

Programme Administration Officer: Events

Job Ref: REQ260774

Job Description

Job Family and Grade: Administrative Services Grade 5

Job Purpose

To work within the School of Science Programme Administration Team to coordinate the activities related to programme administration, events and student recruitment tasks. To support the Programme Administration Managers with workload across the team.

Job Duties

1. To contribute to the work of the Programme Administration Team to include undergraduate, postgraduate taught and postgraduate research administrative areas (placements, assessments, engagement monitoring, academic misconduct administration and similar).
2. To deliver professional and effective School event activities including Open Days, applicant Visit Days, placement events, module choice days, award events, annual lectures, etc (both virtual and in-person events). To publicise events and provide management information as and when requested or is appropriate.
3. To take the lead when organising applicant visit days, liaising with academic, technical and administrative staff to provide engaging activities and an outstanding experience for prospective students and guests. Review activities and, where appropriate, make recommendations for change.
4. As an active member of the School's Admissions Task Force, to be responsible for the sharing of best practice and coordination of School-wide applicant visit days across each of the School's departments. The post holder will take a leading role to ensure academic staff receive appropriate training and that presentations, interactive activities and supporting documentation meet the required standard.
5. To be responsible for the recruitment, selection, training and management of Student Ambassadors within the School of Science and ensure events are staffed accordingly, including the applicant visit days and University open days.
6. To advise and support the School's academic colleagues when organising conferences and other related activities.
7. To provide cover and support for other colleagues, undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
8. Undertake training and development deemed appropriate for the position and attend across department/university committees and working groups.

Liaison

1. Develop positive and effective working relationships with colleagues across the University and ensure that all internal School processes and procedures reflect and comply with the relevant University policies.
2. To be responsible for providing appropriate event information and advice to staff in the School.
3. To work with central University services to ensure the smooth running of School events (e.g. timetabling, teaching support, domestic services etc.)
4. To develop a strong working relationship with the Marketing Team in the creation of appropriate publicity material/templates and student recruitment activities.

Other

1. Attend relevant events and recruitment activities as and when required (including evening and weekends).
2. To be responsible for compiling event risk assessments when required.
3. Working closely with School Operations Manager to proactively monitor allocated non-pay budgets.

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: 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 – 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 event management (or equivalent) planning and set-up.	1,3

	Experience of working individually and as part of a team in a busy office environment.	1,3
	Significant experience of working in student or other customer - focussed environment.	1,3
	Experience of coordinating and supervising staff when delivering on particular work areas.	1,3
Skills and abilities	Flexibility and the ability to adapt to a changing work environment.	1,3
	Well-developed problem-solving skills, using initiative and judgement in more complex situations and often under pressure.	1,3
	Able to plan, prioritise and work independently. Able to manage competing deadlines.	1,3
	Excellent interpersonal, organisational, oral and written communication skills to be able to communicate effectively with a wide range of stakeholders.	1,2,3
	Ability to work with accuracy and attention to detail.	1,2,3
	Excellent practical IT skills including Microsoft Office, Outlook diary management and competence in using virtual event software.	1,2,3
	Have experience of improving processes and delivery of events to have a positive impact on student experience	1,3
Qualifications	Undergraduate degree or equivalent relevant experience.	1,3
	GCSE Grade C or equivalent in English and Mathematics.	1
Other	Uphold and actively contribute to the University's commitment to Equity, Diversity and Inclusion.	1,3
	Ability to work occasional evenings and weekends to support the events and recruitment activities as required.	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 a Higher Education setting.	1,3
	Experience of Loughborough University student administrative procedures and systems.	1,3
	Experience of virtual events using MS Teams or similar application.	1,3
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 e.g. 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 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.