School of Science

Postgraduate Research Officer
Fixed term/ Maternity cover 0.8 FTE

Job Ref: REQ260812

Job Description

Job Family and Grade: Administrative Services Grade 5

Job Purpose

To work within the School of Science to provide programme administration support for undergraduate, postgraduate taught and postgraduate research programmes. The role holder will contribute to the workload planning and completion of tasks across the team.

Working within the Programme Administration team, and closely with colleagues from the Doctoral College Office (DCO), the School's Associate Dean for Research and Innovation (ADR&I), and the Director of Doctoral Programmes (DDP) to deliver excellent and individualised customer service and manage the day-to-day administration of the school's provision of postgraduate research/PhDs. This includes PGR recruitment, administration, and progression processes within the school, including all aspects of studentships, grants, and fellowship applications.

Job Duties

Working with other officers and managers within the school to manage workload across the Science Programme Administration team.

Oversee and have overall responsibility for tasks related to Post Graduate Research administration including:

- To process applications, which includes checking qualifications, gathering information for admissions criteria, requesting references, liaise with prospective students, and identifying an appropriate supervisor, so that the DDP can make informed decisions.
- To assist with the advertising, preparation and processing of studentship documentation and to ensure that appropriate records are maintained and accurate.
- Student induction arrangements, including student handbooks, and liaising with School colleagues regarding key and desk allocations.
- To maintain the School's, LEARN and website pages, ensuring content is up to date and relevant for students and visitors, as required.
- To process and record all PhD registrations, to populate and maintain the student information database and provide the necessary information for progression panels to make informed decisions.

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- To record all student data, including non-standard progression issues i.e. Leave of Absence and ad-hoc progression requirements.

Assessment and Progression activity; duties such as:

- liaising with supervisors and internal and external assessors.
- setting board deadlines for academic staff.
- co-ordinating the processing of claims for Mitigating Circumstances (MC) and requests for submission extensions.
- Producing Examination Board paperwork and servicing Boards and MC panels
- communicating board decisions and providing guidance to students and academic colleagues regarding progression outcomes.

Responsibility for the School's PGR funding position and annual renewals, including:

- Monitor the Authorisation of Award allocations and working with the DCO to process studentship awards.
- To maintain School financial data in relation to available funding from School, Doctoral College and external industry funding.
- To coordinate the annual studentship allocations and liaise with DCO to produce studentship offers.

- Act as first point of contact to staff and students to provide advice and guidance on student welfare and regulatory issues as and when they arise, particularly in relation to requests for extensions, Leave of Absence, and progression information. To handle informal complaints, should they arise, from postgraduate research students and resolve issues where possible, referring more serious issues to more senior managers within the School.

- Provide the ADR&I and DDP with timely and effective management information and to follow-up on discrepancies in a timely manner. To act as a first point of contact for staff in the DCO requiring information, or data returns, and to liaise with academic supervisors when appropriate.

- To support the Learning and Teaching Managers with the provision of information to the School's Senior Leadership Team in respect of PGR student activity, including EDI, admissions, supervision, progression and completion data.

- To support the Learning and Teaching Managers with analysing the results of the annual Postgraduate Research Experience Survey (PRES) survey and work with the DDP and School DR Representatives, to implement projects based on the findings.

- To oversee the administration of student attendance monitoring to ensure compliance with UKVI legislation; progress and liaise with DCO in respect of cases of non-attendance/ non-participation.

- To support Academics in the upkeep of Co-Tutor to record contact meetings and engagement from PGR students. To maintain confidential and accurate student records using the University's IT systems.

- To take shared responsibility for the organisation of key events within the School such as the Doctoral Researcher Conference, graduation and University Open Days. To attend these events and pro-actively network with our doctoral researcher and academic community.

- To arrange, support, attend formal meetings, circulating papers, taking minutes, as requested. Act as the secretary to the School's PGR Committee and to represent the School as an active member of the Doctoral Research Administrator Network (DRA Net).

- Ensure full compliance with University policies and procedures including Data Protection and Freedom of Information.

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- Maintain information systems such as departmental archives, student records etc, ensuring compliance with University regulations and data protection and ensuring the timely delivery of accurate information as and when required by the School.

- To provide support, when requested, in any area of the wider School in response to business needs and to help ensure that key services are maintained at all times; to assist other members of staff during peak periods in the academic cycle.

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	Extensive experience working as an administrator in an HE academic department/school environment	1,3
	Experience of dealing with students from a variety of backgrounds in supportive and inclusive manner	1,3
	Experience of advising others in a variety of complex and difficult situations, including regulatory advice	1,3
Skills and abilities	Professional with excellent customer focus	1,2,3
	Excellent interpersonal and Communication skills	1,2,3
	Excellent organisational skills, with the ability to prioritise work effectively	1,3
	Able to plan, prioritise, and work independently with minimal supervision	1,3

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	Proactive, flexible, reliable, and discrete	1,3
	Proven ability to deal with work pressure effectively	1,3
	Ability to work to a high level of accuracy	1,2,3
	Demonstrable ability to use own initiative	1,3
	Excellent practical IT skills (Microsoft Office, Excel) and databases	1,2,3
Training	A willingness to undertake further training as appropriate, and to adopt new procedures as and when required	1,3
	Demonstrate an ongoing commitment to personal development	1,3
Qualifications	A level education or substantial relevant experience	1
	GCSE Grade C or equivalent in English and Mathematics	
Other	Evidence is a good working knowledge of equal opportunities and an understanding of diversity in the workplace	1,3

Desirable Criteria:

Area	Criteria	Stage
Experience	Experience of applying Data Protection	1,3
	Substantial experience of working as an administrator in an HE setting supporting Postgraduate Research Students	1,3
Skills and abilities	Ability to review, develop and implement new or existing processes	1,3
	Knowledge of Loughborough University IT systems, eg, LUSI, Learn, Agresso, CMIS and Co- Tutor	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**.

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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.

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