



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

**Student Education Service Officer, Admissions**



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

**Reference: SESAR1206**

**We will consider flexible working arrangements**

## **Student Education Service Officer Admissions, Student Education Service**

**Are you experienced in delivering an excellent customer service and delivering continuous improvement? Do you enjoy working in a busy office environment, working to deadlines and responding to enquiries? Would you like to be part of the University's Admissions team, having responsibility for making and following up on offers to study at Leeds?**

Using your excellent knowledge and expertise of Student Education practices and processes, you will be based in the Taught Admissions. There are multiple positions based across three faculties – the Faculty of Medicine and Health, Faculty of Social Sciences and Leeds University Business School. 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 the ability to work on your own initiative as well as part of a team. With a flexible approach to work, you will be willing to work across teams and adapt to changing demands, supporting and guiding colleagues and sharing good practise across the University.

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

As a Student Education Service Officer (Admissions), your main duties will include:

- Coordinating and supporting University Admissions practices and processes, providing specialist information and advice to applicants and academic and Student Education Service colleagues and responding to enquiries;
- Processing applications and results, liaising with Admissions Tutors and other relevant colleagues as required, and making decisions to clearly defined entry requirements, including maintaining appropriate systems for the processing of applications, issuing offers and recording the decisions on the Student Information System/Customer Relationship Management system;
- Monitoring and reporting on applicant data, including offer and conversion rates, retention rates and monitoring performance against entry qualifications, using this data to make recommendations to help ensure Schools/Faculty targets are met;



- Planning, coordinating and providing logistical support and representation for recruitment activities such as post applicant days and pre applicant open days, coordinating the distribution of information to applicants and potential applicants as part of marketing activities;
- Ensuring the delivery of service excellence across the Admissions team, working with stakeholders to develop and maintain service standards;
- Contributing to the continuous improvement of processes across the Admissions function, ensuring that they are effectively and consistently applied;
- Providing day to day operational support/supervision, guidance and training to members of the Admission team as required.

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:

- Previous administrative experience;
- Experience of delivering an excellent customer service;
- Experience of contributing to continuous improvement of processes and systems;
- Excellent verbal and written communication skills;
- The ability to work as part of a team and on your own initiative;
- Excellent organisational, planning and time management skills;
- Ability to effectively interpret and apply policies and procedures;
- Ability to interpret data;
- Excellent problem solving skills;
- Strong IT skills, including proficiency in the use of Microsoft Office products, particularly Word and Excel;
- Excellent accuracy and attention to detail;
- Ability to guide and support colleagues.

You may also have:

- An awareness of the key challenges in the Higher Education sector;
- Experience of using information management systems, for example CRM (Customer Relationship Management);



- Experience of working in a student education admissions focused environment;
- Experience of participating in networks and improvement initiatives.

## Contact information

To explore the post further or for any queries you may have, please contact:

**Louise Tomenson, Faculty Admissions Manager - Faculty of Medicine & Health**

Tel: +44 (0)113 343 3587

Email: [l.j.tomenson@leeds.ac.uk](mailto:l.j.tomenson@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.

