



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Education Service Assistant - Admissions



Salary: Grade 4 (£19,612 - £22,417 p.a. Pro-Rata)

Reference: FBSFO1125

Closing Date: 23 October 2019

Ongoing Part time, Term time only

10:00am - 14:00pm Monday–Friday, 20 hours

For 15 weeks per year from November – March

(0.165 FTE per annum, 0.57 FTE during working weeks)

Student Education Service Assistant - Admissions Student Education Service

Do you want to work in a role where you will play a key part in delivering an exceptional student experience? Can you work collaboratively with colleagues and use your excellent communication skills to provide a professional and efficient service?

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 work with staff and academics across the Student Education Service to deliver a world class student experience by supporting the admissions function within the Faculty of Biological Sciences. You will support the Admissions Officers in the team, with the delivery of Applicant Visit Days, including the set-up and running of the days. This is an exciting opportunity to be part of our commitment to service excellence. With experience of working in an administrative role, 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 SES Assistant, your 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;
- Remaining flexible to respond to business needs across the service as required;
- Keeping up to date with student support developments and their timely adoption.

More specifically to the admissions function, your duties will include:

- Liaise with Admissions Officers to ensure packs are prepared in time for Applicant Visit Days
- Ensure local systems are kept up to date with details of applicant attendance at visit days
- Liaise with Admissions Officers and Tutors to ensure interview schedules are prepared prior to visit days and that all interviewing academics are in receipt of the required paperwork
- Correspond with applicants regarding their upcoming or recent visits
- Assist the Admissions Officers in running the visit days, from meeting and organising student guides, applicants and their guests, to organising catering for lunches.

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 SES Assistant, you will have:

- Experience of delivering an excellent customer service;



- An enthusiasm and commitment for delivering an exceptional student experience;
- 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 with the ability and willingness to learn new systems;
- Excellent accuracy and attention to detail;
- Good interpersonal skills able to work positively with staff and students;
- Able to use initiative to resolve straightforward problems, following guidelines and procedures.

Ideally, you will also have:

- Experience in assisting with the delivery of events;
- Experience of working in the Higher Education sector.

How to apply

You can apply for this role 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

For any queries you may have, please contact:

Paul Matthews, Admissions Manager

Tel: +44 (0)113 343 2829

Email: P.Matthews@leeds.ac.uk



Additional information

The University of Leeds and the Faculty of Biological Sciences are committed to providing equal opportunities for all and offer a range of family friendly policies. The University is a charter member of Athena SWAN (the national body that promotes gender equality in higher education), and the Faculty of Biological Sciences was reawarded a Bronze award in 2017. We are proud to be an inclusive Faculty that values all staff, and are happy to consider job share applications and requests for flexible working arrangements from our employees. Our Athena SWAN [webpage](#) provides more information.

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'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 will not normally be required for these positions. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending. Where a post requires a basic criminal record check from the Disclosure and Barring Service (DBS), and any equivalent overseas authorities where relevant, the successful candidate will be required to give consent for the University to check their criminal record status and all applicants must declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be made in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

