



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Education Service Assistant, Faculty of Biological Sciences



Salary: Grade 4 (£18,777 – £21,585 p.a.)

Reference: FBSFO1091

Closing date: 11 December 2017

Student Education Service Assistant Faculty of Biological Sciences

Are you a well organised and adaptable individual with a strong customer orientation? Do you want to join a team committed to supporting student education practices and delivering an exceptional student experience?

We are looking for a professional and proactive individual to join our Student Education Service team. The role focusses on providing high-level support for students and academic staff.

With experience of working in an administrative role you will have excellent communication skills and the enthusiasm to deliver an exceptional student experience. 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 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 Assistant, your main duties will include:

- Providing effective and efficient administrative support for student support, programme support and assessment processes;
- Processing assessed coursework and exam scripts by distributing work to markers, monitoring its return, inputting and checking marks, taking samples of work and returning it to students;
- Carrying out programme support activities such as monitoring attendance, updating information in module handbooks and on the Virtual Learning Environment, and ensuring students are enrolled on the appropriate modules;
- Supporting students' needs and requests such as providing forms and guidance in relation to mitigating circumstances liaising with academic staff and Central Services as necessary;
- Responding efficiently and professionally to enquiries or requests for information; using guidelines and procedures to resolve problems;



- Building effective working relationships and contributing experience, support and advice to colleagues within the Student Education Service;
- Accurately recording and maintaining information using University systems and producing reports when required;
- Contributing to team decisions and being proactive in making suggestions on how to improve student support practices and processes;
- Keeping up to date with student support developments and their timely adoption.

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 Assistant, you will have:

- An enthusiasm for, and experience of, working in an administrative role and delivering an excellent customer service;
- Excellent communication skills; able to work positively with staff and students at all levels and to work effectively and proactively as part of a team;
- Excellent organisational and time management skills, with the ability to work independently and proactively and organise and prioritise your own workload to meet deadlines and conflicting demands;
- The ability to analyse and solve problems, using initiative and guidance and the capability to identify and suggest improvements to the service provided;
- Strong IT skills and be proficient in the use of Microsoft Office products, particularly Word and Excel;
- A flexible and adaptable approach, with a commitment to seeking development and learning opportunities and the ability to keep up-to-date with new processes, information and systems;
- Excellent accuracy and attention to detail.

You may also have:

- Experience of using information management systems;
- Experience of working in the Higher Education sector.



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:

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

Tel: +44 (0)113 343 1417

Email: c.i.smith@leeds.ac.uk

Additional information

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

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.

