



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Education Service Officer, Faculty of Biological Sciences



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

Reference: FBSFO1089

Closing date: 11 December 2017

Student Education Service Officer Faculty of Biological Sciences

Are you a well organised and adaptable individual, committed to delivering an excellent student experience? Do you want to help the Faculty of Biological Sciences to deliver and develop their exceptional Student Education Service(s)?

Using your excellent knowledge and expertise of Student Education practices and processes, you will have the responsibility for coordinating student support, exams and assessment and programme support activity for the School of Molecular and Cellular Biology within the Faculty of Biological Sciences.

With experience of working in an administrative role and providing support for 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.

The University of Leeds and the Faculty of Biological Sciences are committed to providing equal opportunities for all and offer a range of family friendly policies. The University is a charter member of Athena SWAN (the national body that promotes gender equality in higher education), and the Faculty of Biological Sciences gained a Bronze award in 2014 and submitted an application for a Silver award in April 2017. We are proud to be an inclusive Faculty that values all staff, and are happy to consider job share applications and requests for flexible working arrangements from our employees. Our Athena SWAN webpage provides more information. <http://www.fbs.leeds.ac.uk/equality-and-diversity/athena-swan/>

What does the role entail?

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

- Acting as key contact for student education service practices and processes for



the Faculty of Biological Sciences providing specialist information and advice to academic and Student Education Service colleagues;

- 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;
- Providing day to day operational support/supervision, guidance and training to members of the Faculty's Student Education Service team on practices and processes;
- Working with the School Education Service Manager to ensure that the office develops in accordance with the School's Student Education planning cycles and continues to provide value adding services;
- Developing and maintaining knowledge of student education practices 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:

- 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;
- Experience of exams and assessment and/or student support activity;
- 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:

[Claire Smith](#), Faculty Education Service Manager (FESM)

Tel: +44 (0)113 343 1417

Email: c.l.smith@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.

