



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Education Service Assistant, Faculty of Environment



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

Reference: ENVGE1120

Part time: 80% FTE

Maternity Cover 1 year. This post is open to job share and flexible working

Student Education Service Assistant Faculty of Environment

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 of Geography, and the Institute for Transport Studies, you will provide administrative support for all of the field trips taking place at the two Schools, working closely with academic colleagues to ensure that each field trip runs smoothly, making bookings for all travel and accommodation as well as other elements of the field trips. You will also monitor student attendance in the School of Geography, following up on none attendance, and authorising absences, and work closely with colleagues to deliver student experience across the two schools.

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 academic staff and team members, 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 the Student Education Service's programme support team;
- Responding efficiently and professionally to enquiries or requests for information; using guidelines and procedures to resolve problems;
- Supporting all elements of field trip administration; making all bookings; advising staff and students on processes connected to field trips; ensuring that medical information is received from all participants and disseminating it to field trip leaders;



- Acting as main contact for all absence requests from Geography students, and following up on none attendance;
- Working with academic colleagues to collate attendance information;
- Working with colleagues to deliver an excellent student experience, helping to organise, and deliver induction, as well as other activities at both Schools;
- Servicing the School Student Staff Forum meetings;
- Building effective working relationships and contributing experience, support and advice to colleagues within the Student Education Service;
- Accurately recording and maintaining information using University systems and producing reports when required;
- Contributing to Faculty Student Education Service team decisions and being proactive in making suggestions on how to improve student support 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 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:

Jo Moran, School Taught Student Education Manager

Tel: +44 (0)113 343 7523

Email: J.Moran@its.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.

