



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

**Education Service Assistant (Programme Support and QA), Student Education Service, Faculty of Arts, Humanities and Cultures**



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

**Reference: AHCSE1064**

**Closing date: 25 July 2019**

**Ongoing**

**We will consider job share and flexible working arrangements**

## **Education Service Assistant (Programme Support and QA), Student Education Service, Faculty of Arts, Humanities and Cultures**

**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?**

As one of the main contacts for students and staff in the School of Languages Cultures and Societies, you will provide administrative support for co-ordinating Programme Support and Quality Assurance processes.

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 within your School, with other Schools 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 Programme Support and QA processes;
- Assisting with general timetabling procedures including student clashes and liaising with the Student Support team when necessary;
- Provide support for online enrolment and leavers processes;
- Overseeing and supporting the maintenance, quality control and publication of modules, programmes and other relevant information for students via Minerva;
- Assisting with the coordination of the Induction Programme for new and returning students, including scheduling and room bookings; dissemination of information to students/staff; oversight of induction packs;



- Administering the Personal Tutoring scheme, allocating students to members of staff and communicating between them;
- Assisting other team members with the monitoring of student attendance and informing colleagues and Personal Tutors of students with perceived difficulties who may require intervention/support;
- Ensure the efficient and timely upkeep of the school Programme and Module catalogue;
- 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 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;
- An understanding or knowledge of scheduling timetables;
- 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.
- A commitment to seeking development and learning opportunities, with the ability to keep up-to-date with new processes, information and systems;

You may also have:

- Experience of working with Syllabus Plus for scheduling timetables;
- Experience of using online records management systems (e.g. Banner, CRM or similar);
- Experience of working within an educational setting.
- 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:

**Cathryn Reardon, Education Service Manager, LCS**

Tel: +44 (0)113 343 3516

Email: [C.Reardon@leeds.ac.uk](mailto:C.Reardon@leeds.ac.uk)

### 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.

