Faculty of Engineering
Student Education Service (School of Mechanical Engineering)

Education Service Officer
(Fixed Term until 23 December 2015)

You will have excellent knowledge and expertise to effectively support student practices and processes. You will work flexibly with members of staff within the Student Education Service and where necessary support other student support activities as workloads fluctuate. You will share good practice and encourage knowledge exchange between colleagues to continuously improve student support practices.

You will provide support for the admissions, student support, programme support, assessment, and quality assurance functional areas within the School. You will respond to a diverse range of enquiries which span the entire student life cycle from induction to graduation. You will be conversant with all aspects of programme administration and use this knowledge to give specialist advice and guidance to students and staff.

University Grade 4 (£18,031 - £20,781 p.a.)

Please note that the length of contract for this role is dependent on the start date, as it is fixed term until 23 December 2015

Informal enquires may be made to Mrs Noemy Ellis Martin, School Education Service Manager (SESM), Mechanical Engineering, tel +44 (0)113 343 2228, email n.ellismartin@leeds.ac.uk.

Closing Date: 12 April 2015

Job Reference: ENGFO1009

Click here for further information about working at the University of Leeds www.leeds.ac.uk/info/20025/university_jobs
Job Description

Role: The role holder will support the staff in the School of Mechanical Engineering, in the Faculty of Engineering

Responsibilities: The role will support the Student Support, Assessment, Programme Support and Quality Assurance functions. It is expected that the post holder will have, or will develop, an excellent understanding of their given areas of responsibility. They will be flexible and may provide cover to the admissions function as needed

Responsible to: Head of School

Reports to: The role holder will report to the School Education Service Manager, School of Mechanical Engineering

Job Summary

The Student Education Service provides consistent, high quality support for all student cohorts. The Service is underpinned by principles of quality, equity, consistency and opportunity; delivering an exceptional student experience for all. The Service encourages staff to be flexible; providing opportunities to work in a variety of roles across the Service with professional training and development.

You will work flexibly with members of staff within the Student Education Service and where necessary support other student support activities as workloads fluctuate. You will share good practice and encourage knowledge exchange between colleagues to continuously improve student support practices.

You will provide support for the admissions, student support, programme support, assessment, and quality assurance functional areas within the School. You will respond to a diverse range of enquiries which span the entire student life cycle from induction to graduation. You will be conversant with all aspects of programme administration and use this knowledge to give specialist advice and guidance to students and staff.

Main Duties and Responsibilities

- Committed to delivering an exceptional student experience
- Contributes to the development of a consistent, high quality Education Service for students
- Supports a vibrant customer service ethos across the function/s, school (or equivalent)
- Provides effective and efficient administrative support for student education processes - quality assurance, assessment, student records and student support
- Delivers an agreed and defined service or student support process following guidelines and procedures
• Flexible and adaptable, able to move across support functions when workload peaks require
• Works with some day-to-day direction; deciding urgency and order of how given tasks should be completed
• Responds efficiently for requests for information or enquiries from staff and students
• When necessary, with support, resolves routine problems, using agreed student support procedures and guidance
• Involved in making suggestions on how to improve student support practices and processes in their area
• Contributes to decisions such as allocating student queries with the team
• Keeps up to date with student support developments and their timely adoption within their area
• Other duties as required, to support priorities or fluctuations in workload
• Contributes experience, support and advice to colleagues within the Student Education Service

Specific Responsibilities

The following section describes the role holder’s responsibilities in relation to their functions and School:

Student Support

• Serve as the first point of contact for all students to the School of Mechanical Engineering Student Support Office (SSO) counter and able to refer student to specialised student support services/resources within the SSO and University
• Provide general information about the School of Mechanical Engineering, its taught undergraduate/postgraduate degree programmes, and SSO areas of responsibility
• Maintain SSO standard office hours and responsible for opening and closing the office counter to the general public. Provide administrative support to SSO by collecting and distributing mail to the SSO team, order supplies, and update the School plasma screens as needed
• Assist with the management of the generic e-mail account for current students (mensso@leeds.ac.uk) and for admissions queries (menadmissions@leeds.ac.uk)
• Working with Education Service Manager and SSO colleagues, assist with managing and organising the School's induction programme for new undergraduate and taught postgraduate students
• Under the guidance of the Education Service Officer: Assessment/Student Support, maintain the School's attendance Tutorial and Project Tracking System. Review student attendance on a weekly basis and issue
informal/formal warnings to students and organise warning meetings between academic staff and students as appropriate. Update student records (electronic and paper) as necessary

Assessment

- Provide support for the assessment team to arrange ad hoc exams (class tests/term time) for students with special circumstances, and any disability support throughout term time
- Under the guidance of the Student Support Officer (Examinations), offer general advice to students and staff on the Mitigating Circumstances procedure and possible outcomes
- Support the processing of mitigating circumstances claims, collating evidence, taking follow-up action as necessary
- Under the direction of the Education Service Officer: Assessment/Student Support provide clerical support to plagiarism investigation meetings, Faculty special cases, or appeals responses for the Office of Academic Appeals and Regulation, as needed
- Provide clerical support and responsible for logistical arrangements for the SSO exams team for activities such as: Board of Examiners, Special Cases Committee, Progression and Awards Meetings, and responsible for booking rooms and catering, arrange hotel accommodation for external examiners etc
- Ensure that all exam scripts are archived and kept in storage in accordance with data protection requirements
- Under the guidance of the Education Service Manager, process annual payments for external examiners

Programme Support

- In consultation with the School Education Service Manager, revise and develop the School handbooks, mini-handbooks, and student intranet on an annual basis.
- Under the direction of the Education Service Officer: QA/Student Support, ensure that students are enrolled on the appropriate modules (in accordance with their programme of study) and provide support to the annual module enrolment, registration, and resitter enrolment processes
- Serve as absence cover for the Student Support Officer (Examinations) in coordinating the monthly PG Demonstrating or Arithmetic Checkers payments processes

Quality Assurance

- Support the student module feedback processes and other quality control systems including the preparation of statistics and other material for module and programme reviews, and monitor progress on areas of concern
• Provide support to the Student Support Officer (Examinations) by arranging module feedback sessions with academic staff and processing data as part of the School's QA processes

Admissions

• Provide support to the admissions team for University Open Day and school Applicant Days (filing, catering) as needed
• Under the direction of the admissions team, support the processing of admissions applications (undergraduate and taught postgraduate) utilising SIS and/or the CRM, as needed

General

• Responsible for providing clerical support (photocopying, reserving rooms utilising the Faculty Room Booking System, and placing event catering orders) on behalf of SSO staff for: Graduation Celebrations, NSS/Programme Surveys, Exams Meetings, Committee Meetings (STSEC, Student-Staff Forum, PEC, etc.) and other ad hoc meetings/events as required
• Work with the School Education Service Manager to ensure that the Student Support Office develops in accordance with the School's Student Education strategic plans and continues to provide value-added services, enhanced support and a high level of service for staff and students
• Contribute to the continual development of the Student Education Service within the Faculty through active membership of relevant committees and forums to share expertise and develop best working practices
• Continue to strengthen the relationship between students and the Student Education Service, by acting as a visible point of contact and actively encouraging students in their day-to-day activities
• Take responsibility for and demonstrate a commitment to own personal development within the role

Career Expectations

The University of Leeds is committed to developing its staff. All staff participate in the Staff Review and Development scheme and we continue to work with individuals, supporting them to maximise their potential.

Progression to a higher grade is dependent on an individual taking on an increased level of responsibility. Vacancies that arise within the area or across the wider University are advertised on the HR website - http://jobs.leeds.ac.uk - to allow staff to apply for wider career development opportunities.

University Values

All staff are expected to operate in line with the University’s values and standards, which work as an integral part of our strategy and set out the principles of how we
work together. More information about the University's strategy and values is available at http://www.leeds.ac.uk/comms/strategy/.
Person Specification

Essential

- An enthusiasm and commitment for delivering an exceptional student experience
- Embodies a customer service ethos; committed delivering a high quality service
- Experience in providing effective support to staff and students in a faculty or school setting
- Experience in supporting student education practices and processes
- Works effectively on their own and as part of a team
- With support, able to manage own workload on a day-to-day basis
- Good interpersonal skills; able to work positively with staff and students
- Good communication skills - able to respond to enquiries or requests for information from staff and students
- Excellent accuracy and attention to detail
- Excellent organisational skills; able to prioritise own tasks and meet agreed deadlines
- Able to suggest improvements to service delivery
- Able to resolve straightforward or routine problems, looking for guidance as necessary
- Flexible and adaptable, able to move across support functions, where workload peaks require
- Skilled in use of Microsoft Office products, particularly Word and Excel
- Committed to on-going staff development and training

Desirable

- Evidence of an awareness of developments in student support
- Experience of using Banner
Additional Information

The University offers generous terms and conditions of employment, a wide range of benefits, services, facilities and family friendly policies. Full details are available on the Human Resources web pages accessible at www.leeds.ac.uk/hr

The Partnership

The Partnership has been developed by students and staff and describes the mutual expectations of us all as members of the University of Leeds community. More information about the Partnership is available at http://partnership.leeds.ac.uk

Disclosure and Barring Service Checks

A Disclosure and Barring Service (DBS) Check is not required for this position. However, applicants who have unspent convictions, cautions, reprimands and warnings, including any pending criminal proceedings must indicate this in the ‘other personal details’ section of the application form and send details to the Recruitment Officer at disclosure@leeds.ac.uk.

Disabled Applicants

The post is located in the School of Mechanical Engineering. Disabled applicants wishing to review access to the building are invited to contact the department direct. Additional information may be sought from the Recruitment Officer, email disclosure@leeds.ac.uk or tel + 44 (0)113 343 1723.

Disabled applicants are not obliged to inform employers of their disability but will still be covered by the Equality Act once their disability becomes known.

Further information for applicants with disabilities, impairments or health conditions is available in the applicant guidance.
Further information about the Faculty

Top 100 university for Engineering and Technology - Times Higher World University Rankings 2014.

The Faculty of Engineering is one of the largest engineering groupings in the UK with over 700 staff, 3,000 students and an annual turnover of around £60m.

Our focus is on providing research based teaching and supervision, inspiring our students and through this helping our students to achieve their goals and ambitions.

The range and scope of the our research is extensive and covers all of the major engineering disciplines, including cross cutting themes such as energy, materials, medical engineering and artificial intelligence, with theoretical, experimental and modelling work underpinning all areas.

This provides an ideal platform for multidisciplinary research, enabling us to undertake high-impact research in areas recognised as providing critical global challenges. Much of our research is linked to industry, with major collaborators throughout the UK and Europe. We have also aligned our Faculty with industry sectors such as digital technologies, energy, high value chemicals and medical technologies, and undertake further interdisciplinary research in areas as diverse as functional materials, robotics and water.

Teaching and research is delivered through the following five schools:

- School of Chemical and Process Engineering
- School of Civil Engineering
- School of Computing
- School of Electronic and Electrical Engineering
- School of Mechanical Engineering

There is a friendly atmosphere and student-focused approach to undergraduate and postgraduate education. We pride ourselves on the professionalism of our staff and the quality of the research environment, promoting excellence by offering a range of cutting edge programmes, many in conjunction with industrial sponsors and collaborators.

www.engineering.leeds.ac.uk