School of Design and Creative Arts

Programme Administrator

Full time, Open Ended

Job Ref: REQ260837

School summary:

The School of Design and Creative Arts is an ambitious, creative and collaborative community with an international reputation for excellence. Home to disciplines including Graphic Design, Fashion, Fine Art, Textiles, Product and Industrial Design, our students and staff are addressing real-world challenges through creativity, innovation and research. As one of the UK's leading creative schools, we are proud to be ranked 1st in the UK for Graphic Design by the Guardian University Guide 2027 and 2nd in the UK for Art and Design in the Complete University Guide 2027.

The School continues to invest in an exceptional environment for learning, research and professional services, supported by a £3 million investment programme and the opening of enhanced facilities in Autumn 2026. Together, these developments will further strengthen our position as a leading destination for creative education and innovation.

Job Description

Job Family and Grade: Administrative Services Grade 4

Job Purpose

To undertake administration relating primarily to taught UG Creative Arts programmes within the School of Design and Creative Arts (SDCA). The post holder will be involved in all aspects of education and student experience administration. Working closely with other members of the administration team and academic colleagues, the post holder will be required to fulfil duties as indicated below.

This job description indicates the general level of duties and responsibilities of the post. The duties outlined are undertaken by three teams of administrators within the School: SDCA Postgraduate Taught, UG Creative Arts and UG Design. Each administrator will have a selection of duties they fulfil on a regular basis in their designated team but may occasionally be required to support the other teams within the School. Therefore, the detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Job Duties:

Programme Administration

- To be responsible for the preparation of all induction communications to new starters (including temporary visiting students).

- To carry out general student administration using Co-Tutor and the LUSI database to maintain and update student records in respect of module and programme registrations, assessment results, reassessment, leave of absence, transfers etc.

Copyright © Loughborough University. All rights reserved.

- To act as the first point of contact for all students, assisting with queries and providing information and general advice and guidance in a timely and effective manner. To work independently and use your own initiative when dealing with unexpected student issues and emergencies, referring to more complex problems to the Student Administration Manager.

- To manage coursework submissions and return of marks and feedback, ensuring assessment marks are recorded accurately in University systems.

- To liaise with External Examiners to coordinate visits and agree a schedule for coursework review and sign-off of assessment marks, ensuring samples of student work are made available in a comprehensive and timely manner.

- To be responsible for the administration associated with the monitoring of student attendance via the digital registers system.

- In conjunction with School and University colleagues, to support the planning, organisation and running of key events such as student induction, student social and graduation events.

- To be responsible for the administration of student feedback on programmes and modules in the School.

- To assist in the preparation of documentation for Annual Programme Reviews, Quadrennial Reviews and programme accreditation visits.

- To assist with the maintenance of information systems such as archives, student records, etc., ensuring compliance with University regulations and GDPR, and being responsible for the timely delivery of accurate information as and when required.

- To support and minute Programme, Student Staff Liaison Committee meetings, and other meetings as required.

- To collate, monitor and process Mitigating Circumstances (MC) claims submitted by students including recording the decisions of the MC Panels.

- To assist the Student Administration Manager with Review and Programme Board administration, including liaison with academic staff in respect of External Examiner comments and feedback.

- Regular checking/housekeeping of LEARN to ensure that content is up to date and relevant for students.

- To develop and maintain a strong working relationship with University colleagues and to liaise appropriately with Professional Services to carry out required roles and responsibilities.

Admissions

- To work as part of the SDCA Admissions administration team to process applications for UG and Art & Design Foundation programmes using the University EAS system and LUSI, and consulting where appropriate with School and/or University Admissions colleagues.

- To be a point of contact for admissions enquiries.

- To maintain an understanding of programme entry requirements and Education and Skills Funding Agency (ESFA) guidelines (for Foundation), using this knowledge to respond to enquiries and advising applicants as appropriate.

Copyright © Loughborough University. All rights reserved.

- To assist the Foundation Programme Administrator with the progression process from the Art and Design Foundation programme to Undergraduate study within the School.

- To coordinate applicant interviews

- To support the School admissions activity during confirmation and clearing (mid-August).

- To assist the SDCA Admissions administration team with the organisation of open days, visit days and other recruitment events. This includes contributing to the preparation of relevant promotional material associated with the events, including web updates and contact database comms, and participating in the events as required.

- To provide cover for colleagues in the SDCA Admissions administration team in times of absence.

Additional Needs Students

- Liaise with Student Wellbeing and Inclusivity services regarding students who have additional learning support needs.

- To be responsible for liaising with students in respect of assessment arrangements and where required, liaising with academic colleagues to ensure the recommended adjustments are implemented appropriately.

General Administration

- To respond to enquiries received and take appropriate action. This will include dealing primarily with students and academic staff but may also include parents or external organisations.

- To undertake general clerical duties.

- To provide cover forother colleagues and/or programmes at busy times and in cases of absence, by under taking such duties and responsibilities which are commensurate with the grade and nature of the post.

- To ensure compliance with relevant University policies and procedures.

- To undertake any training and development deemed appropriate for the position by the Student Administration Manager, Education and Student Experience Manager or Head of Operations.

- Provide general administrative support, including committee servicing.

Points To Note / Special Conditions

Support for open days, visit days and degree show days may require some working outside of standard office hours (including weekends). The administrator will therefore be required to work flexibly and will be given time off in lieu for any out of hours commitments.
Annual leave requests may 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.

Copyright © Loughborough University. All rights reserved.

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: Student Administration Manager for UG Creative Arts Programmes

Copyright © Loughborough University. All rights reserved.

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	Previous relevant experience of working in a busy office environment.	1,3
	Experience within a student or other customer- focused environment.	1,3
	Experience of establishing and maintaining accurate digital 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.	1,3
	Able to maintain confidentiality.	1,3
	Excellent practical IT skills including familiarity with Microsoft 365 suite of products	1,3
Training	Demonstrate evidence of having undertaken further training.	1,3
Qualifications	A level education or equivalent.	1
	GCSE Grade C or equivalent in English and Mathematics.	1
Other	Willingness to occasionally work outside normal hours (weekends or evenings) to support open/visit days or other School events	1,3
	Able to maintain confidentiality, as the post holder will have access to personal and confidential information	1,3

Copyright © Loughborough University. All rights reserved.

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting	1,3
Skills and abilities	Understanding and knowledge of relevant legislation e.g. Data Protection Act, Freedom of Information etc.	1,3
	Ability to take accurate summary notes and capture key information from meetings and discussions.	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.
- Uphold and actively contribute to the University's commitment to Equity, Diversity, and Inclusion, ensuring that all duties are carried out in alignment with this.

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**.

Our Accreditations

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).

Copyright © Loughborough University. All rights reserved.

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.

Copyright © Loughborough University. All rights reserved.