



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Education Service Officer (Student Support), Faculty of Arts, Humanities and Cultures



Salary: Grade 5 (£22,214 - £25,728 p.a.)

Reference: AHCSE1028

Closing date: 11 December 2017

Fixed-term for up to 12 months (maternity leave cover)

This post is open to employees in the Student Education Service, University of Leeds only

Student Education Service Officer (Student Support)

School of History

Faculty of Arts, Humanities and Cultures

Are you a well organised and adaptable individual, committed to delivering an excellent student experience? Do you want to help the School of History to develop their exceptional Student Education Student Support Service?

Using your excellent knowledge and expertise of Student Education practices and processes, you will be the School's administrative lead for the area of Student Support and will be responsible for the smooth running of the administration for this function within the School. Whilst based in the School of History you will also be considered part of the Wider Faculty Student Education Service, working with colleagues with a similar role in other Schools in the Faculty to ensure effective teamwork and to develop consistent and effective Faculty-wide processes.

With experience of working in an administrative role and providing support for students and student education practices and processes, you will have excellent communication skills and the ability to identify and suggest improvements to the service provided.

You will be well organised, with excellent attention to detail and a flexible approach to work. You will be able to multi-task and move between tasks within the Schools at short notice to meet deadlines. You will work collaboratively with team members within your School, with other Schools and Central Services to share good practice and encourage knowledge exchange between colleagues to facilitate continuous improvement.

What does the role entail?

As a Student Education Service Officer, your main duties will include:

- Acting as the key contact for Student Support practices and processes for the School of History, providing specialist information and advice to academic and Student Education Service colleagues;
- Providing face to face pastoral support to students experiencing difficulties, advising on mitigating circumstances procedures, administering extension requests;



- Signposting students to sources of help and support as appropriate, liaising with other areas of the University and external agencies as appropriate to coordinate the most appropriate support for students;
- Managing the administration of student records, ensuring that reasonable adjustments are in place for assessment and study where necessary, and as the SES School Disability Contact;
- Liaising closely with the SES Assessment Officer in the organisation and administration of the School Special Circumstances Committee and other Examination Boards, taking minutes, ensuring all necessary paperwork and follow-up is completed;
- Administering the recruitment of School student interns and Student Representatives;
- Contributing to induction processes for students and staff;
- Promoting the pastoral care available to students at the university and online through email, Minerva and face to face Student Support sessions;
- Providing and contributing to the development of a consistent, high quality Student Education Service, through participation in functional meetings and team events; making suggestions on how to adapt and develop standardised operational practices and processes;
- Developing contacts and building effective working relationships with a variety of colleagues and University Services, to ensure effective coordination of information and activity;
- Working with the School Education Service Manager to ensure that the Student Education Service Office develops in accordance with the School's Student Education planning cycles and continues to provide value adding services;
- Developing and maintaining knowledge of the Student Support and Assessment areas and keeping up-to-date with institutional developments and supporting their timely adoption within the Faculty and School.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Student Education Service Officer, you will have/be:

- An existing member of staff in the Student Education service, University of



Leeds;

- An enthusiasm for and experience of working in an administrative role, supporting student education practices and processes; delivering an excellent customer service and student experience;
- Significant experience of providing support to students and supporting student education practices and processes;
- Excellent communication skills, with the ability to clearly articulate complex information, modifying your approach to suit different audiences;
- The ability to work effectively in a team environment by collaborating, supporting and valuing the contribution of colleagues;
- A flexible approach, with excellent organisational, planning and time management skills, with the ability to adapt priorities to meet deadlines and conflicting demands across the service as peak workloads require;
- Strong judgment and initiative with the ability to effectively interpret and apply policies and procedures, understand and solve problems, and make suggestions for improvements;
- Strong IT skills and be proficient in the use of Microsoft Office products, particularly Word and Excel;
- Excellent accuracy and attention to detail;
- Evidence of a commitment to continuous professional development.

You may also have:

- Evidence of an awareness of the key challenges in the Higher Education sector;
- Experience of using information management systems, for example Banner;
- Experience of participating in networks and improvement initiatives.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information. Applications should be submitted by 23.59 (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:



Esther Burton, School Education Service Manager

Tel: +44 (0)113 343 3620

Email: e.c.burton@leeds.ac.uk

Additional information

Working at Leeds

Find out more about the benefits of working at the University and what it's like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found in our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending. Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

