



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Doctoral College Assistant, Leeds Doctoral College



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

Reference: CSLDC1014

We will consider flexible working arrangements

Doctoral College Assistant

Leeds Doctoral College, Student Education Service

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?

The Leeds Doctoral College was formed in September 2017 to provide a central and overarching umbrella organisation for all postgraduate researcher (PGR) activity in the institution, and provides enhancement opportunities and support for all the University's PGRs.

We are looking for a professional and proactive individual to join our Leeds Doctoral College. This is an exciting opportunity to work at the heart of the Doctoral College team. This particular role will be based within the Faculty of Engineering and Physical Sciences Graduate School team. Its focus will be on providing effective and efficient support for processes relating to postgraduate researchers (PGRs) registered on their programme.

With experience of working in an administrative role, you will support wider Doctoral College activity where required with events such as the PGR Open Days and induction events. 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 be able to multi-task and move between tasks within the Doctoral College at short notice to meet deadlines.

What does the role entail?

As a Doctoral College Assistant, your main duties will include:

- Providing effective and efficient support for processes relating to postgraduate researchers (PGRs);
- Liaising with other teams within faculties and the wider University, including colleagues within the Student Education Service, Finance, and external agencies, to provide a seamless, high-quality PGR experience;
- Responding efficiently and professionally to enquiries or requests for information and 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, issuing reminders and escalating where appropriate and producing reports when required;
 - Staffing a counter service and supporting events as 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 Doctoral College 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 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 suggest improvements to the service provided;
- Strong IT skills and be proficient in the use of Microsoft Office products, particularly Word and Excel;
- A flexible and adaptable approach, with a commitment to seeking development and learning opportunities and the ability to keep up-to-date with new processes, information and systems;
- 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 using information management systems.



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:

Vicky Masters, Graduate School Manager

Tel: +44 (0)113 343 3375

Email: v.masters@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.

