



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

**Divisional and Programme Support Administrator,
Marketing Division, Leeds University Business School**



Salary: Grade 5 (£22,659– £26,243 p.a.)

Reference: LUBSC1405

Closing date: 28 June 2019

We will consider job share and flexible working arrangements

Divisional and Programme Support Administrator, Leeds University Business School/Marketing Division

Do you have the ability to provide high level administrative support? Are you well organised and able to manage your own time, whilst working flexibly and pro-actively? Do you have excellent communication skills with the ability to maintain effective working relationships?

Leeds University Business School is an international business school with over 2000 students from around the world. The School is accredited by AMBA and EQUIS and is ranked in the world's top 100 Business Schools. An opportunity has arisen within the Marketing Division.

You will work as part of a team, providing high quality and pro-active administrative and operational support to the Marketing Division. You will have specific responsibility for programme support to academics within the Marketing Division. This will entail working closely with student support colleagues across the Faculty to ensure a consistent and cohesive service. In addition, you will also support the development and maintenance of communications with Marketing alumni.

Further information about the Faculty and the Marketing Division is available using the following web link www.business.leeds.ac.uk

What does the role entail?

As a Divisional and Programme Support Administrator, your main duties will include to:

- Provide effective and efficient administrative support for the Division, working closely with student education colleagues;
- Arrange travel and accommodation, receive visitors and arrange hospitality, as required;
- Provide administrative support to journal editors in the Marketing Division;
- Make suggestions on how to adapt and develop standardised administrative procedures, in particular including those relating student support practices and processes;
- Work with little day to day direction, ensuring priorities align with the broader student support activities of the school;



- Provide support for organising large scale international events and projects, such as doctoral consortia and conferences, by producing a progress timeline, drafting papers, scheduling meetings and booking venues;
- Take action to resolve routine problems using available guidance and support procedures;
- Keep up to date with student support developments and their timely adoption within the Division;
- Respond efficiently for requests for information or enquiries from staff and students;
- Contribute to decisions such as changes to operational procedures and practices;
- Any other duties as may reasonably be required, consistent with the grade of the post.

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 Divisional and Programme Support Administrator, you will have:

- Able to work effectively on your own and as part of a team;
- Able to manage own workload on a day-to-day basis;
- Good interpersonal skills; able to work positively with staff and students;
- Embodies a customer service ethos; committed to delivering a high quality service;
- Excellent accuracy and attention to detail;
- Excellent organisational skills; able to prioritise own tasks and meet agreed deadlines;
- Good communication skills; able to effectively communicate complex information to staff and students;
- Able to solve routine problems and make day to day decisions, looking for guidance as necessary;
- Skilled in Microsoft Office products, particularly Word and Excel;
- Evidence of a commitment to on-going staff development and training.

You may also have:

- Significant experience in supporting student education practices and processes;



- Experience of participating in networks and improvement initiatives;
- Experience of using 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:

Hayley Smith

Tel: +44 (0)113 343 3249

Email: H.J.Lister@lubs.leeds.ac.uk

Additional information

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.

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.

