

Receptionist and Student Support Assistant

REQ260719

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 Family and Grade: Administrative Services, Grade 3

Job Purpose

To provide an efficient point of contact for students and other visitors to the School of Science and to carry out a range of other Student and Programme Administration duties for the School.

Job Duties

Reception

- To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing primarily with applicants, students and academic staff, but will also include external organisations and parents.

Programme Administration

- To support processes within the administration team including, but not limited to, attendance and engagement monitoring, post graduate research administration, admissions, assessments and non-submissions
- To undertake word-processing and document preparation including the preparation of letters, e-mails and transcripts to students, posting appropriate information to Student Forums and updating noticeboards
- To assist in the preparation of materials for School events
- To provide support to students and escalate to colleagues when you believe a student is at risk
- To organise and facilitate feedback sessions such as exam script viewing for all students including the use of online booking systems
- Be responsible for the archiving of assessment materials in line with General Data Protection Regulations (GDPR)

General Administration

- To undertake general clerical duties such as photocopying, filing, binding and laminating of documents
- To ensure compliance with relevant University policies and procedures
- To undertake any training and development deemed appropriate for the position by the School Operations Manager and the relevant line manager

- To undertake general administrative duties associated with the School and its related internal and external projects
- As part of a team of receptionists to provide cover for the Mathematics Learning Support Centre
- Other relevant duties as required by the Operations Manager or Senior School Administrative Staff commensurate with the level of the post

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibilities of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Organisational Responsibility

Reports to the Programme Administration Manager.

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 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Skills and abilities	Competent in standard Microsoft applications including Excel, Outlook and Word and willing to learn new IT processes and software	1,2,3
	Excellent customer service skills	1,2,3
	Able to work well in a team	1,3
	Skilled in undertaking regular routine office duties	1,3
	Ability to manage multiple routine tasks, ensuring that the work is carried out in a timely and accurate manner	1,3
	A sympathetic approach to dealing with students.	1,3
	Problem-solving skills and understanding of when to defer decisions	1,3
	Well-motivated with the ability to adapt to changes in tasks and processes	1,3
	Good attention to detail	1,3
Qualifications	4 GCSEs or equivalent including English and Mathematics	1

Training	A willingness to undertake further training as necessary.	3
EDI	To be committed to help the university to become an equitable, diverse and inclusive place to work and study	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of University Administration.	1,3
Skills and abilities	Skills using corporate IT systems/databases	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.

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