



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

**Student Education Service Assistant (Receptionist),
Faculty of Engineering & Physical Sciences**



Salary: Grade 3 (£17,682– £19,133 pro rata per annum)

Reference: EPSPE1001

Closing Deadline: 17 October 2019

Part-time, 3 days a week, 60% FTE (Work pattern to be agreed)

Student Education Service Assistant (Receptionist), School of Chemical and Process Engineering, Faculty of Engineering & Physical Sciences.

Are you 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?

Based in the School of Chemical & Process Engineering, you will be the first point of contact for visitors to the School's Student Education Service Office, providing front line support and delivering a high quality service to students, staff and visitors. You will provide initial guidance and signposting on a wide range of University processes in relation to Student Education. In addition, you will also undertake a range of administrative tasks to support the smooth running of the service, using your initiative to solve straightforward problems and assist with the day-to-day running of the administrative office.

Along with excellent communication skills and a friendly approach, you will have experience of working in a busy office or customer service environment alongside a commitment to providing excellent customer service. You will be well organised and able to manage your day-to-day workload, as well as being able to make a positive contribution to the team.

What does the role entail?

As a Student Education Service Assistant (Receptionist), your main duties will include:

- Acting as first point of contact and responding to face-to-face, phone and e-mail enquiries from students, academic staff, internal and external contacts;
- Monitoring a log of visitors to the School;
- Providing general clerical support to the Student Education Service Team across a range of administrative tasks, to support day-to-day student education practices;
- Accurately recording and maintaining information using University systems;
- Understanding the range of support available for students within the School and across the University, and referring students to the relevant people and services as appropriate;



- Assisting with Student Education Event planning, for e.g. graduation, end of session meetings and student events;
- Using your initiative to solve straightforward problems, following procedures and seeking further information as required.

What will you bring to the role?

As a Student Education Service Assistant (Receptionist), you will have:

- An enthusiasm for, and experience of working as part of a team in a busy office or customer service environment, with minimal supervision;
- A flexible approach, with excellent organisational skills including the ability to multi-task and complete tasks within agreed deadlines;
- An excellent level of accuracy and attention to detail in following instructions;
- Good communication skills, with the ability to deal with people on a one-to-one basis and in groups, and to respond promptly to all enquiries;
- An understanding of the importance of maintaining confidentiality and protecting personal data;
- Excellent IT skills, with recent experience of using Microsoft Office applications and a willingness to learn new IT skills;
- The ability to resolve straightforward and routine problems, following guidelines and procedures;
- 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 systems;
- Experience of working on a reception desk;
- Experience of event planning.

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:

Jasmine Lingard, Student Education Service Manager

Tel: +44 (0) 113 343 2547 or +44 (0)113 343 6410

Email: J.A.Lingard@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.

