



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Education Service Assistant, Faculty of Medicine and Health



Salary: Grade 3 (£17,682 – £19,133 p.a.)

Reference: MHDEN1161

Closing date: 25 September 2019

Full Time (35 hours per week)

Student Education Service Assistant – Student Support (Reception) School of Dentistry

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?

Supporting and contributing to the development of a consistent, high quality Education Service for students, you will be responsible for the provision of administrative support for the Student Support Team. Duties include providing a front-line reception support service to all taught students in the School of Dentistry and student attendance monitoring.

You will be well organised, with excellent communication skills, 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 a front line front of house reception service to staff, students and visitors;
- Advising students and staff on standard University and School processes;
- Providing front line pastoral support by guiding students to sources of support in the Office, School or University;
- Accurately recording and maintaining information using University systems;
- Supporting the Dentistry student attendance process by printing and distributing registers, dealing with student absence notifications, notifying colleagues of student absence, maintaining attendance records and providing basic reports;



- Assisting the School and the Dentistry SES Team by providing general administrative support for ordering goods and services, internal post and parcels and student uniforms;
- Integrating the University value of inclusiveness into all appropriate aspects of the job; respecting the dignity and diversity of all members of the University community and of visitors to the University.

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:

- An enthusiasm for and experience of working in an administrative role and delivering an excellent customer service;
- Able to carry out a process to a high level of accuracy, following work instructions;
- Excellent time management and organisational skills; able to complete agreed tasks within agreed deadlines;
- Excellent communication skills; able to work positively with staff and students at all levels and to work effectively as part of a team;
- Able to use initiative to resolve straightforward problems, following guidelines and procedures;
- Strong IT skills and be proficient in the use of Microsoft Office products, particularly Word and Excel;
- An understanding of the need to recognise and manage confidential and sensitive information in a discreet and professional manner and an awareness of relevant legislation in this area;
- 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 information management systems;
- Experience of working on a busy reception desk;
- Experience in assisting with support for staff and/or students;
- Experience of working in a higher education environment.



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:

Lucy Maughan, Student Support Manager

Tel: +44 (0)113 343 7917

Email: l.maughan@leeds.ac.uk

Additional information

Working at Leeds

Find out more about the benefits of working at the University and what it's 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 in 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.

