



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Education Service Assistant, Faculty of Medicine and Health



Salary: Grade 4 (£19,202– £22,017 p.a.)

Reference: MHL1184

Closing date: 09 July 2019

Student Education Service Assistant School of Medicine

Are you a well organised and adaptable individual committed to delivering an exceptional student experience? Do you have experience of working in a customer service role with students or young people?

As one of the main contacts for students and staff in the Institute, you will provide consistent, high quality support for the Undergraduate Programmes in the School of Medicine. You will work flexibly, moving areas of work as necessary to respond to workload peaks, working 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.

You will have experience of working in a customer service role (ideally with students or young people) with 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. You will also demonstrate strong IT skills and proficiency in the use of Microsoft Office products, particularly Word, Excel and Outlook.

What does the role entail?

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

- Providing help and support to students and staff on the Undergraduate programmes;
- Undertaking all administrative duties associated with progression of a student from registration to award including administration for programme management committees;
- Co-ordinating the administration of Examinations and Assessment including liaising with external examiners;
- Administering all processes to ensure effective running of the programmes including timetabling and handbooks;
- Administering student placement activity throughout the Region;
- 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 Services Assistant, you will have:

- An enthusiasm and commitment for delivering an exceptional student experience;
- Experience of working in a customer service role (ideally with students or young people);
- Strong IT skills and proficiency in the use of Microsoft Office products, particularly Word and Excel and Outlook;
- Excellent communication skills;
- The ability to work positively with staff and students at all levels and to work effectively and proactively as part of a team;
- A flexible and adaptable approach; able to work independently and to move across support functions as workload peaks require;
- Excellent accuracy and attention to detail;
- A commitment to continuous professional development;
- Excellent organisational and time management skills; able to prioritise tasks to meet deadlines and conflicting demands; with experience of organising events and activities;
- The ability to creatively and proactively find practical solutions to resolve problems of varying complexity.

You may also have:

- Experience of servicing committees producing agendas and minutes as appropriate;
- Experience of working in a higher education environment;



- Experience of finance or purchasing procedures;
- Experience of using Banner and the VLE or similar student information management system.

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:

Mrs Sue Barras, Student Education Service Officer, Student Education, LICAMM (Leeds Institute of Cardiovascular & Metabolic Medicine)

Tel: +44 (0)113 343 8315

Email: S.Barras@leeds.ac.uk

Additional information

Find out more about the [Faculty of Medicine and Health](#) and the [School of Medicine](#).

Find out more about the [Student Education Service](#).

Find out more about [Athena Swan](#) in the Faculty of Medicine and Health.

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.

