



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

**School Support Assistant,
Faculty of Social Sciences, School of Law**



Salary: Grade 3 (£17,682 – £19,133 p.a.)

Reference: ESLLW1137

School Support Assistant

Faculty of Social Sciences, School of Law

Do you have a proactive and enthusiastic approach to customer service? Can you use your initiative to find answers to a wide range queries? Would you like to be part of a supportive and friendly team?

We are looking to recruit an individual with excellent interpersonal and organisational skills. You will be able to demonstrate a high degree of personal responsibility and initiative in all areas of the role as well as a high level of attention to detail, and experience of providing excellent customer service. You will be able to manage email and online resources effectively.

You will be to providing clerical support within the School, as part of the School Support Team, and also working closely with Student Education Service colleagues. You will be the first point of contact for general enquiries in the School and will deal with these alongside day-to-day administrative duties.

Standard working hours for the post will be 9am to 5pm Monday to Friday however there may be an occasional need to work outside these hours to ensure events organised by the team are successfully supported.

What does the role entail?

As a School Support Assistant your main duties will include:

- Responding to and resolving/redirecting telephone, in person and email enquiries in a prompt, accurate and courteous manner.
- Assisting visitors and contractors present in the School.
- Processing incoming and outgoing mail.
- Maintaining the School's supplies and reordering as appropriate.
- Raising purchase orders for goods and services as required and confirming receipt.
- Making room bookings.
- Assist other team members as directed by the School Support Co-ordinator.
- Contributing to maintaining online and paper resources and records.



- Act as Fire Warden and First Aider requiring regular training and updating on University procedures.

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 School Support Assistant you will have:

- GCSEs in Maths and English at grade C (or equivalent) or above or relevant experience
- Evidence of accuracy and attention to detail
- Computer literacy, with experience of using MS packages
- Demonstrate an ability to work well as part of a team and independently
- Evidence of good communication and interpersonal skills in a customer service setting
- Evidence of excellent organisational skills
- Demonstrate an ability to be flexible, adaptable and able to show initiative
- Demonstrate an aptitude for learning new tasks

You may also have:

- Experience of working within purchasing and financial procedures
- Experience of working in an Higher Education environment

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:



Amanda Hemingway, School Support Co-ordinator

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Email: a.t.hemingway@leeds.ac.uk

Additional information

Find out more about the faculty of Education, Social Sciences and Law.

<http://www.essl.leeds.ac.uk>

Find out more about our School of Law. www.law.leeds.ac.uk

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 on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

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.

