



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

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



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

Reference: AHCSE1065

Closing date: 25 July 2019

Ongoing

We will consider job share and flexible working arrangements

Education Service Assistant (Student Support and Assessment), 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 student support-related activities as a member of the Student Support and Assessment team.

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 Student Support and Assessment processes;
- Act as a first point of contact for student support in the school for students, academic staff and institutional services, ensuring a coordinated and effective approach to student support;
- Support activity that promotes student voice and an integrated school culture, including: School Representatives, Student Voice activities, Student Societies; Staff/Student Forum and peer mentoring;
- Advise students and staff on University and School processes, including module enrolment; change of degree, registration, updating personal details, mitigating circumstances and extension requests as appropriate;



- Assist with the co-ordination of communications with students returning to their studies after a period of temporary leave regarding online enrolment, module and programme information;
- Assist with the co-ordination of student induction activities (pre- and post-arrival in Leeds) in conjunction with co-teaching Schools and Programme Support colleagues, producing induction materials and arranging for circulation to students;
- Ensure that students module enrolments are checked as appropriate;
- Providing effective and efficient administrative support for Assessment and marking processes including: monitoring of deadlines and penalties for late submission, liaising with and distributing work to markers, collating marks, servicing assessment boards and dealing with the student record as it relates to academic standing and progress;
- Supporting activity in relation to the timetabling of examinations, the delivery of exam papers, distribution of assessments to examiners, second marking and moderation processes, the release of module grades and the transfer of degree classification;
- Supporting special/ mitigating circumstances processes and events, collating and archiving evidence, servicing the School Special Circumstances committee and communication with students;
- 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;
- 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 using online records management systems (e.g. Banner, CRM or similar);
- Experience of working within an educational setting.

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

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.

