

The Leicestershire College

Job Description

1. Job Details

Job Title:	Higher Education Administrator
Department:	Higher Education
Reporting To:	Higher Education Registrar
Competency Level:	Business Support Level 2
Hay Grade:	TBC
Date of Job Evaluation:	TBC
Annual Salary (FTE):	£21,751.00
Date:	May 2023

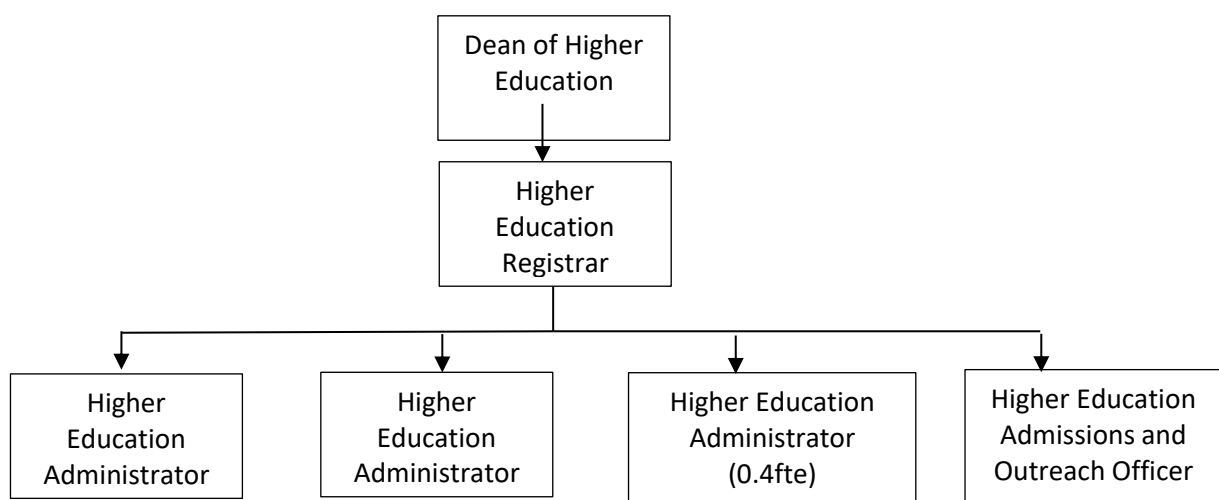
2. Job Purpose

To support the Higher Education Registrar by providing a high quality efficient administrative service within the department.

3. Dimensions

Not applicable.

4. Organisation chart



5. Diversity and Inclusion

Loughborough College is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of its organisation.

F – Fairness – All stakeholders to be treated fairly, consistently and equally within Loughborough College and any place associated with Loughborough College by ensuring everyone has a voice and will be listened to.

R -Respect – All stakeholders will be treated with mutual respect and decency throughout their time at Loughborough College.

E – Equality – All stakeholders will be given the same opportunities throughout their time at Loughborough College. They will be treated, and are expected to treat others with the same values and behaviours in every aspect of Equality the college works towards.

D – Diversity – Loughborough College will work towards being a diverse College by ensuring all people are represented and have role models to aspire to. A diverse College will ensure better success in learning outcomes and workplace satisfaction.

I – Inclusion – Loughborough College will create an environment that is truly inclusive by celebrating everyone's individuality and ensuring everyone is protected and safe to be their full selves.

E – Engagement – Loughborough College will ensure a more diverse and engaged workforce, student population and other stakeholders' relationship by ensuring effective communication, representation, feedback and collaborate working of all groups, at all levels.

6. Key Responsibilities

- To support the HE Registrar by providing a high quality efficient administrative service within the department.
- Dealing with a wide range of enquiries in a professional, efficient and timely manner.
- Managing caseloads accordingly
- Adhering to high service standards and compliance requirements at all times.
- Maintaining HE Mark book to ensure that all data is inputted and correct. Supporting HE departments in using the system. Report any discrepancies.
- Support the preparation for Higher Education Exam Boards, including the preparation and checking of Exam Board Reports, processing student's results and other tasks.
- Liaising with Validating Universities over submitting marks, student queries and certification.
- Take minutes of designated meetings, gain sign-off of minutes and distribute to attendees.
- To provide support to all cross college HE departments.
- Administering student-focused processes, including; answering queries, attendance and absence, timetable changes, travel, disciplinaries and complaints, DBS checks, etc
- Administering staff-centred processes including answering queries, absence and follow-up, pay claims, meetings, minute-taking, circulation of information, processing purchase orders and invoices, etc.
- To promote the College's vision and mission and strategic objectives and to promote behaviours which underpin them.
- To attend appropriate staff development sessions and participate in the annual appraisal process
- To act as an ambassador for the College and to maintain the highest standards of professional conduct.

- To promote Loughborough College and its subsidiaries as the first-choice destination for students, employers and staff alike.
- Promote a positive approach to security and discipline within the College community.
- Carry out any other duties and responsibilities within the overall function, commensurate with the level and grading of the post.

Core Responsibilities

- To promote the College's vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College and its subsidiaries as the first-choice destination for students, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

7. Key Result Areas

Action	Result
To provide excellent customer service to all students, curriculum teams and partner institutions	HE Registry is a positive environment for all students and staff. Promote confidence in the ability to deal with data and queries
Successful and attentive data entry input for all records.	Right student, on the right programme of study.
Caseload management with a diverse portfolio of offerings and application types to manage.	Continued drive for recruitment to all College income streams.
Dealing with all enquiries	Efficient, professional and knowledgeable service will lead to increased conversions and uptake in business
Adaptable and flexible approach to all tasks required.	All demands met at a crucial time for the business and its customers.
To ensure accuracy of student records	Accurate reporting to partner institutions and external agencies
To assist in the administration of student grades and records	Effective grade reporting and clarity of information
To assist in the administration of Boards of Study, Ethics and Extenuating Circumstances	Accuracy of Examination boards and reduced queries with partner institutions. Clear and visible records for curriculum and students
To provide administrative support to the HE Registrar and curriculum staff	Effective and accurate registry of student records is maintained

8. Key Working Relationships and Communications

Internal: Head of Higher Education, HE Registrar, Curriculum Managers, Programme Area Leads, Teaching Staff, MIS Department, Exams Office, Finance Department, Student admissions.

External: External Examiners, Validating Institutions, College partners.

9. Scope for Impact

Not applicable.

10. Competency profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
Own actions and behaviours are inspiring and engage others considering the FREDIE values. Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter.	Handles change with responsiveness and adaptability. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard.
Ensuring Financial Sustainability	Self-Awareness
Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.	Manages own health, safety and wellbeing; complies with College policies. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.
Delivering Excellent Quality	
Anticipates customer needs; prevents poor service; delivers consistently high quality service. Enthuses others with accurate and relevant subject knowledge. Continually improves own performance and increases skills and knowledge. Understands the importance of appraising and evaluating results of online searches and be a critical user of digital technologies.	

11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Degree level education or equivalent		•	Application/ Certificates
2.	A Level 5 qualification or willingness to work towards		•	Application/ Certificates
3.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
EXPERIENCE				
4.	Experience of working in a Higher Education environment		•	Application/ Interview
5.	Experience of the use of Information Technology applications such as, databases, spread sheets, diary and calendar systems, websites to assist in the administration and organisation of work.	•		Application
6.	Experience of providing administrative support to diverse customer groups	•		Application
SKILLS & KNOWLEDGE				
7.	Excellent administration, organisational and planning skills	•		Application / Interview
8.	Excellent interpersonal skills and the ability to work with a wide variety of people of different ages	•		Application / Interview
9.	Excellent customer care skills	•		Application / Interview
10.	Excellent attention to detail	•		Application / Interview
11.	A high level of verbal and written communication skills	•		Application / Interview
12.	Awareness of safeguarding and child protection regulations and requirements and the Registry's role in ensuring the protection and wellbeing of our students.	•		Interview & DBS check
13.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
BEHAVIOURS				
14.	Ability to work effectively as part of a team	•		Interview
15.	Ability to work proactively and on own initiative	•		Interview
16.	Ability to prioritise workloads and manage competing demands	•		Interview
17.	Pleasant personality with good interpersonal skills	•		Interview
18.	Ensure the safeguarding of students	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. Loughborough College retains the right as a condition of your employment to require you to undertake such other duties as may be expected of you in the post mentioned above, or in a similar post within the College.
3. This job description and person specification was prepared in May 2023 and may be amended in light of changing circumstances following discussion with the post holder.

12. Job Description Agreement

Job Holder Signature		Date	
Manager Signature		Date	