# CANDIDATE BRIEF

## Student Education Service Assistant, Student Education Service



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

**Reference: ESLFO1082**

## Student Education Service Assistant
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**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?**

As one of the main contacts for students and staff in the School, you will provide administrative support for the School of Sociology and Social Policy, primarily supporting the Student Support and Assessment Functions, however, you may be asked to support other Functions as required.

With experience of working in an administrative role 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 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.

## What does the role entail?

As a Student Education Service Assistant, your main duties will include:
- Providing effective and efficient administrative support for Student Support and Assessment processes;
- Facilitating special/mitigating circumstances processes, collating and archiving evidence, and maintaining the student record;
- Responding to enquiries regarding extensions and mitigating circumstances;
- Providing guidance on process and supporting students making applications when required;
- Responsibility for making decisions on extension requests, liaising with exams officer when necessary;

- Providing support for special/mitigating circumstances meetings including preparation, minutes, recording decisions and communicating outcomes to students;
- Facilitating assessment and marking processes, providing support for activities
- including: monitoring of deadlines and penalties for late submission, distributing work to tutors and collating marks;
- Facilitating activity in relation to the timetabling of examinations, the delivery of exam papers, the collection of scripts and distribution to examiners, the release of module grades and the transfer of degree classification;
- Facilitating the set-up of the VLE and coordination of online marking;
- Supporting administrative procedures in relation to marking and moderation processes and the recording of marks in Banner;
- Facilitating processes for giving feedback on assessments to students.

In addition you will:
- Respond efficiently and professionally to enquiries or requests for information; using guidelines and procedures to resolve problems;
- Build effective working relationships and contributing experience, support and advice to colleagues within the Student Education Service;
- Accurately record and maintain information using University systems and producing reports when required;
- Contribute to team decisions and being proactive in making suggestions on how to improve student support practices and processes;
- Keep 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 Student Education Service 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.

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:

**Debbie Westmoreland, Student Education Service Manager**
Tel: +44 (0)113 343 4408
Email: D.Westmoreland@leeds.ac.uk

# Additional information

**About the job**
You will be responsible to the Service Director and report to the Student Education Service Manager.

**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.