



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

### **Student Education Service Assistant, Student Support and Counter Services**



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

**Reference: SESSO1113**

**We will consider flexible working arrangements**



## **Student Education Service Assistant**

### **Student Education Service**

**Do you enjoy providing a high level of customer service? Would you like to support international students with their enquiries? Do you have excellent computer skills?**

The Student Services Counter and International Student Advice team provide the first point of contact for a wide range of student queries and services for new and current students. The University has over 7,000 international students arriving each year from 150 different countries. We value the rich cultural diversity of our student body and aim to make Leeds a truly welcoming place to study. In order to support our international students and to ensure that the University can continue to admit them, we need to ensure that they have all the required documentation and support to help them during their time at the University of Leeds.

You will work across two busy areas which incorporate back office and customer facing services: the Student Services Counter and the International Student Enquiry desk. You will facilitate cross functional working between the two counters and effective knowledge transfer to deliver a broader service to students at both locations.

With excellent interpersonal, customer service and team working skills you will have the ability to carry out tasks effectively under pressure with consistent accuracy and attention to detail.

### **What does the role entail?**

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

- Assisting in the operation of an efficient and effective student facing service including responding to face to face, telephone and email enquiries, the opening and closing procedures and general upkeep of the counter and enquiry desk areas;
- Providing a range of front facing services including processes related to immigration, issuing new and replacement ID cards, processing changes to student information and opening bank accounts;



- Providing initial information and signposting for areas including welcome and settling in, accommodation, fees, funding, banking, health and wellbeing, safety and coping with crime, campus and local services and facilities;
- Updating colleagues on developments across both areas, helping to maintain a shared knowledge base and student focused procedures;
- Producing standard official documents for students including for example Council Tax Exemption Certificates, Bank Letters and Certificates of Module Enrolment and responding to associated enquiries;
- Responsibility for carrying out identity checks and issuing biometric identity documents to international students;
- Administering the Visa Checking Service for students extending their immigration permission;
- Maintaining confidential case notes in line with Office of the Immigration Services Commissioner and the UK Council for International Student Affairs' codes of standards;
- Processing remote document requests including transcripts, statements and third party academic verification requests;
- Providing general administrative and clerical support including dealing with correspondence and booking student appointments;
- Using databases and spreadsheets effectively for example for enquiry handling and monitoring activity;
- Maintain a safe working environment, including ensuring compliance with legislation and risk assessments;
- Providing support to other Student Education Service teams and liaising with external contacts when required;
- Any other duties as may reasonably be required consistent with the grade of the post, to support fluctuations in priority and workload, including activity related to the wider Student Education Service.

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 Assistant you will have:

- Demonstrable experience of delivering a high level of customer service and an understanding of how different cultural needs can impact on service provision;
- Experience of identifying clients' requirements and responding with appropriate information/action/referrals, including the ability to handle difficult enquiries and exercise judgement;
- Excellent IT skills including knowledge of Microsoft Office packages;
- Excellent written and verbal communication skills including the ability to communicate effectively with speakers of English as a second language;
- Able to build effective working relationships and influence internal and external contacts positively;
- Able to demonstrate a high level of accuracy and excellent attention to detail with demonstrable experience in improving business processes;
- An adaptable and flexible approach to work, remaining calm under pressure and ability to meet tight deadlines;
- Ability to work as part of a team with high levels of integrity as well as being able to work on own initiative;
- Evidence of a proactive approach to continuing professional development, including the willingness to undertake job-related training as necessary;
- Due to UKVI regulations candidates must be citizens of the European Economic Area or Switzerland or hold current Indefinite Leave to Enter or Remain and must hold a valid passport in order to handle Biometric Residence Permits.

You may also have:

- Experience of studying another language and/or living abroad;
- An awareness of the challenges in the Higher education Sector;
- Experience of using student record systems within Higher Education, for example Banner.

## 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:

**Dr Renato Pallassini, Student Education Service Manager (Student Support & Counter Services)**

Tel: +44 (0)113 343 8298

Email: [r.pallassini@leeds.ac.uk](mailto:r.pallassini@leeds.ac.uk)

## Additional information

### 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.

