



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

**Education Service Officer (Quality Assurance and Programme Support),  
Student Education Service, Faculty of Arts, Humanities and Cultures**



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

**Reference: AHCFO1028**

**Closing date: 5 September 2019**

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

## **Education Service Officer (Quality Assurance and Programme Support), 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 help our team to deliver and develop an exceptional Service supporting student education?**

Using your excellent knowledge and expertise of Student Education practices and processes, you will be part of the new Quality Assurance and Programme Support Team and have shared responsibility for timetabling and coordinating Quality Assurance and Programme Support activities.

With experience of working in an administrative role and providing support for student education practices and processes, you will have excellent communication skills and the ability to identify and suggest improvements to the service provided.

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 Officer, your main duties will include:

- Plan and develop timetabling procedures, troubleshooting timetabling difficulties including clashes; liaising with student support office staff when necessary;
- Work closely with the Faculty Timetable Lead and act as a local expert on the processes relating to timetabling activities within the School.
- Schedule activities in Syllabus Plus;
- Coordinate Quality Assurance practices and processes for the School, providing specialist information and advice to academic and Student Education





Service colleagues;

- Oversee the process for the approval of new modules and programme proposals, as well as the implementation of module and programme amendments, ensuring the accuracy of module and programme catalogue entries.
- Communicate with Module Leaders, Programme Managers, Subject Leaders, co-teaching Schools and central services as necessary and provide specialist advice regarding the module and programme approval process.
- Co-ordinate and support internal health check meetings, producing agendas, papers and minutes.
- Monitor receipt of External Examiner reports, ensuring that responses are approved and sent out in accordance with University guidelines.
- Co-ordinate the process for the allocation of student prizes in the School, liaising with Subject Leaders and Examinations Tutors as well as TSA and Faculty Finance.
- Overseeing the maintenance of the student record, providing support for registration, online enrolment and leavers processes;
- Overseeing and supporting the maintenance, quality control and publication of module, programme and other relevant information for students via Minerva and relevant handbooks;
- Co-ordinating the Induction Programme for new students, including scheduling and room bookings; dissemination of information to staff/students; oversight of induction packs;
- Checking and monitoring module FTE data to report to Faculty Finance
- Providing and contributing to the development of a consistent, high quality Student Education Service, through participation in functional meetings and team events; making suggestions on how to adapt and develop standardised operational practices and processes;
- Working with the School Education Service Manager to ensure that the office develops in accordance with the School's Student Education planning cycles and continues to provide value adding services;
- Stay up to date with all Faculty and University developments and initiatives regarding Timetabling. Developing and maintaining knowledge of Quality Assurance and Programme Support and keeping up-to-date with institutional developments and supporting their timely adoption within the Faculty and School.



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 Service Officer, you will have:

- An enthusiasm for and experience of working in an administrative role, supporting student education practices and processes; delivering an excellent customer service and student experience;
- An ability to maintain a positive and professional attitude in the face of unexpected demands, remaining focussed whilst working under pressure at times of peak workload;
- Ability to build positive working relationships at all levels and to inform, persuade and influence others in a helpful and professional manner;
- Excellent communication skills, with the ability to clearly articulate complex information, modifying your approach to suit different audiences;
- Knowledge of timetabling software such as Syllabus Plus and information gathering regarding timetabled activities.
- Knowledge of the module and programme catalogue and its functionality;
- The ability to work effectively in a team environment by collaborating, supporting and valuing the contribution of colleagues;
- A flexible approach, with excellent organisational, planning and time management skills, with the ability to adapt priorities to meet deadlines and conflicting demands across the service as peak workloads require;
- Strong judgement and initiative with the ability to effectively interpret and apply policies and procedures, understand and solve problems, and make suggestions for improvements;
- Strong IT skills and be proficient in the use of Microsoft Office products, particularly Word and Excel;
- Excellent accuracy and attention to detail;
- Evidence of a commitment to continuous professional development.

You may also have:

- Evidence of an awareness of the key challenges in the Higher Education sector;
- Experience of using information management systems, for example Banner;
- 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**

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.

