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SENIOR SUPPORT OFFICER

JOB REF: REQ16183

MARCH 2016

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 Grade: Administrative Services Grade 5

Job Purpose

To work in the professional services team at Loughborough University London providing support across a wide range of functions for students and staff within the policies and procedures defined for Loughborough University in general and for the London campus in particular. Team members will be allocated particular duties commensurate with this grade and will be expected to work flexibly across different roles with support and training provided to enable the postholder to undertake other duties as required.

We are looking for a candidate with some experience of one or more of the following:

- Disability advice/support
- IT support
- Support for Learning Resources and eLearning
- Support for administration associated with immigration and visas
- P.A. support
- Finance administration
- Human resources administration

The post holder will be expected to lead on particular areas as allocated, working independently and alongside other team members ensuring work is carried out in a timely and accurate manner, supported by more senior colleagues as appropriate and linking back to colleagues at Loughborough University. They will be expected to understand and be up to date with Loughborough University's policies and procedures and implement them on the London campus. For some aspects of the role there will also be a requirement to understand relevant legislation and government policy.

The post holder will work across multiple areas to ensure that we can always support our students and staff. Team members will be expected to lead on projects for the whole team, involving other colleagues (including senior colleagues) and linking back to relevant colleague on the Loughborough campus, for example for process reviews.

The post holder will manage the work of colleagues working on roles where they have the greater expertise and experience and will line-manage and/or oversee the work of placement students and more junior colleagues where they are working on areas allocated to the post holder.

Job Duties

The post holder appointed to this grade will work across a number of roles and will be expected to be flexible as demand varies across the year and as the campus evolves. The post holder will have at least one lead area and one or more secondary areas.

<p>Academic Programmes: General student administration relating to admissions, assessment, attendance monitoring. Management of student feedback. Ensuring student system data is up to date. Support for events including graduation.</p>	<p>Learning Resources Coordination of reading lists and ensuring electronic and physical materials are available. Ensure that all materials are available on the VLE. Overview of lecture capture provision. Ensure the physical space meets learner needs.</p>	<p>Student Welfare/Disability Support Provide information, advice and guidance to support students through local provision or through services based on the Loughborough campus. Support the delivery of study skills sessions including English language and Maths.</p>
<p>Technical Support Provide support to staff and student users of IT, AV and eLearning including lecture capture. Ensure that daily checks and maintenance schedules are in place. Ensure that software and hardware provision is fit for purpose. Link to main campus IT.</p>	<p>Academic Support Assist academic colleagues in the development of their teaching materials. Co-ordinate training provision for academic colleagues in conjunction with the Centre for Academic Practice. Provision of information for the timetable.</p>	<p>Student Placements To support placements and to liaise with external organisations regarding placements including considerations of health and safety. To manage the data relating to placements. To provide support to students while on placement.</p>
<p>Immigration/Visas Local support for the administration of immigration and visas with support and guidance provided by staff at the Loughborough campus. Undertaking and providing training to ensure that all procedures are consistent with those across both campuses and with the current requirements set by government.</p>	<p>Business Administration To provide PA support for staff including the Dean and senior colleagues. To undertake administration relating to staff and PGR students using the University's information systems and processes. To undertake finance administration using the University's information systems and processes.</p>	<p>External Stakeholders Liaising with tenants based in the building and with other external stakeholders. Linking with potential external organisations and individuals regarding placement opportunities, guest speakers etc. Liaising with colleagues at the Loughborough campus and members of Council and relevant committees.</p>

The post holder will be expected to provide support through a general enquiries service in person and through telephone and email. The post holder will be expected to work as a team and to provide cover for other roles and for absences as required.

This is a new campus in its first academic year of operation and the post holder will be expected to embrace the challenges associated with this and to be willing to develop their skills through training and development in relation to the needs of the students, staff and the location.

The post holder will be expected to attend meetings as appropriate to their area, chairing and taking minutes as appropriate to the meeting.

It may be necessary to attend occasional meetings or training in Loughborough and to undertake some duties outside traditional “office hours” when there are events or evening teaching requiring support.

The post holder has a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. The post holder is therefore required to adhere to the University’s Health, Safety and Environmental Policy & Procedures.

The post holder should hold a duty and commitment to observing the University’s Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

The Post holder will report to the Student Support Manager.

All Professional Services staff are required to attend induction sessions for which travel to Loughborough (East Midlands) may be required.

LOUGHBOROUGH UNIVERSITY LONDON

PERSON SPECIFICATION

Job Title: Senior Support Officer

Job Grade: Administration Services, Grade 5

	Essential	Desirable	Stage to be Assessed
Experience	<p>Significant previous relevant experience within an appropriate environment relevant to one or more of the roles in the job description.</p> <p>Significant experience within a student or other customer - focussed environment.</p> <p>Experience of dealing with people in a variety of complex and difficult situations.</p> <p>Experience of working individually and as part of a team.</p>	<p>Experience of working in a Higher Education setting, especially in the area of disability support.</p> <p>Experience of Loughborough University administrative procedures.</p> <p>Experience of Loughborough specific systems and procedures.</p> <p>Experience of the supervision and line management of staff.</p>	All to be assessed at stages 1 and 3
Skills and Abilities	<p>Flexibility and the ability to adapt to a changing work environment.</p> <p>Well-developed problem solving skills, using initiative and judgement in more complex situations.</p>	<p>Skills using relevant Loughborough University IT systems eg LUSI, Agresso, Co-Tutor, LEARN and CMIS.</p>	All to be assessed at stages 1 and 3

	<p>Able to plan, prioritise and work independently and to deal with unforeseen problems and circumstances effectively.</p> <p>Able to work under pressure and meet competing deadlines.</p> <p>Excellent interpersonal, organisational, oral and written communication skills.</p> <p>Able to work with accuracy and attention to detail.</p> <p>Excellent practical IT skills including Microsoft Office and Outlook diary management.</p>	<p>Understanding and knowledge of relevant legislation eg SENDA, Data Protection Act, Freedom of Information, Disability Discrimination Act, etc.</p> <p>Able to take Minutes.</p>	All to be assessed at stages 1 and 3
Training	<p>Demonstrate evidence of having undertaken further training.</p> <p>Adopt new procedures as and when required.</p>		All to be assessed at stages 1 and 3
Education and Qualifications	<p>A level education or equivalent.</p> <p>GCSE Grade C or equivalent in English and Mathematics.</p>	<p>Relevant professional qualification.</p>	<p>1</p> <p>1</p>

Equality & Diversity	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.		1, 3
Other	Willingness to attend occasional meetings on the Loughborough campus.		1, 3
	Willingness to occasionally work outside normal office hours to support special events.		1, 3

Stages in Assessment: 1= Application Form, 3= Interview

Conditions of Service

The appointment will be on a full-time, open-ended contract. Salary is on Administrative Services Grade 5, £23,619 to £28,143 per annum, plus a £2,525 London allowance. Starting salary IS to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found at: <http://www.lboro.ac.uk/services/hr/a-z/conditions-of-service.html>

The University is committed to enabling staff to maintain a health work-home balance and has a number of family-friendly policies which are available at: <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>

We also offer a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/>). In addition, the University is supportive, wherever possible, of flexible working arrangements.

We also strive to create a culture that supports equality 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 academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>.

Informal Enquiries

Informal enquiries should be made to Deborah Harris by email at: d.a.harris@lboro.ac.uk or by telephone on 0203 805 1297.

Application

The closing date for receipt of applications is **2 May 2016**. **Interviews are expected to be held in London on 12 May 2016**.