



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Education Service Assistant (On-Course)

School of Medicine, Faculty of Medicine and Health



Salary: Grade 4 (£19,612 - £22,417 p.a.)

Reference: MHFAC1095

Closing date: 12 November 2019

Ongoing, full-time (35 hours)

Student Education Service Assistant (On-Course)

School of Medicine, Faculty of Medicine and Health

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?

Working as part of the Faculty of Medicine & Health Student Education Service (SES) Team you will work in the School of Medicine supporting on-course activity in the areas of assessment, programme support, and student support.

You will be responsible for providing effective student education support, working collaboratively with colleagues to facilitate an exceptional student experience. Responding and following up on a wide range of enquiries from students and academic staff, you will have good communications skills and the ability to deliver an excellent customer service. IT skills along with accuracy and attention detail are also essential to the role.

What does the role entail?

As SES Assistant (On-Course) your main duties will include:

- Working within a team providing effective and efficient support for assessment, programme support and student support activities;
- Responding efficiently and professionally to enquiries or requests for information; using guidelines and procedures to resolve problems;
- Providing administrative support across the on-course functions (assessment, programme support, student support) and providing support for programme level activity relating to quality assurance, working in liaison with School and Faculty level colleagues as required;
- Providing support to the School's student education front desk when required;
- Supporting the maintenance, quality control and publication of modules, programmes and other relevant information for students through the online learning platform (Minerva);
- Recording and monitoring of student attendance, informing academic colleagues and personal tutors of students who may require intervention/support;



- Accurately recording and maintaining information using University systems and producing reports when required;
- Building effective working relationships, contributing to team decisions and proactively contributing to the continuous improvement of practices processes across the Student Education Service;
- Providing excellent customer service to a diverse group of service users.

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 SES Assistant (On-Course) you will have:

- The ability to deliver an excellent customer service, responding and following up on enquiries in a professional and efficient manner;
- Excellent communication skills with the ability to work with a diverse range of service users;
- The ability to work effectively as part of a team with the capability to identify and suggest improvements to the services we provide, contributing to our commitment to continuous improvement;
- A flexible approach with excellent organisational and time management skills, and the ability to organise and prioritise your workload to meet deadlines and conflicting demands;
- The ability to analyse and solve problems, using initiative and guidance, seeking further information or advice when required;
- Good general IT skills, with the ability to use standard office software (e.g. Microsoft Office) and the ability to learn to use University specific IT systems, for example information management and database systems;
- The ability to deal with sensitive information;
- A willingness to seek development and learning opportunities and the ability to keep up-to-date with new processes, information and systems;
- Good accuracy and attention to detail, to ensure we provide an excellent service.



You may also have:

- Experience of using information management systems (e.g. database or customer information 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:

Kate Wharton, SES Operations Manager, School of Medicine

Tel: +44 (0)113 343 3696

Email: K.Wharton@leeds.ac.uk

Additional information

Find out more about the [Faculty of Medicine and Health](#) and the [School of Medicine](#)

Find out more about the [Student Education Service](#)

Find out more about [Athena Swan](#) in the School of Medicine

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.

