Loughborough University

Programmes Administrator
Job Ref: REQ250506

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

The Wolfson School of Mechanical, Electrical and Manufacturing Engineering is one of the UK's largest engineering schools. It is home to around 250 academic and research staff, 80 professional staff, 1950 undergraduate students, 180 postgraduate MSc students and 160 research students.

Job Description

Job Grade:
Administrative Services Grade 4

Job Purpose

To work within the Wolfson School of Mechanical, Electrical & Manufacturing Engineering Student Support Team to provide administrative support for students and staff across work related to taught programmes, at all levels, within the School.

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.

Job Duties

Programme Administration

- To take shared responsibility to support the preparation of induction activities for new starters. This will include the creation of pre-arrival advice and guidance, module choice, requests for internal transfers and the preparation of relevant online resources.
- To carry out general student administration using the LUSI and Co-Tutor databases in order to maintain and update student records in respect of module registrations, project work, examination/coursework results, etc.
- To act as the first point of contact for all students, assisting with queries and providing general advice, guidance and information in a timely and effective manner.
- To work independently and use own initiative when dealing with unexpected student problems and emergencies, referring more complex problems to the relevant School Programmes Manager.
- To take shared responsibility in coordinating coursework submission deadlines, creation of submission links and timelines, plus hand-in, collection and returns where required.
- To take shared responsibility for the administration associated with the monitoring of student attendance and associated workloads, taking timely follow up actions and escalating more complex issues if they arise.
- To assist with the planning, organisation and running of key School events such as student induction, graduation, Visit/open days, short course events, etc.
- To liaise with academic staff in updating programme and module specifications, and to assist in the preparation of documentation for annual programme reviews, accreditation visits, etc.
- To ensure the accuracy of confidential student records using the University's IT based systems, and to assist with the maintenance of information systems such as digital archives, student records, etc, ensuring compliance with University regulations and General Data Protection Regulations.

- To assist academic staff with the preparation of examination papers, ensuring that papers are correctly formatted and moderated and submitted to the University's Student Office by the appropriate deadlines.
- To assist with the preparation of examination boards, including marks collation and upload, moderation processes, preparation for Mitigating Circumstances panels and liaison with external examiners.
- To develop and maintain a strong working relationship with University colleagues, and to liaise appropriately with those in central departments in order to carry out required roles and responsibilities.
- To liaise with the School's UG Admissions Team and the University's PGT Admissions Team to assist with admissions procedures and/or general enquiries.
- To liaise closely with relevant colleagues and support services for students who have additional learning support needs, including support for associated teaching and assessments.
- To provide administrative support for a full range of student lifecycle activities.

General Administration

- To respond to enquiries received in person, by telephone or via email and take appropriate action. This will include dealing primarily with students and academic/professional services staff, but will also include parents and external organisations.
- To support and progress order requisitions from students and staff and to onward send these for processing to the Wolfson Finance Team.
- To undertake general clerical duties such as photocopying, filing, scanning, etc.
- 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 engage with the Performance and Development Review (PDR) process.
- As a member of the Student Support Team, there is an expected level of flexibility and interchangeability of detailed work tasks/activities that will be required by team members in order to meet the needs of the School (students, staff and researchers). Hence the location of your working desk and details of duties/tasks may be varied as reasonably requested by line management.

Points To Note / Special Conditions

The School's administrative staff are expected to support and attend key events such as School Visit Days and University Open Days on a rotational basis.

Annual leave requests will be restricted at key points in the academic calendar and will be approved subject to the needs of the business.

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 Equity & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & Diversity legislation and University policies/procedures.

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

Organisational Responsibility

Reports to School Programmes Manager

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	Previous relevant experience of working in a busy office environment.	1,3
	Experience within a student or other customer- focussed environment.	1,3
	Experience of establishing and maintaining accurate electronic records.	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
	Able to work under pressure and keep to deadlines.	1,3
	Able to plan, prioritise and work independently with minimal supervision.	1,3
	Excellent interpersonal, organisational, oral and written communication skills.	1,3
	Able to deal with a variety of people in a professional manner.	1,3
	Able to work with accuracy and attention to detail.	1,2,3
	Able to maintain confidentiality.	1,3
	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's administrative procedures.	1,3
Skills and abilities	Skills using relevant Loughborough University's 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

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Administrative Services job family grade 4 (£26,527 - £28,381), a starting salary 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 here.

The University is committed to enabling staff to maintain a healthy 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.

The University offers a wide range of employee benefits which can be found here.

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 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 academic career. For further information on Athena SWAN see
http://www.lboro.ac.uk/services/hr/athena-swan/