



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

### **Student Support & Counter Services Supervisor, Student Support and Counter Services**



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

**Reference: SESSO1125**

**We will consider flexible working requests**

## **Student Support and Counter Services, Student Education Service**

**Are you a highly customer focussed and meticulous individual? Relish the opportunity to build relationships? Do you have a passion for providing an exceptional quality service and the skills required to supervise and coordinate teams?**

Working in tandem with supervisors, you will be capable of ensuring an effective and efficient service is given by the team of front line advisors to students, staff and other visitors within a high demand business area. This effectiveness and efficiency will also be mirrored in the services provided to our students remotely and to our alumni. Although based in the Student Services Centre (SSC) you will work collaboratively with other frontline services within the Student Education Service (SES) in order to establish a consistent approach to dealing with student enquiries

You will organise the team in terms of working arrangements, working closely with other areas of the SES to ensure the service is of the highest quality in terms of efficiency, comprehensiveness and timeliness. You will also be responsible for the training and development of the team members.

### **What does the role entail?**

As a Student Support & Counter Services Supervisor your main duties will include:

- Working alongside the other supervisors in the day to day operation of an efficient and effective student facing service at the Student Services Counter and remote service to students and alumni;
- Line-managing the Student Support & Counter Services team, which includes creating weekly rotas, holding probation and staff review and development meetings and dealing with other HR matters such as recruitment and training plans;
- Being available for possible escalation of difficult enquiries from students, colleagues, customers and the team and escalating student cases and service delivery matters to senior management when appropriate;
- Planning of resource and oversight of service delivery;



- Being responsible for approving leave for the Counter team in coordination with the Student Support & Counter Services Manager (SSCS) and the International Student Advice Manager;
- Delivering and facilitating the training of team members and their access to systems (as part of their Banner Superuser role);
- Maintaining an oversight of the online store (including authorising and processing online store refunds) and the website and contributing to University publications;
- Liaising with other sections in the Student Education Service, ensuring a good working knowledge of all business areas;
- Working closely with the International Student Advice Manager on tailoring international student advice related processes (e.g. appointments and drop-ins) to the counter function and maintaining the integration between the Student Support and Counter Services and the International Student Advice Service;
- Maintaining an appropriate level of operational activity in order to preserve process knowledge but also achieve a balance with developmental activity (personal, team and process development);
- Working towards establishing a high quality and consistent frontline service across the whole of the SES by:
  - Contributing to the Front Desk Network, a network created to bring together the frontline services currently operating in schools, faculties and central services
  - Being responsible for the maintenance of a knowledge base (currently in the form of a set of frequently asked questions) relevant to all frontline services within the Student Education Service
  - Delivering training to University staff to increase awareness of the services provided by the SSC
  - Facilitating knowledge transfer and shadowing sessions involving members of staff from schools, faculties and other services and their visitors from other Universities as appropriate;
- Working in partnership with other supervisors and the SSCS Manager in the designing of business processes and coordinating their documentation;
- Coordinating team activities aimed at ensuring GDPR compliance and adhering to Health & Safety requirements;



- Being responsible for coordinating and providing management information for the SSCS Manager;
- Representing the University at conferences and user groups relevant to the business areas such as the WPM and One-Stop-Shop conferences;
- Supporting main events as necessary, including planning and area supervision during registration events;
- Liaising with suppliers with regards to the purchase of equipment and consumables;
- Being responsible for the upkeep of machinery and equipment used by the Counter team and liaising with IT regarding installation of said equipment and the reporting of faults.

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 Student Support & Counter Services Supervisor you will have:

- An enthusiasm and commitment for delivering an exceptional student and staff experience by embodying a customer service ethos;
- Ability to demonstrate leadership skills with the ability to exercise judgement and to work on own initiative without supervision;
- Competency in handling difficult customers and situations;
- Excellent communication and interpersonal skills and ability to develop positive working relationships with people at all levels within the University and in other organisations;
- Excellent organisational skills including the ability to prioritise jobs and work under pressure in order to meet tight deadlines;
- Excellent accuracy and attention to detail and the ability to handle large volumes of data;
- Ability to work as part of a team;
- Ability to analyse processes and to identify and solve process related problems and suggest improvements to service delivery;
- Excellent computer and keyboard skills and good working knowledge of Microsoft Access, Word, Excel and Outlook.



You may also have:

- An understanding of equality legislation;
- Experience of working with Banner, SAP and the Argos reporting system;
- An understanding of University processes and structures and/or experience of working within Higher Education.

## 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:

**Dr Renato Pallassini, Student Education Service Manager**

Tel: +44 (0)113 343 8298

Email: [r.pallassini@leeds.ac.uk](mailto:r.pallassini@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](mailto:disclosure@leeds.ac.uk).

## Criminal record information

### Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975

This post requires an enhanced and barred list criminal record check from the Disclosure and Barring Service (DBS), and any equivalent overseas authorities



where relevant. The successful candidate will be required to give consent for the University to check their criminal record status. All applicants are required to make a self-declaration where applicable.

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 page.

