



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Administrator, Student Education Service



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

Reference: ESLFO1076

Closing date: 16 September 2019

We will consider flexible working arrangements.

Administrator Student Education Service

Are you passionate about supporting people to make the most of their university experience? Do you want to join a team committed to supporting student education practices and delivering an exceptional student experience?

The University of Leeds is one of the top 100 universities in the world, as named by The Times and The Sunday Times Good University Guide. Established in 1904, we have a strong tradition of academic excellence, reflected in first-class student education, along with world-leading research that has a real impact around the globe.

The way we work together is shaped by our values of academic excellence, community, professionalism, integrity and inclusiveness. We have a constant commitment to collegiality, mutual respect, openness and transparency and continuous improvement in the services we provide.

You will be based in the School of Politics and International Studies and will work with staff and academics across the Student Education Service to deliver a world class student experience, whilst providing all round administrative support. This is an exciting opportunity to be part of our commitment to service excellence. 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 work collaboratively with team members across Schools and Central Services to share good practice and encourage knowledge exchange between colleagues to facilitate continuous improvement.

What does the role entail?

As an administrator, your main duties will include:

- Providing effective and efficient administrative support for the Student Education Service;
- 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;
- Contributing to the continuous improvement of processes across the Student Education Service;
- 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 an Administrator, you will have:

- Previous administrative experience;
- Experience of delivering an excellent customer service;
- Excellent verbal and written communication skills;
- The ability to work as part of a team and on your own initiative;
- Excellent organisational and time management skills, with the ability to proactively organise and prioritise your own workload to meet deadlines and conflicting demands;
- The ability to identify and make suggestions for the continuous improvement of processes;
- Strong IT skills and be proficient in the use of Microsoft Office products, particularly Word and Excel;
- 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:

- An awareness of the key challenges in the higher education sector.

How to apply



You can apply online; more guidance can be found on our [How to Apply](#) information. 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:

Claire Ballantyne, School Education Service Manager

Tel: +44 (0)113 343 8745

Email: C.Ballantyne@leeds.ac.uk

Additional information

About the job

You will be responsible to the Service Director and report to the Student Education Service Manager.

For further information on the Student Education Service at the University of Leeds please click [here](#).

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.

