



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

**Student Education Service Officer (Quality Assurance),
Faculty of Arts, Humanities and Cultures**



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

Reference: AHCSE1071

Closing date: 11 November 2019

Full time

Student Education Service Officer (Quality Assurance) Faculty of Arts, Humanities and Cultures

Are you a well organised and adaptable individual, committed to delivering an excellent student experience? Do you want to help the Faculty to deliver and develop an exceptional Student Education Service?

In this role which lies at the heart of the governance processes for Student Education in the Faculty, you will have responsibility for administering aspects of the Faculty's portfolio of programmes and modules, including supporting Taught Student Education Committees, approval process and quality assurance.

With experience of working in an administrative role and providing support for quality assurance 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 across the Faculty at short notice to meet deadlines. You will work collaboratively with team members within your Faculty, with 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:

- Acting as key contact for Quality Assurance practices and processes for the Faculty of Arts, Humanities and Cultures, providing specialist information and advice to academic and Student Education Service colleagues;
- Supporting Taught Student Education Committee meetings for some Schools within the Faculty, including setting agendas, taking minutes, managing deadlines and related paperwork;
- Supporting portfolio management approval processes, ensuring that proposals meet University quality assurance requirements;
- Oversee External Examiner processes for the Faculty, including liaison with academic departments and University Services to ensure timely, efficient and effective support for these processes;



- Providing and contributing to the development of a consistent, high quality Student Education Service, through participation in functional meetings and team events; making suggestions on how to adapt and develop standardised operational practices and processes;
- Developing contacts and building effective working relationships with a variety of colleagues and University Services, to ensure effective coordination of information and activity;
- Providing day to day operational support, guidance and training to members of the Faculty's Student Education Service team on quality assurance practices and processes;
- Working with the Faculty Portfolio Manager to ensure that quality assurance activities are run in accordance with the University's Student Education planning cycles and continues to provide value adding services;
- Developing and maintaining knowledge of quality assurance and keeping up-to-date with institutional developments and supporting their timely adoption within the Faculty.

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;
- Experience and knowledge of Quality Assurance functional activities especially supporting and minuting formal committee meetings;
- 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, and make suggestions for improvements;
- 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:

- Evidence of an awareness of the key challenges in the Higher Education sector;
- Experience of using information management systems, for example Banner or other curriculum management systems;
- Experience of participating in networks and improvement initiatives.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information. 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:

Karen Charlesworth, Faculty Education Service Functional Manager (Quality Assurance)

Tel: +44 (0)113 343 9167

Email: k.p.charlesworth@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.

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 subject to the University being satisfied with the outcome of these checks, in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information.

