Department/School of xxx

**JOB TITLE**

Job Ref: REQxxxx

**As part of the University’s ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

**School/Department summary**

**Job Description**

**Job Grade**

Administrative Services Grade 5

**Job Purpose**

To work within the School of \*\*\*\*\* administrative support team to provide support for

* Undergraduate Admissions
* Undergraduate Programmes
* Industrial/Professional Placements
* Postgraduate Taught Programmes
* Postgraduate Research Students
* School Office Manager and PA
* Human Resources
* Business Administration
* General Administration

**Job Duties**

***Undergraduate Admissions* –** All support roles in undergraduate admissions would normally be expected to be at AD4.

***Undergraduate Programmes***

1. To be responsible for the student administration service by overseeing the day to day management of the Student Office, ensuring that appropriate cover is provided at all times. To provide appropriate information for staff in this area to ensure they are suitably conversant with and knowledgeable in all aspects of the School's business to provide a professional and efficient service to colleagues, students and external visitors.
2. Working with the School Student Support Manager, to assist in overseeing all matters associated with student examinations. This will include duties such as:-

* liaising with external examiners;
* setting marking schemes for academic staff;
* working with colleagues in CDS, to manage the administration of special examinations within the School;
* arranging invigilation for all assessment held in the School;
* arranging Boards of Examiners;
* co-ordinating the processing of Claims for Impaired Performance;
* producing Examination Board paperwork and servicing Boards and IP panels.

1. To work with the School Student Support Manager on the production of staff and student timetables using CMIS and liaise closely with staff in the Central Timetabling Office.
2. To oversee the student absence monitoring process and to put in place appropriate internal processes to support University procedures.
3. To act as the first point of escalation for queries and complaints from students and/or parents should they arise, resolving issues where possible, referring more serious issues to the School Student Support Manager.

1. To assist the School Student Support Manager in undertaking the annual cycle of tasks and processes which underpin the School’s degree programmes.
2. To assist the School Student Support Manager in undertaking regular reviews of Departmental procedures relating to student administration to ensure compliance with University policy and the effective support of students and colleagues within the School.

1. To manage the collation and distribution of student feedback on all UG modules and programmes ensuring relevant information is made available for reporting at the Learning and Teaching Committee meetings.
2. To provide administrative support to the School’s Programme Directors and other academic staff concerning programmes.
3. To be responsible for the inputting of changes to module and programme specifications and programme regulations in line with University procedures and timeframes. To assist the Departmental Administration Manager with the collation of materials for internal and external quality processes such as APR, PPR and accreditations as required.
4. To service the Staff Student Liaison Committee, including the preparation of the agenda and minutes of meetings.
5. To service the Learning and Teaching Committee.

***Industrial/Professional Placements***

1. To manage the placement of \*\*\*\* students per year, the administration of the pre-placement and placement years, and the administration for returning students.
2. To provide support and advice for students in pre-placement and placement years, and to act as the first point of contact for queries and complaints from students, parents and/or companies should they arise, referring more serious complaints to the relevant academic or School Manager.
3. To be fully responsible for ensuring that the placement companies meet the University's requirements in terms of suitable job specifications, Health and Safety requirements etc, liaising with and advising companies accordingly.
4. To manage the maintainance of the placement database and associated web and LEARN pages, and to ensure that students are registered for the correct award.
5. To be responsible for ensuring that students are fully informed of all vacancies and prior to placement, that they are fully aware of the University requirements and regulations pertaining to placements.
6. To assist Placements’ Tutors in making presentations to students in a timetabled slot, providing students with relevant information prior to the start of a placement year.
7. To liaise with colleagues in the Careers and Employability Centre to arrange specialist sessions on CVs, applications and interview techniques and ad-hoc Employer presentations.
8. To be pro-active in liaising with external organisations to provide and maintain placement opportunities.
9. To allocate academic supervisors to placement students, ensuring that timely visits are made and reports both to and from the students submitted by relevant deadlines.
10. To support students in organising and preparing placement talks/ poster presentations.
11. To prepare appropriate reports for Examination Boards in respect of the successful completion of placements.
12. To represent the School at University placement meetings.

***Postgraduate Taught Programmes***

1. Liaising with the University’s PG(T) Admissions Office, and the PGT Admissions Tutor to be responsible for the PG(T) admissions procedures including preparation of publicity materials and events, processing and vetting of all non-standard applications prior to submission to the admissions tutor, and providing relevant advice to the admissions tutor in respect of non-standard qualifications.
2. To be the first point of contact for all queries from PG(T) applicants and to be pro-active in maintaining contact with them prior to the commencement of their studies.
3. To be responsible for PG(T) student induction arrangements, the collation and upload of student module option choices, monitoring of student attendance, collection of coursework, recording of marks on LUSI and the dissemination of marks to students.
4. To be responsible for the administration and servicing of the PG(T) Review and Programme Boards including liaison with academic staff in respect of external examiner comments and feedback.
5. To provide appropriate advice and guidance to students in respect of their studies at the University, including the preparation of reassessment advice.
6. To monitor the student records database (LUSI) and ensure that all information held in respect of PG(T) students is accurate and current.
7. To liaise with the appropriate line manager and academic staff in updating PG module specifications and regulations, and to assist in the preparation of documentation for Annual/Periodic Programme Reviews and accreditation visits.

***Postgraduate Research Students***

1. Liaising with the University’s Research Student Office (RSO) and the PG(R) Admissions Tutor(s), to be responsible for processing PG(R) student applications, following up all supporting documentation such as references and circulating applications to appropriate academic staff.
2. To be responsible for ensuring that PG(R) applications are dealt with in a timely manner and to provide appropriate guidance to academic staff on the admissions process.
3. To be the first point of contact for all queries from PG(R) applicants, current PG(R) students and the RSO and to be pro-active in maintaining contact with applicants prior to the commencement of their studies.
4. To assist with the preparation and processing of studentship documentation and to ensure that appropriate records are maintained and accurate.
5. To be responsible for arranging annual review and progression meetings and for collating the relevant documentation in a timely manner.
6. To maintain PG(R) records, and liaising with academic colleagues to update LUSI in respect of PG(R) progression.
7. Liaising with academic colleagues and the RSO, to be responsible for making arrangements for vivas including the appointment of relevant examiners.

***School Office Manager and PA***

1. To provide a full range of PA services to the Dean and Operations Manager including diary management; document preparation; dealing with telephone calls and e-mails; receiving visitors to the office, arranging internal and external meetings; making of travel arrangements etc.
2. To provide administrative support, where appropriate, for the Associate Dean.
3. To act as ‘office manager’ on a day-to-day basis for the School Office, ensuring its efficient and effective administration.
4. To ensure that the best use is made of the Dean’s time and that of the Operations Manager by being proactive in dealing with enquiries.
5. To manage all the Dean’s correspondence (including much that is private and confidential, prioritising and taking action as appropriate).
6. To ensure that the relevant paperwork/electronic files are made available to the Dean and Operations Manager prior to all meetings.
7. To direct requests for information and action to appropriate staff in the School, and to respond efficiently to requests for documentation and information from members of School staff and other senior University staff.
8. To take decisions or action on urgent matters in the absence of the Dean or Operations Manager, in consultation, as may be appropriate, with senior staff.
9. To communicate clearly and effectively within and beyond the office and the University on behalf of the Dean and Operations Manager and to develop excellent working relationships with contacts both internally and externally.
10. To provide support for the Dean in respect of any professional activities and external appointments, integrating these activities with University related duties.
11. To provide committee support for the School’s Senior Management Team, which is the main decision making body for the School in relation to operational, strategic and developmental issues, including co-ordinating the agenda items and papers and taking minutes.
12. ***(If appropriate)*** To provide committee support for the School’s Operational Group, which comprises the senior support staff in the School.
13. To work with the Operations Manager in developing new and improved policies and procedures, and to support their implementation in conjunction with the SSMT and the School’s support team.
14. To undertake School project work identified by the Dean and Operations Manager as required.
15. To undertake any other duties as may be reasonably requested by the Dean of the School or the Operations Manager.

***Human Resources***

1. To undertake annual PDR meetings with staff in the Student Office and assist the School Student Support Manager in identifying development needs within the team.
2. To co-ordinate a range of activities relating to the recruitment, selection and induction of staff within the School’s academic departments and to ensure that best practice is applied.
3. To co-ordinate the compilation and progression of HR cases to Operations Committee for approval.
4. To be responsible for drafting adverts, co-ordinating the drafting of job descriptions, person specifications and further particulars.
5. To maintain accurate records of fixed term contracts and to co-ordinate the return of extensions or terminations of such contracts.
6. To provide advice and guidance to staff on recruitment, selection and induction matters and to support colleagues in applying the University’s human resources policies and procedures within the School.
7. To co-ordinate the process for annual PDRs, in respect of those who report directly to the Dean and Operations Manager; to maintain a master list of PDRs and to follow up with managers across the School where PDRs have not been completed.
8. To support colleagues in facilitating the application of the University’s human resources policies and procedures within the School.
9. To assist the Operations Manager to monitor sickness and other absence across the School, and to liaise with the relevant line managers in respect of addressing, intermittent, short-term and long-term absence.

***Business Administration***

1. Using the Agresso Finance System, to be responsible for all day-to-day School business administration as the Designated Department Person (DDP), including all financial activities relating to teaching, research and enterprise within the School of \*\*\*\*\* such as:
   * Purchasing goods and services
   * Checking and processing claims for expenses, casual workers and bought-in-teaching
   * Processing journal transfers
2. To be responsible for purchasing via Purchase Order and Purchase Card, raising invoice requests and BACS transfer requests, booking conferences and making travel and accommodation arrangements for staff and research students.
3. To be the first point of contact for all queries associated with financial transactions.
4. To be responsible for banking monies and issuing petty cash (if appropriate).
5. To maintain appropriate financial records and those specifically required for audit purposes, and to ensure compliance with end of year accounting arrangements/deadlines.
6. In conjunction with School Operations Manager, to proactively monitor non-pay budgets in conjunction with the budget holder.
7. To generate financial reports and provide financial data as required, to assist with business planning and budget monitoring.
8. To develop a strong working relationship with colleagues in Professional Services, in particular, in central Finance and Purchasing Offices, to ensure that all internal School processes and procedures reflect and comply with University policy.
9. To assist academic colleagues with costing for, and monitoring of, expenses related to research grants and conferences hosted in the School.
10. To be responsible for providing appropriate financial information and advice to staff in the School.

***General Administration (to be added to all roles)***

1. To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing with students and parents, academic staff, external organisations and other University Colleagues.
2. To provide cover and support for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
3. 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

**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 entailed.

**Special Conditions**

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University’s Health, Safety and Environmental Policy & Procedures.

All staff 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.

Successful completion of probation will be dependent on attendance at the University’s mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

**Organisational Responsibility**

Reports to the JOB TITLE.

**Person Specification**

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application.  Stages of assessment are as follows:

1 – Application

2 – Test/Assessment Centre/Presentation

3 – Interview

**Essential Criteria**

|  |  |  |
| --- | --- | --- |
| **Area** | **Criteria** | **Stage** |
| Experience | Significant previous relevant experience within an appropriate environment. | 1,3 |
|  | Significant experience within a student or other customer - focussed environment. | 1,3 |
|  | Experience of dealing with people in a variety of complex and difficult situations. | 1,3 |
|  | Experience of working individually and as part of a team. | 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. | 1,3 |
|  | Able to plan, prioritise and work independently and to deal with unforeseen problems and circumstances effectively. | 1,3 |
|  | Able to work under pressure and meet competing deadlines. | 1,3 |
|  | Excellent interpersonal, organisational, oral and written communication skills. | 1,3 |
|  | Able to work with accuracy and attention to detail. | 1,2,3 |
|  | Excellent practical IT skills including Microsoft Office and Outlook diary management. | 1,2,3 |
| Training | Demonstrate evidence of having undertaken further training. | 1,3 |
|  | Adopt new procedures as and when required. | 1,3 |
| Qualifications | A level education or equivalent. | 1 |
|  | GCSE Grade C or equivalent in English and Mathematics. | 1 |

**Desirable Criteria**

|  |  |  |
| --- | --- | --- |
| **Area** | **Criteria** | **Stage** |
| Experience | Experience of working in a Higher Education setting. | 1,3 |
|  | Experience of Loughborough University administrative procedures. | 1,3 |
|  | Experience of Loughborough specific systems and procedures. | 1,3 |
|  | Experience of the supervision and line management of staff. | 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 eg SENDA, Data Protection Act, Freedom of Information etc. | 1,3 |
|  | Able to take Minutes. | 1,3 |
| Qualifications |  |  |
| Other |  |  |

# Conditions of Service

The position is FULL TIME/PART TIME and OPEN-ENDED/FIXED TERM. Salary will be on JOB FAMILY AND GRADE, SALARY BAND per annum, at a starting salary to be confirmed on offer of appointment.  
The appointment will be subject to the University’s Terms and Conditions of Employment for STAFF GRADES 1-5/STAFF GRADES 6 AND ABOVE, details of which can be found [here](http://www.lboro.ac.uk/services/hr/conditions-of-service/).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which can be found [here.](http://www.lboro.ac.uk/services/hr/support/)

The University offers a wide range of employee benefits which can be found [here](http://www.lboro.ac.uk/services/hr/benefits/).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

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/>

# Applications

The closing date for receipt of applications is **DATE.** Interviews will be held on **DATE**.