



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Education Service Officer (Admissions)



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

Reference: FBSFO1133

Part Time 0.7 fte, fixed-term for 12 months (maternity cover)

(Flexible working schedules can be discussed, however the pattern of work must include full time working on a Friday to support Faculty open days)

Student Education Service Officer (Admissions) Student Education Service

Are you experienced in delivering an excellent customer service and delivering continuous improvement? Do you enjoy working in a busy office environment, working to deadlines and responding to enquiries? Would you like to be part of the University's Admissions team, having responsibility for making and following up on offers to study at Leeds?

Initially based in the Faculty of Biological Sciences, you will report to the Admissions Manager and be part of a University wide Admissions team. With experience of working in an administrative role and the ability to interpret policies and procedures, you will have excellent communication and problem solving skills. You will work in liaison with colleagues across the Admissions Service, supporting marketing, recruitment and admissions activity. Occasional weekend working is required in order to support Open Days, Post Applicant Visit days and Confirmation/Clearing exercise.

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 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.

The University of Leeds and the Faculty of Biological Sciences are committed to providing equal opportunities for all and offer a range of family friendly policies. The University is a charter member of Athena SWAN (the national body that promotes gender equality in higher education), and the Faculty of Biological Sciences was reawarded a Bronze award in 2017. We are proud to be an inclusive Faculty that values all staff, and are happy to consider job share applications and requests for flexible working arrangements from our employees. Our Athena SWAN [webpage](#) provides more information.



What does the role entail?

As a Student Education Service Officer (Admissions), your main duties will include:

- Coordinating and supporting University Admissions practices and processes, providing specialist information and advice to applicants and academic and Student Education Service colleagues and responding to enquiries;
- Processing applications and results, liaising with Admissions Tutors and other relevant colleagues as required, and making decisions to clearly defined entry requirements, including maintaining appropriate systems for the processing of applications, issuing offers and recording the decisions on the Student Information System/ Customer Relationship Management system;
- Monitoring and reporting on applicant data, including offer and conversion rates, retention rates and monitoring performance against entry qualifications, using this data to make recommendations to help ensure Schools/Faculty targets are met;
- Planning, coordinating, and providing logistical support and representation for recruitment activities such as post applicant days and pre applicant open days, coordinating the distribution of information to applicants and potential applicants as part of marketing activities;
- Ensuring the delivery of service excellence across the Admissions team, working with stakeholders to develop and maintain service standards;
- Contributing to the continuous improvement of processes across the Admissions function, ensuring that they are effectively and consistently applied;
- Providing day to day operational support/supervision, guidance and training to members of the Admissions team's practices and processes.

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:

- Experience of working in an admissions focussed role in Further or Higher Education;
- 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

For any queries you may have, please contact:

Paul Matthews, Admissions Manager

Tel: +44 (0)113 343 32829

Email: P.Matthews@leeds.ac.uk



Additional information

For further information on the Student Education Service at the University of Leeds please click [here](#).

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 will not normally be required for these positions. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending. Where a post requires a basic criminal record check from the Disclosure and Barring Service (DBS), and any equivalent overseas authorities where relevant, the successful candidate will be required to give consent for the University to check their criminal record status and all applicants must declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be made in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

