



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

**Student Education Service Officer in Programme Support  
and Quality Assurance (2 posts), Faculty of Environment**



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

**Reference: ENVFO1073**

**Closing date: 4 January 2018**

**Interviews are expected to be held on 12 January 2018**

**Fixed-term for 12 months (temporary cover)**



# **Student Education Service Officer in Programme Support and Quality Assurance (2 posts)**

## **Faculty of Environment**

**Are you a well organised and adaptable individual? Are you committed to delivering excellent customer experience to our students and staff? Do you have experience providing effective administration, with strong communication skills?**

We are looking for a professional and proactive individual to join our Student Education Service team, administering our taught student programmes. The role focusses on creating and maintaining the timetable for the Faculty's students. This is a busy and demanding role where initiative, efficiency and meticulous attention to detail are essential. You will also provide high quality administration for Quality Assurance and Programme Support processes. With experience of working in an administrative role and providing high quality customer service, you will have excellent communication skills and the ability to identify and suggest improvements to the service provided.

You will be able to manage your time well, with a flexible approach to work; moving between areas of activity within the Faculty Student Education Service as necessary to respond to workload peaks. You will work collaboratively with team members to share good practice and encourage knowledge exchange between colleagues to facilitate continuous improvement to our practice.

### **What does the role entail?**

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

- Preparing and maintaining the timetable in Syllabus+; managing and developing the timetabling of taught programmes, co-ordinating the timetable in conjunction with the Programme Catalogue to ensure that students receive a complete and accurate on line timetable; advising students of their timetable options and allocating students to relevant activities;
- Keeping an accurate record of module level teaching plans and opt-outs for lecture capture purposes;
- Administration of student and programme records using BANNER and University Programme and Module Catalogues, ensuring administration and retention of data complies with University policy;



- Advising Programme and Module Leaders on QA policy and processes, including new and amended programme and module proposals, referring to the Faculty QA lead for guidance as appropriate;
- Organising and servicing the Schools' Taught Student Education Committee meetings; taking minutes, monitoring the completion of agreed actions, and assisting with the preparation of papers for consideration by the committee or for review by the Programme Approval Group;
- Administration of the annual student programme and module surveys;
- Supporting academic colleagues during accreditation and review processes;
- Acting as the School's representative on committees and networks relating to Assessment and QA, producing and disseminating information to staff through team meetings and specific events, taking minutes as necessary;
- Contributing to the updating of information published for students and staff, including Virtual Learning Environment (VLE) organisations, content and handbooks;
- 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 across the University, to ensure effective coordination of information and activity;
- Working with the Education Service Manager to ensure that the service develops in accordance with Student Education planning cycles and continues to provide value adding services.

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, delivering an excellent customer service and experience;
- Excellent communication skills, with the ability to clearly articulate complex information, modifying your approach to suit different audiences;



- Excellent interpersonal skills, with 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, including proficiency in 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 working in an administrative role in an education environment and 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 page. 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:

**Jo Moran, School Education Service Manager**

Tel: +44 (0)113 343 7523

Email: [J.Moran@its.leeds.ac.uk](mailto:J.Moran@its.leeds.ac.uk)





## Additional information

Find out more about the [Faculty](#).

Find out more about Equality and Inclusion and Athena Swan in the [Faculty](#) and the [University](#).

### Working at Leeds

Find out more about the benefits of working at the University and what it is 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 on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto: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.

