



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

**Student Education Service Officer, Faculty of Social Sciences**



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

**Reference: ESLFO1080**

## **Student Education Service Officer Faculty of Social Sciences / School of Law**

**Are you a well organised and adaptable individual, committed to delivering an excellent student experience? Do you want to help the School of Law to deliver and develop their exceptional Student Education Service?**

Using your excellent knowledge and expertise of Student Education practices and processes, you will act as one of the main contacts for students and staff in the School, you will provide administrative support for activity relating to both undergraduate and postgraduate assessment in the School of Law.

With experience of working in an administrative role and providing support for student education practices and processes, you will have excellent communication skills and the ability to identify and suggest improvements to the service provided.

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 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 Officer, your main duties will include:

- Acting as a key contact for assessment practices and processes for the School of Law; providing specialist information and advice to students, academic and Student Education Service colleagues;
- Management of the assessment setting process, including sending out relevant information to staff, reminding them of deadlines, preparation for scrutiny and external examiner approval;
- Management of exam and assessment schedules, ensuring examinations and assessments are correctly timetabled and appropriate submission dates are set;
- Preparation of assessments for marking by academic colleagues; ensuring marking is returned in a timely manner; setting deadlines and following up late returns; ensuring that marks are accurately processed; including thorough



- checking of marking scales, penalties, absences and late submissions;
- Coordination of online marking processes, including provision of support to academic staff and ensuring relevant training is undertaken;
  - Facilitating the set up of the Virtual Learning Environment (VLE) including assessment submission areas; coordination of online marking and access for external examiners;
  - Management of external examiners including the appointment process, coordinating access to Minerva and IT, ensuring training requirements are met; and budgeting and calculation of costs for payments;
  - Management of the undergraduate scholarship process including identifying students who meet the scholarship criteria; creating and maintaining a master spreadsheet of awards; completing payment forms and notifying students of their scholarship awards;
  - Coordination of process for ensuring Higher Education Statistics Agency codes are correctly applied and returned for all Law modules;
  - Management of process for assigning both undergraduate and postgraduate dissertation markers to the correct dissertation modules on the VLE to ensure that markers have timely access to electronic marking.
  - Providing and contributing to the development of a consistent, high quality Student Education Service, through participation in functional meetings and team events; making suggestions on how to adapt and develop standardised operational practices and processes;
  - Developing contacts and building effective working relationships with a variety of colleagues and University Services, to ensure effective coordination of information and activity;
  - Providing day to day operational support to members of the School's Student Education Service team on assessment practices and processes;
  - Working with the School Education Service Manager to ensure that the office develops in accordance with the School's Student Education planning cycles and continues to provide value adding services;
  - Developing and maintaining knowledge of assessment functions and keeping up-to-date with institutional developments and supporting their timely adoption within the Faculty and School.

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 Officer, you will have:

- An enthusiasm for and experience of working in an administrative role, supporting student education practices and processes; delivering an excellent customer service and student experience;
- Excellent communication skills, with the ability to clearly articulate complex information, modifying your approach to suit different audiences;
- The ability to work effectively in a team environment by collaborating, supporting and valuing the contribution of colleagues;
- A flexible approach, with excellent organisational, planning and time management skills, with the ability to adapt priorities to meet deadlines and conflicting demands across the service as peak workloads require;
- Strong judgment and initiative with the ability to effectively interpret and apply policies and procedures, understand and solve problems, and make suggestions for improvements;
- Strong IT skills and be proficient in the use of Microsoft Office products, particularly Word and Excel;
- Excellent accuracy and attention to detail;
- Evidence of a commitment to continuous professional development.

You may also have:

- Evidence of an awareness of the key challenges in the Higher Education sector;
- Experience of using information management systems, for example Banner;
- Experience of participating in networks and improvement initiatives.

## 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:



**Katie Jones, Deputy School Education Service Manager**

Tel: +44 (0)113 343 38094

Email: [K.H.Jones@leeds.ac.uk](mailto:K.H.Jones@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](mailto: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.

