

Loughborough College Group

Job Description

1. Job Details

Job Title:	Learning Support Administrator
Department:	Learning Services
Reporting To:	Head of Learning Support
Competency Level:	Business Support 1
Hay Grade:	G2
Salary:	£25,266 - £25,950 Per Annum
Date of Job Evaluation:	TBC
Date:	August 2026

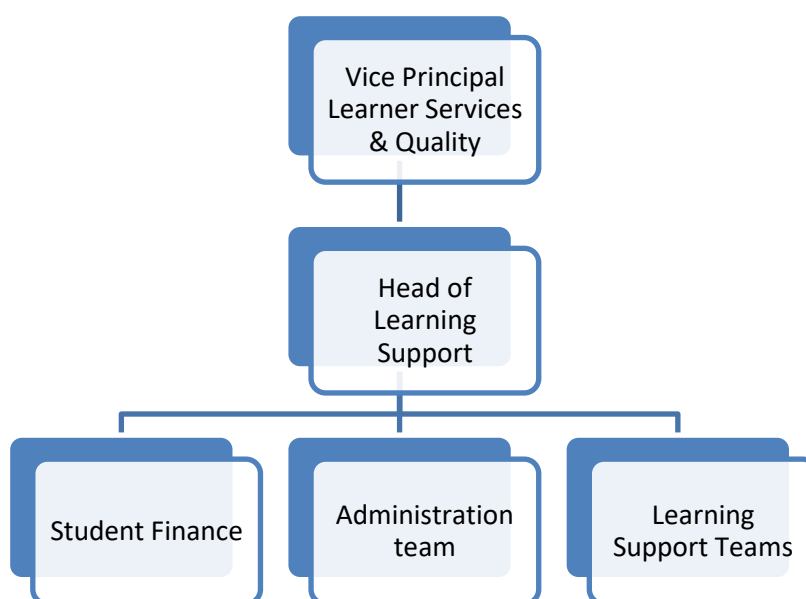
2. Job Purpose

To provide comprehensive administrative support within the Learner Services team, acting as a first point of contact for students, parents/carers and external agencies. The postholder will support the delivery of Learning Support and Student Finance services through the administration of SEND and EHCP processes, learner support activities and bursary schemes, maintaining accurate records and ensuring a high standard of customer service, confidentiality and compliance.

3. Dimensions

Not Applicable

4. Organisation chart



Name:	Job description Template	Owner:	HR
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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

- Act as a first point of contact for enquiries from prospective, current and returning students, parents/carers and external agencies, responding professionally via telephone, email and referral systems and directing enquiries to appropriate services.
- Coordinate and administrate meetings and appointments for learners with SEND, EHCPs and Additional Learning Support requirements, including annual reviews, support plan meetings, Exam Access Arrangements assessments and related multi-agency meetings.
- Maintain accurate, timely and auditable learner records and management information systems, ensuring compliance with GDPR, confidentiality requirements and college procedures.
- Support the planning and administration of transition, enrolment and learner engagement events for students with SEND to facilitate successful progression into and throughout college.
- Provide administrative assistance with student financial support schemes, including bursary applications and assessments, maintaining accurate records, communicating decisions to students and parents/carers.

- Provide administrative support for the development, coordination and distribution of literature, promotional materials and resources for events, transition activities and student recruitment campaigns.
- Provide effective administrative support including managing correspondence, maintaining records, filing, processing documentation, responding to enquiries and supporting departmental processes as required.
- Provide administrative support to the student safeguarding & welfare team as required, such as filing student records, arranging PEP review meetings.
- Develop and maintain positive and professional relationships with students, parents/carers, colleagues and external partners to ensure an excellent customer experience.
- Work collaboratively with curriculum, learner services and business support colleagues to provide effective administrative support and ensure timely service delivery.
- To undertake a range of roles and duties to enable all rounded development within the business support services role.
- Promote and safeguarding the welfare of children, young people and vulnerable adults that you may be responsible for or come into contact with.

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 Group and its subsidiaries as the first-choice destination for learners, 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 perform general administration duties to support the function of the learner services team.	To provide excellent customer service and meet targets and time frames.
To work across all learner services disciplines, including general administration, SEND/EHCP administration and student finance	To ensure targets and time frames are met in accordance with best practice and legal directives.
To complete all and any training required of the position.	To contribute to the CPD excellence of the learner services team.

8. Key Working Relationships and Communications

Internal: Learning Support Team, Learner Welfare Team, Staff and Students

External: External organisations and visitors

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	
Understands customer expectations; delivers consistently high quality service. Enthuses others with accurate and relevant subject knowledge. Continually improves own performance and increases skills and knowledge. Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations.	

11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
2.	NVQ Level 2 or Level 3 in a relevant subject		•	Certificates
EXPERIENCE				
3.	Previous experience of working within an Educational Environment		•	Application
4.	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
5.	Experience of providing administrative support to diverse customer groups	•		Application
SKILLS & KNOWLEDGE				
6.	Excellent administration, organisational and planning skills	•		Application/ Interview
7.	Excellent interpersonal skills and the ability to work with a wide variety of people of different ages	•		Application/ Interview
8.	Excellent customer care skills	•		Application/ Interview
9.	Excellent attention to detail	•		Application/ Interview
10.	A high level of verbal and written communication skills	•		Application/ Interview
11.	Awareness of safeguarding and child protection regulations and requirements and the Registry's role in ensuring the protection and wellbeing of our students	•		Interview
12.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
BEHAVIOURS				
13.	Ability to work effectively as part of a team	•		Interview
14.	Ability to work proactively and on own initiative	•		Interview
15.	Ability to prioritise workloads and manage competing demands	•		Interview
16.	Promote the College's equal opportunities policy and practices	•		Interview
17.	Ensure the safeguarding of students	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College Group 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 Students and Staff onto campus, supporting with open days and promoting a safe environment across the College Group. This is expected of you in the post mentioned above and all other posts within the College Group.
3. This job description and person specification was prepared in August 2026 and may be amended in light of changing circumstances following discussion with the post holder.

12. Job Description Agreement

Job Holder Signature		Date	
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