



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

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



Salary: Grade 4 (£19,202 – £22,017 p.a.)

Reference: AHCSE1073

Closing date: 22 November 2019

Student Education Service Assistant Faculty of Arts, Humanities and Cultures Language Centre and School of History

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?

There are two roles available within the Faculty of Arts, Humanities and Cultures - one based in the Language Centre, and one in the School of History. You will work with staff and student across the Student Education Service in the Faculty of Arts, Humanities and Cultures to deliver a world class student experience through support for programme support processes in the Language Centre and School and History. With experience of working in an administrative role, you will have excellent communication skills and the enthusiasm to deliver an exceptional student experience. You will be well organised, with excellent attention to detail and a flexible approach to work. You will thrive in a fast-paced working environment and be able to move flexibly 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:

- Providing effective and efficient administrative support for programme, assessment and students support processes;
- Providing on-going administrative support for Programme Leaders and other teaching staff.
- Developing and maintaining a central system to maintain the teaching timetable, and to record arrival, monitor attendance and student grades and monitor student registration.
- Issuing certificates and official reports on students to external bodies.
- Liaising with the International Student Office and Student Services Centre to co-ordinate online registration, police registration and British Residence



Permit collection for students and other new compliance requirements as necessary.

- Overseeing and supporting the maintenance, quality control and publication of modules, programmes and other relevant information for students via Minerva;
- Providing support for online module enrolment and leavers processes, ensuring that students' module enrolments are checked as appropriate;
- Supporting the production, collation and analysis of student evaluation surveys in liaison with marketing and Student Education staff;
- Providing effective and efficient administrative support for assessment and marking processes including: monitoring of deadlines and penalties for late submission, liaising with and distributing work to markers, collating marks, servicing assessment and progression boards and dealing with the student record as it relates to academic standing and progress;
- Ad-hoc support for the QA manager with quality assurance related activities;
- Responding efficiently and professionally to enquiries or requests for information; using guidelines and procedures to resolve problems;
- Building effective working relationships and contributing experience, support and advice to colleagues within the Student Education Service;
- Accurately recording and maintaining information using University systems and producing reports when required;
- Contributing to team decisions and being proactive in making suggestions on how to improve student support practices and processes;
- Keeping up to date with student support developments and their timely adoption.

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 commitment to delivering an exceptional student experience, and the ability to encourage others to deliver high quality service;
- Experience of providing an effective service in an administrative role, with the ability to identify and suggest improvements;
- Excellent verbal and written communication skills;



- The ability to work positively with staff and students at all levels and to work effectively and proactively as part of a team;
- Excellent organisational and time management skills, with the ability to work independently and proactively and organise and prioritise your own workload to meet deadlines and conflicting demands;
- The ability to analyse and solve problems, using initiative and guidance and the capability to identify and make suggestions for the continuous improvement of processes;
- Strong IT skills and be proficient in the use of Microsoft Office products, particularly Word and Excel;
- Excellent accuracy and attention to detail.
- 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 working in a fast-paced working environment;
- Experience of working with international students.

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:

Language Centre - Monica Facchinello, School Education Service Manager

Tel: +44 (0)113 343 5897

Email: M.Facchinello@leeds.ac.uk

School of History - Esther Burton, School Education Service Manager

Email: e.c.burton@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 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.

