



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Education Service Officer, Digital Education Service



Salary: Grade 5 (£23,067 - £26,715 p.a.)

Reference: CSDLS1060

Fixed Term for 1 year (due to the uncertainty of future funding)

Flexible working arrangements will be considered

Student Education Service Officer Digital Education Service

Are you a well organised and adaptable individual, committed to delivering an excellent student experience? Do you want to help the Digital Education Service to deliver and develop their exceptional digital education to global learners?

Using your excellent knowledge and expertise of Student Education practices and processes, you will have responsibility for coordinating modules and programmes, providing a high-quality service which supports a wide range of activities and processes including admissions, quality assurance, programme support, and assessment. 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 Service at short notice to meet deadlines. You will work collaboratively with team members within the Service, and with academic 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:

- Supporting Student Education Service processes to include admissions, programme support, quality assurance and assessment as required;
- Working in partnership with external organisations with responsibility for recruitment and student support, providing specialist information and advice regarding University policies and procedures;
- Processing applications, liaising with Admissions Tutors and other relevant colleagues as required, and making decisions to clearly defined entry requirements, issuing offers and recording the decisions on the Student Information System/Customer Relationship Management system;



- Administration of attendance and assessment procedures including absence monitoring, student assignments, marks and academic integrity;
- Developing and maintaining high-quality programme documentation including handbooks, maintaining accurate student and programme information in relevant University systems;
- Providing support for the delivery of online courses, modules and programmes, including the administration and timetabling of webinars and other teaching activities;
- Providing and contributing to the development of a consistent, high quality Student Education Service, through participation in team events; making suggestions on how to adapt and develop standardised operational practices and processes to support online learners;
- Developing contacts and building effective working relationships with a variety of colleagues, with University Services and with external partners, to ensure effective coordination of information and activity;
- Developing and maintaining knowledge of Student Education Service policies and procedures in order to be able to interpret and adapt these for online learners, keeping up-to-date with institutional developments and supporting their timely adoption within the 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 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;
- Proven experience in supporting learners, using online tools or digital communication;
- Excellent communication skills, with the ability to clearly articulate complex information, modifying your approach to suit different audiences;
- 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 judgment and initiative with the ability to effectively interpret and apply policies and procedures, understand and solve problems, make suggestions for improvements, and recognise when problems need escalating;
- Strong IT skills; proficient in the use of Microsoft Office products, with the ability to learn and use new systems;
- 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 supporting online learners;
- Experience of using Blackboard Learn, FutureLearn or Coursera online learning platforms;
- Experience of working with an international diverse student cohort and/or professional and mature learners.

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:

Megan Kime, Head of Digital Student Education

Tel: +44 (0)113 343 7710

Email: M.Kime@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.

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.

