

Staff Workforce Officer

Job Ref: REQ260680

School/Department summary:

Loughborough Sport is the overarching sport and physical-activity Professional Service of Loughborough University. It covers a wide spectrum: elite performance sport, recreational sport, coaching and volunteering, facilities, student clubs, and inclusive programmes.

Job Description

Job Family and Grade: Administrative Services (AD) Grade 4

Job Purpose

To support delivery of workforce development, recruitment and people processes across Loughborough Sport, ensuring staff are effectively recruited, onboarded and supported through consistent, efficient and inclusive practices.

The role coordinates workforce activity maintains systems and records and supports continuous improvement across workforce processes.

Job Duties:

Recruitment & Workforce Coordination

- Support line managers with all aspects of the recruitment process, including job descriptions, roles, responsibilities and timescales.
- Prepare and process job advertisements using University systems (e.g. iTrent) and external platforms.
- Prepare shortlisting documentation, including checking applications and producing shortlisting matrices, ensuring deadlines are met.
- Administer the interview process, ensuring panels are appropriately constituted and compliant with University requirements; participate in interview panels where required.
- Prepare and coordinate offer documentation, ensuring required checks and onboarding requirements are completed.
- Support casual staff recruitment, ensuring correct procedures are followed and staff are set up appropriately.

Onboarding & Workforce Administration

- Support onboarding processes by ensuring pre-employment checks, documentation and records are completed accurately.
- Assist the Staff Workforce Development Manager with all administrative duties related to onboarding and workforce administration, including coordinating induction arrangements for new staff and line managers.
- Maintain accurate and up-to-date staff records in line with confidentiality and GDPR requirements.
- Process DBS checks where required.
- Maintain sickness and absence records within University systems, ensuring accuracy.

Workforce Systems & Data

- Maintain workforce data within University systems (e.g. iTrent), ensuring accuracy and completeness.

- Support administration of casual staff systems, including assisting colleagues in their use.
- Provide workforce data and reports to support operational activity.

Workforce Processes & Compliance

- Support delivery and consistent application of workforce processes across recruitment, onboarding and administration.
- Ensure activities are carried out in line with University policies, procedures and codes of practice.
- Work with colleagues to promote a consistent and compliant approach to workforce processes.
- Identify process issues or inefficiencies and support improvements where required.

Operational Support

- Act as a point of contact for workforce-related and general enquiries via telephone, email or in person.
- Liaise with staff, students, external organisations and applicants in a professional and timely manner.
- Work collaboratively with managers and colleagues across the department to support workforce activity.
- Support the ordering and distribution of staff kit/uniform, maintaining accurate records as required.
- Attend departmental and other meetings as required and contribute as appropriate.

Other

- Undertake other duties commensurate with the grade as 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: Staff Workforce Development Manager

Direct Reports: N/A

Budget Responsibilities: Devolved budget support where necessary

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 supporting recruitment or administrative processes.	1,3
	Experience of working in an administrative role using structured systems and processes.	1,3
	Experience of maintaining accurate records and handling data.	1,3
	Experience of dealing with a range of queries in a professional environment.	1,3
	Experience of working as part of a team to deliver operational activity.	
Skills and abilities	Excellent organisational skills with the ability to manage multiple tasks and priorities.	1,2,3
	Strong attention to detail and accuracy in maintaining records and data.	1,2,3
	Effective communication and interpersonal skills, with the ability to liaise with a range of stakeholders.	1,2,3
	Ability to work independently and use initiative within established processes.	1,3
	Ability to follow procedures and ensure consistency and compliance.	1,3
Knowledge and understanding	Confident IT skills, including experience of Microsoft Office and database/systems use.	1,2,3
	Understanding of administrative and recruitment processes within a structured environment.	1,3
	Awareness of the importance of confidentiality and data protection (e.g. GDPR).	1,3
	Awareness of the importance of onboarding and compliance in a workplace setting.	1,3
	Understanding of administrative and recruitment processes within a structured environment.	1,3
Qualifications	A Levels or equivalent, or relevant experience.	1
	GCSE (or equivalent) in Maths and English.	1
Other	Demonstrate an ability to behave in a way that adheres to equitable and inclusive working practices, while respecting diversity of thought and supporting freedom of speech and expression.	1,3
	Ability to take a flexible approach to work and respond to changing priorities.	1,3
	Commitment to maintaining a high level of service and professionalism.	1,3
	Ability to maintain confidentiality and handle sensitive information appropriately.	1,3
	Willingness to undertake training and development relevant to the role.	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 supporting induction or onboarding activity.	1,3
	Experience of using HR/workforce systems (e.g. iTrent or similar).	1,3
	Experience of working in a higher education or sporting environment.	1,3
	Experience of working with data to produce simple reports or summaries.	1,3
Qualifications	Qualification in administration, business support or related area.	1,3
Other	Interest in sport or understanding of a sporting environment.	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 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](#).

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.