



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Education Service Assistant (On-Course)

Faculty of Medicine and Health



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

Reference: MHMED1048

Closing date: 8 March 2020. Interviews scheduled to be held on 20 March 2020

0.8FTE

Student Education Service Assistant (On-Course) Faculty of Medicine and Health, School of Medicine

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?

Working as part of the Faculty of Medicine & Health Student Education Service Team you will work in the School of Medicine supporting on-course activity in the areas of assessment, programme support, and student support.

You will be enthusiastic about and committed to delivering an exceptional student experience with good communication and interpersonal skills. You will have experience in a customer services environment with good attention to detail and able to work with little supervision to meet deadlines. You will be an experienced user of MS Office products.

What does the role entail?

As a Student Education Service Assistant (On-Course), your main duties will include:

- Providing effective and efficient support to the SES team across all areas of on-course activity following clear guidelines and procedures;
- Accurately inputting data, following set guidelines and procedures e.g. attendance monitoring, module evaluations, and updating student records;
- Supporting the delivery of teaching, liaising with tutors, producing materials, updating online learning platform (Minerva) and checking room bookings;
- Assist with preparation and organisation of meetings, including preparation of meeting agenda, taking and disseminating minutes, monitoring follow-up actions arising from meetings when required;
- Supporting selection and induction activities across programmes to include booking rooms/spaces, ordering catering, welcoming participants;
- Use email effectively to communicate information, monitoring shared email accounts as required;

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 (On-Course) you will have:

- An enthusiasm and commitment for delivering an exceptional student experience;
- Skilled in the use of the MS Office package and willing to develop new IT skills;
- Experience of working in an office environment;
- An ability to carry out a process to a high level of accuracy, following work instructions;
- The ability to work effectively as part of a team and experience of maintaining good working relationships with students and staff at all levels of an organisation;
- Good time management and organisational skills, able to prioritise work and complete tasks within agreed timeframes;
- An ability to use initiative to resolve straightforward problems, following guidelines and procedures;
- An understanding of the need to recognise and manage confidential and sensitive information in a discreet and professional manner and an awareness of relevant legislation in this area;
- An ability to keep up-to-date with Student Education Service developments in the University;

You may also have:

- Experience of working in the Higher or Further Education sector;
- Knowledge of Banner or similar Student Information Management system;

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:

Kate Wharton, Operations Manager Postgraduate Programmes

Tel: +44 (0)113 34 33696

Email: K.Wharton@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.

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.

