CANDIDATE BRIEF

Senior Education Service Officer, Southwest Jiaotong University-Leeds Joint School, Faculty of Engineering

Salary: Grade 6 (£26,495 - £31,604 p.a.)
Reference: ENGFO1111
Closing date: 03 June 2018
Senior Education Service Officer, Southwest Jiaotong University (SWJTU) - Leeds Joint School
Faculty of Engineering

Are you committed to delivering an exceptional student experience? Are you a well organised individual with a strong customer service orientation? Do you want to help to embed effective student education operations within the new SWJTU - Leeds Joint School?

The University of Leeds established a Joint School of Engineering with SWJTU in Chengdu, China, taking in the first cohort of students in 2016. Students, who will usually study their entire programme in China, are registered with and work towards a University of Leeds degree, delivered by Leeds and SWJTU staff. Based in Leeds, you will be involved in the development and delivery of student education operations for the SWJTU-Leeds Joint School, acting as a liaison point between the staff in China and Leeds. Occasional travel to China is expected.

You will have significant knowledge and expertise to effectively support and develop student education practices and processes. Possessing excellent interpersonal and communication skills, you will encourage knowledge exchange to continuously improve student support practices, and will encourage effective communication and positive working relationships between staff based in China and Leeds.

This is an internal role, open to current University of Leeds Student Education Service staff only.

What does the role entail?

As Senior Education Service Officer, your main duties will include:

- Supporting the development of a consistent, high quality, customer-service oriented Student Education Service (SES), contributing significantly to the set-up and development of Joint School education processes, for example producing and updating clear, succinct process guides, the VLE (Virtual Learning Environment) and student and staff handbooks;
- Working with Faculty SES Management to ensure the Joint School SES develops in accordance with strategic plans, keeping up to date with and contributing to institutional developments and supporting their timely adoption
within the Faculty and School;

- Acting as key liaison point, facilitating effective working relationships and information flow within the Joint School, and with other Schools and central services and working closely with the Joint School’s Pro-Dean;
- Ensuring that existing processes and staff in the four academic Schools involved in the Joint School are incorporated into operations;
- Researching options and recommending actions to resolve or mitigate complex problems, gaining buy-in from relevant Schools and team members;
- Ensuring the effective administration of examination and assessment processes in the Joint School, with particular responsibility for Year One (foundation year) of the programmes;
- Providing advice to Joint School administration staff regarding the administration of mitigating circumstances, attendance monitoring and other student education processes;
- Providing programme support, for example, ensuring student records and timetabling are administered in a joined-up manner between Leeds and the Joint School, managing the Joint School’s student records;
- Providing day to day supervision and guidance to the Education Service Officer and Student Experience Officer (Intern);
- Working flexibly to respond to workload peaks, working collaboratively with team members to share good practice and encourage knowledge exchange.

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 Senior Education Service Officer you will have:

- Significant experience in providing effective administrative support, in a Higher Education setting, with evidence of an awareness of the key challenges in the Higher Education sector;
- An enthusiasm and commitment for delivering an exceptional student experience, with experience in reviewing processes and continually improving them and the ability to develop and embed standards;
- Evidence of a commitment to continuous professional development;
- Excellent communication skills - able to effectively communicate complex information, including policies and procedures, to staff and students;
• Excellent organisation and time management skills; able to prioritise tasks to meet deadlines and conflicting demands;
• Ability to resolve complex problems and find practical solutions, using initiative and seeking guidance as necessary;
• Excellent numeracy skills with experience of identifying trends and patterns in data and reporting these to others etc;
• Effective networking skills, with experience of participating in networks and improvement initiatives and the ability to build relationships with colleagues throughout the Education Service and effectively influence and negotiate with others to achieve desired outcomes;
• Able to work effectively and proactively as part of a team; experienced in providing direction and support to team members, and able to prioritise and delegate tasks amongst the team and monitor achievement;
• Highly proficient in Microsoft Office products, particularly Word and Excel, including use of more advanced features;
• Flexible and adaptable, able to move across support functions as workload peaks require;
• Excellent accuracy and attention to detail.

You may also have:
• Experience of using information management systems (e.g. Banner).

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:

Rachel Cox, School Education Service Manager (SWJTU-Leeds Joint School)
Tel: +44 (0) 113 343 2547
Email: R.Cox@leeds.ac.uk
Additional information

Faculty and School Information
Further information is available on the research and teaching activities of the Faculty of Engineering.

A diverse workforce
The Faculty of Engineering is proud to have been awarded the Athena Swan Silver Award from the Equality Challenge Unit, the national body that promotes equality in the higher education sector. Our equality and inclusion webpage provides more 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 on 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.