

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 2
Hay Grade:	G2
Date of Job Evaluation:	TBC
Annual Salary (FTE):	£15.24 per hour
Date:	March 2026

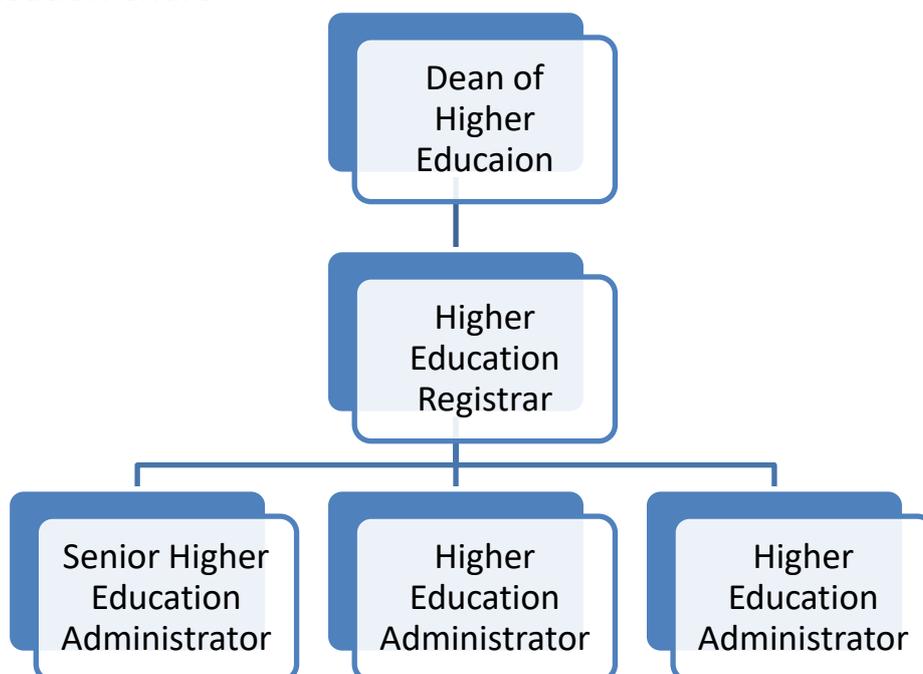
2. Job Purpose

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 Group is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of our organisation.

We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.

Our FREDIE values are relevant to the whole College community and support the way in which we work and interact with each other.



6. Key Responsibilities

Role Specific Responsibilities

- Serve as the primary point of contact for the registry, delivering a welcoming and efficient reception service and assisting students with guidance and support, including answering phone calls.
- Monitor and manage the Student Registry email inboxes, responding to inquiries or forwarding them to appropriate recipients.
- Administer student-focused processes, such as responding to queries, logging student absences, managing timetable changes, and managing disciplinaries.
- Administer staff-centred processes, including answering queries, managing absences and follow-up, processing pay claims, organising meetings, taking minutes, circulating information, coordinating travel, and processing purchase orders and invoices.
- Provide general administrative support to registry staff, including typing, photocopying, scanning, filing documents, assisting with data entry, and maintaining records in databases or spreadsheets.

- Support the HE Administrators by delivering high-quality, efficient administrative services within the department.
- Assist in preparing for Higher Education Exam Boards by compiling and checking Exam Board reports, processing student results, and handling related tasks.
- Undertake any other duties as needed to promote the efficient functioning of the Student Registry
- To provide support to all cross college HE departments
- Carry out any other duties and responsibilities within the overall function, commensurate with the level and grading of the post.
- To attend appropriate staff development sessions and participate in the annual appraisal process
- To promote the College's vision and mission and strategic objectives and to promote behaviours which underpin them.
- 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.

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
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.	Promote the College's equal opportunities policy and practices	•		Interview
19.	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. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, welcoming staff and students onto campus, enrolment duties, supporting with open days and any other college activity. This is expected of you in the post mentioned above and all other posts within the College.
3. This job description and person specification was prepared in March 2026 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	