



Job Title: Senior Administrator

Grade: 5

Salary: £26,707 to £31,236 per annum, pro-rata if part time

Department: Student and Academic Services

Hours/Contract: Full-time or job share, fixed term contract to 9 March 2027.

Job Family: Management and administration

Job Reference: 13434

Role Purpose:

Providing team leadership across a range of student facing interactions, including: email, phone and face to face channels, overseeing and facilitating the running of administrative systems and processes to ensure a smooth, timely and efficient staff and student experience.

To work closely with the AccessAbility Senior Administrator in leading on providing support to disabled students, which involves having relevant knowledge of the differing processes used by various funding bodies with regard to DSA and its award to disabled students involving purchasing software, equipment and accounting for monies awarded to the University on behalf of disabled students.

Resources Managed

- AccessAbility Centre budget
- DSA income from a number of differently operating funding bodies
- Supporting with sessional staff pay roll
- Supporting with DSA external audit
- Assisting with the management of the administration team

Principal Responsibilities

- Ensuring the range of activities in which the Student Support Services administration team is involved are delivered with high levels of customer service to all students and staff, including the organisation of the team’s induction, training, workload and other HR requirements.
- To support the AccessAbility Centre Senior Administrator in the administration for all financial aspects of the AccessAbility Centre cost centre, including raising invoices for Disabled Students' Allowance (DSA) income, and the administration of the financial processes required with regard to the employment of about 40 sessional disability support workers via Unitemps.
- Supporting tasks related to the collection and production of statistics arising from the tracking and reporting of all DSA finances from various DSA funding bodies, including student loan companies and Research Councils, for oversight by managers and senior managers, the Finance Office, and external auditors.
- Maintaining records, databases or spreadsheets, as appropriate, to record and monitor all levels of support agreed by all of the numerous DSA funding bodies as well as similar support funded by the University alone to meet its legislative responsibilities under the Equality Act (2010) to all disabled students thereby securing their retention.





- Completing complex and reactive student facing and departmental administrative processes, providing guidance to the administration team across a range of Student Support Services functions, and taking responsibility for the development of policies focussed on supporting student wellbeing.
- Handling confidential, personal and sensitive data appropriately following University procedures in relation to production, processing and archiving in accordance with the GDPR and data protection legislation.
- Taking responsibility for ensuring that the reputation of the University is protected by working to a high standard, showing professionalism, accountability and integrity in relation to all of the services offered by Student Support Services.

Internal and External Relationships

- Heads of Student Support Services
- AccessAbility Centre staff
- Student Support Service staff
- Academic Registrar’s office staff
- Finance Offices
- DSA external auditors
- SAS Divisional Operations Team
- Student Loan Companies/DSA funding bodies across the UK
- Research Councils/UKRI

Planning and Organising

Plan own work activities for the year, and those of the administrative team, against agreed expectations, ensuring that adequate cover is achieved across key service areas.

Ensuring operational efficiency of the administrative team in terms of their cycle of induction, training, PDD and adjusting priorities as needed.

A high degree of organisation with close attention to detail including extremely high standards of accuracy and financial probity.

Qualifications, Knowledge and Experience

Essential

Either:





Either academic or vocational qualifications (NVQ 3, general education to A-Level, City and Guilds or equivalent) plus relevant work experience in a similar role which includes supervision of others; (check)

Or:

- Substantial experience in a financial environment, in a similar role.*
- Proven experience in a general administrative role.*
- Recognised IT qualification, eg CLAIT or ECOL.
- Proven experience of financial management in the areas contained within this job description.*

*(*Criteria to be used to shortlist candidates for interview)*

Desirable

- A degree level qualification or equivalent

Skills, Abilities and Competencies

Essential

- Excellent organisational skills for personal work and that of a team
- Initiative to take responsibility and make judgements to resolve most problems independently
- Proven skills in Microsoft Office, including a very high standard of competence in the use, and design, of spreadsheets and databases and relevant financial packages.*
- Accuracy and attention to detail in daily working life.
- High level of reliability and professionalism in approach to work.
- Ability to work effectively under pressure to ensure deadlines are met.
- Ability to communicate clearly orally and in writing to ensure effective reporting and customer/contact handling.
- Highly numerate.
- Ability to assess data and information, produce statistics, and to identify and solve problems and manipulate large data sets.

Desirable

- Experience in software packages such as SAP and Smarter Purchasing
- Some flexibility in relation to working hours in order to meet the requirements of the post.
- Experience of dealing with disabled students in an educational environment.
- Knowledge of disability.
- Knowledge of equalities, health and safety and data protection legislation.

*(*Criteria to be used to shortlist candidates for interview)*

Criminal Declaration





If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognizes and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

