



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

**Assistant Student Education Service Manager, Faculty of Arts,
Humanities and Cultures**



Salary: Grade 6 (£27,511 – £32,817 p.a.)

ReferenceAHCSE1070

Closing date: 11 October 2019

Fixed term until January 2021, to cover a period of maternity leave

**Only Internal Applications from across the University Student
Education Service will be considered**

Assistant Student Education Service Manager, Student Education Service, Faculty of Arts, Humanities and Cultures

Are you enthusiastic about providing an exceptional university experience to students? Are you an emerging leader, with the drive to help others to develop skills and knowledge? Do you want to enhance your ability to provide a high level of service, whilst receiving opportunities to innovate?

The Assistant Student Education Service Manager will play a crucial role in delivering a fantastic student experience, providing support for colleagues in several functional areas and taking the lead in processes relating to quality assurance and programme support. Supporting the School Education Service Manager (SESM), you will ensure an effective Student Education Service, aligned to School, Faculty and University strategic plans.

This role will involve line management of a small number of SES Officers, and responsibility for the day-to-day operational management of the School SES team. The successful candidate will be passionate, excited about developing practices in Student Education to ensure that the needs of students are met, and will demonstrate excellence in managing processes and leading a team.

What does the role entail?

As an Assistant Student Education Service Manager, your main duties will include:

- Leading and coordinating practices and processes for the Schools in the functions in which you will be working;



- Supporting the development of a consistent, high quality, customer-service oriented Student Education Service, contributing significantly to the set-up and development of Student Education processes;
- Facilitating effective working relationships and information flow within the Schools, and with other Schools and Central Services, actively participating in the appropriate function meetings and team events and encouraging the sharing of best practice;
- Supporting the SESM in looking for ways to resolve or mitigate complex problems, negotiating and gaining support from relevant managers and team members;
- Developing and maintaining knowledge of the function(s) in which the role holder is working; keeping up to date with institutional developments and supporting their timely adoption within the Faculty and School;
- Providing day-to-day team supervision and coordination, ensuring consistent practices, a high quality delivery and effective resourcing and deployment to meet fluctuations in workload;
- In conjunction with the SESM supporting the effective recruitment, induction and probation, management, training and development of the School team;
- Leading on functional issues relating to Student Education within the areas of Programme Support and Quality Assurance;
- Responding to Study Abroad queries.

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 an Assistant Student Education Service Manager, you will have/be:

- An existing employee in the Student Education Service, University of Leeds;
- Significant experience in providing effective administrative support for student education practices and processes, with evidence of an awareness of the key challenges in the Higher Education sector;
- Significant experience and knowledge in one or more of the Quality Assurance, Programme Support, Student Support or Assessment functional areas;



- An enthusiasm and commitment for delivering an exceptional student experience, with experience in reviewing and improving processes and the ability to develop and embed standards;
- Excellent communication skills, with the ability to clearly articulate complex information, including policies and procedures, modifying your approach to suit different audiences;
- The ability to work effectively in a team environment and experience of providing direction and support to team members, prioritising and delegating tasks amongst the team and monitoring achievement;
- 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, and make suggestions for improvements;
- Effective networking skills, with experience of participating in networks and improvement initiatives and the ability to build positive working relationships at all levels and effectively influence and negotiate to achieve desired outcomes;
- Strong IT skills and be proficient in the use of Microsoft Office products, particularly Word and Excel;
- Excellent accuracy and attention to detail;
- Evidence of a commitment to continuous professional development.

You may also have:

- Experience of using information management systems, for example Banner.

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:

Charlotte Heslop, Student Education Service Manager

Email: C.L.M.Heslop@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.

