



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

School Education Service Manager, Faculty of Social Sciences



Salary: Grade 7 (£33,797– £40,322 p.a.)

Reference: ESLFO1079

School Education Service Manager Student Education Service

Are you committed to continuous improvement with the ability to work in partnership with stakeholders to deliver an exceptional student experience? Can you lead and manage a team, effectively planning and directing resources to meet key priorities and challenges?

You will work in close partnership with the School Management team, including the Head of School and Director of Student Education as well as the Faculty Education Service Manager, to lead, shape, develop and manage the student education service primarily supporting the School of Politics and International Studies. You will require strong leadership and communication skills to be able to guide and support a team of staff to deliver student support, exams and assessment, quality assurance and programme support. You will work in partnership with the Education Service Functional Managers to ensure student education processes and practices, within the schools in which you are based, are managed effectively and delivered consistently to agreed quality standards. You will support continuous improvement for both the Faculty and the University's student education practices and processes.

This is a key client focused role, managing relationships, influencing and supporting the school's academic leadership teams to deliver objectives which align to the University's strategic ambitions for Student Education. In addition you will work collaboratively with other members of the Student Education Management Team, as led by the Faculty Education Service Manager, to ensure staff resources are managed across the faculty and to set key priorities. You will contribute to Faculty level plans and functional projects within Student Education, working collaboratively with colleagues across the University, facilitating good communication, building positive working relationships and delivering results.

What does the role entail?

As a School Education Service Manager your main duties will include:

- Working in close partnership with the Head of School and Director of Student Education as well as other key senior academics in the development and delivery of the School's Student Education Strategy;
- Supporting the Director of Student Education with the development and delivery



of School Student Education action plans which align with the University Student Education priorities;

- Supporting the Director of Student Education with the development and implementation of initiatives which impact upon the student experience and deliver the school's portfolio of programmes;
- Strategically contributing to the continuous development of the service to deliver institutional and local priorities, working collaboratively with academic colleagues, functional leads and other service colleagues across the School, Faculty and the wider University to achieve this;
- Providing leadership and management to the Student Education Service team members within the School, setting standards for the team, supporting team members through change, and engaging members of the team in delivering improvements that align to school, faculty and university objectives;
- Preparing recommendations to inform short and long-term Student Education Service strategic priorities, gaining buy-in from relevant school and team members for any proposals;
- Supporting the Faculty Education Service Manager in contributing to Faculty level plans and projects within Student Education, in contributing to Faculty level plans and projects within Student Education according to current priorities;
- Managing the effective delivery of assessment, programme support, quality assurance and student support, ensuring the integrity of student records, contributing to the streamlining of activities, planning and directing the effective use of resources to meet key priorities and challenges;
- Identifying and prioritising opportunities for enhancements to school operations through analysis and monitoring of service delivery, using relevant management information and data to identify impact and trends, identifying and addressing risks and barriers to efficient, effective and consistent service delivery.

These duties provide a framework for the role and should not be regarded as a definitive list.

What will you bring to the role?

As a School Education Service Manager you will have:

- Ability to lead and deliver change;
- Experience of influencing and negotiating effectively to achieve desired outcomes;



- Experience of leading and managing people;
- Ability to build and maintain effective partnerships and work collaboratively with a range of stakeholders;
- Experience of delivering continuous improvement and service excellence;
- Excellent problem solving skills and the ability to think strategically and creatively;
- Ability to work independently, assessing, managing and prioritising competing demands;
- Excellent written and verbal communication skills;
- Excellent IT skills with the ability to analyse, interpret and present data.

You may also have:

- A knowledge and understanding of student education in Higher Education;
- Experience in project and process delivery, developing and working to plans, deadlines and project milestones.

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:

Jenny Hamlyn, Faculty Education Service Manager

Tel: +44 (0)113 34 31283

Email: J.L.Hamlin@leeds.ac.uk

Additional information

You will be responsible to the Dean of Faculty and report to the Head of School, with day to day reporting to Professor David Wall.

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.

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 page.

