



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Education Service Assistant, Faculty of Medicine & Health



Salary: Grade 3 (£17,682 – £19,133 p.a.)

Reference: SESSO1119

We will consider flexible working arrangements

Student Education Service Assistant Faculty of Medicine & Health

Are you a 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?

Supporting and contributing to the development of a consistent, high quality Education Service for students, you will provide administrative support for the Faculty Education Service Manager (FESM) and the Faculty of Medicine & Health Student Education Management Team.

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 Schools at short notice to meet deadlines. You will work collaboratively with team members within your School, with other 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 Assistant, your main duties will include:

- Assisting the Faculty Education Service Manager and the Faculty Management Team in the Faculty of Medicine and Health Student Education Service by providing general administrative support including diary management;
- Building effective working relationships, supporting and advising colleagues across the department, taking a lead on specific routine pieces of work;
- Assisting with the receipt, tracking, progress and outcomes of internal pre-authorisation request forms ('proformas');
- Supporting efficient running of the SES office including liaising with estates and other services on building and equipment issues;
- Compiling the agenda and noting action points from team meetings for distribution;
- Responding efficiently and professionally to enquiries or requests for information;
- Using your initiative to solve straightforward problems, following procedures and seeking further information as required;



- Accurately recording and maintaining information using University systems;
- Contributing to team decisions and providing support and advice to colleagues with the Student Education 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 Assistant you will have:

- An enthusiasm for and experience of working in an administrative role and delivering an excellent customer service;
- Excellent communication skills; able to work positively with staff and students at all levels and to work effectively as part of a team;
- A flexible approach, with excellent organisational and planning skills, and the ability to complete tasks to agreed deadlines and performance standards, with little supervision;
- The ability to resolve straightforward or routine problems, following guidelines and procedures;
- Strong IT skills and be proficient in the use of Microsoft Office products, particularly Word and Excel;
- A commitment to seeking development and learning opportunities, with the ability to keep up-to-date with new processes, information and systems;
- Excellent accuracy and attention to detail.

You may also have:

- Experience of using information management systems;
- Experience of working on a busy reception desk.

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:

Claire Smith, Faculty Education Service Manager

Tel: +44 (0)113 343 4219

Email: c.l.smith@leeds.ac.uk

Additional information

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 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.

