTRATOR

Job Ref: REQ260673

The **School of Sport Exercise and Health Sciences (SSEHS)** is a multi-disciplinary school committed to fostering a diverse and inclusive academic community. It upholds the highest standards of excellence in research, innovation, and pedagogy across the full spectrum of disciplines within sport, exercise, health and wellbeing.

Internationally recognised for its contribution to the study of sport, exercise and health, the school has wide-ranging expertise, encompassing such diverse areas as biomechanics, medicine, molecular and cellular biology, nutrition, pedagogy, psychology, physiology, sociology, economics and sport management.

The School is extremely proud to hold an [Athena Swan Silver Award](#) since 2012, recognising the commitment and work of the School in addressing gender inequalities in Science and to improving career progress for female academics. The School is committed to ensuring that female students and staff are able to achieve their full potential; and provides a flexible and open working culture to enable staff to maintain a work-life balance.

Job Description

Job Family & Grade: Administrative Services Grade 4

Job Purpose: To provide efficient and effective administrative support for the school's programmes and to undertake appropriate duties commensurate with the school's objectives.

Job Duties:

- Provide administrative support for the effective delivery and administration of the school's programmes, contributing to the annual cycle of academic and student-related processes.
- Support the planning, coordination and delivery of student and other stakeholder activities and events throughout the student lifecycle.
- Act as a key point of contact for staff, students, and external stakeholders providing advice, guidance and administrative support on matters relating to programme delivery and the entire student experience.
- Contribute to the administration of assessment, progression and quality assurance activities, ensuring activities are carried out accurately and in accordance with University procedures.
- Maintain and manage student records and information, ensuring appropriate handling of sensitive and confidential data in line with relevant policies and regulations.
- Support student wellbeing through the administration of wellbeing processes, records and communications.
- Provide administrative and secretarial support for committees, boards and meetings, including the preparation of documentation and recording of outcomes and actions.
- Work collaboratively with academic and professional services colleagues to provide accurate and timely support to students, and to support the efficient operation of the school and the delivery of its educational objectives.
- Commit to ongoing personal training and professional development and demonstrate willingness to learn new systems and procedures and share knowledge with colleagues.
- Undertake other duties and provide cover for colleagues during busy periods and absences, as required by the Head of Operations, Education and Student Experience Manager, or nominated 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.

The post-holder may be asked to work as part of the undergraduate or postgraduate team, and some flexibility is required to work across these teams as needed.

Organisational Responsibility:

Reports to Student Support Team Manager.

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

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	Excellent interpersonal, organisational, oral and written communication skills.	1,2,3
	Flexibility and the ability to adapt to a changing work environment.	1,3
	Ability to work using their own initiative and be proactive.	1,3
	Strong organisation skills, with the ability to plan, prioritise and work under pressure to tight deadlines with minimal supervision.	1,2,3
	Ability to work independently and as part of a team.	1,3
	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 IT skills including advanced use of email, Word, Excel, MS Teams and Outlook Calendar, and with ability to adopt the use of other software and university information systems.	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
Other	A willingness to occasionally work outside of normal hours (weekends) to support stakeholder events such as recruitment activity and student engagement.	1,3
	A commitment to equality and diversity with the ability to role model, adhere to and advocate the University's Equity, Diversity and Inclusion policy.	3

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 programme administration in a higher education environment	1,3

Skills and abilities	Use of 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
	Able to take Minutes	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.
- Uphold and actively contribute to the [University's commitment to Equity, Diversity, and Inclusion](#), ensuring that all duties are carried out in alignment with this.

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.



We are committed to addressing gender inequalities in science and to improving career progression for female academics. The School of Sport, Exercise and Health Sciences holds a [Silver Athena SWAN award](#) which recognises the importance of support for women at all stages of their career.

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.