



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Education Service Assistant, Student Education Service,
Faculty of Environment



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

Reference: ENVFO1109

Part time 3 days

We will consider job share/flexible working arrangements.

Student Education Service Assistant, Student Education Service, 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?

With experience of working in an administrative role and providing support for student education practices and processes, you will have excellent communication skills and the ability to identify and suggest improvements to the service provided.

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 at short notice to meet deadlines. You will work collaboratively within your immediate team, across School, Faculty and Central Services, to share good practice and encourage knowledge exchange between colleagues to facilitate continuous improvement.

Initially based in the School of Earth & Environment, you will be one of the first point of contacts for queries to the School Student Education Service Office, provide primary administrative support for the organisation of student coursework submissions and examinations, and assist with the administration for the School's extensive portfolio of taught degree programmes.

What does the role entail?

As a Student Education Service Assistant your main duties will include:

Student Support

- Acting as an initial point of contact for queries from students, staff and other visitors to the School Taught Student Education Service Office; provide general referral support for students requiring specialist support or guidance according to agreed procedures;



Academic Integrity

- Developing expert knowledge of the operation of the University Procedure and use of Turnitin, act as the main point of contact for students and staff on Academic Integrity issues;
- Monitoring completion of the Academic Integrity Tutorial and Test; escalate cases of non-completion with Academic staff according to agreed procedures
- Providing support to the School Academic Integrity Lead for the organisation of Academic Integrity hearings;
- Organising the re-submission of student work; monitor the completion of work and return of mark; ensure marks are appropriately recorded in Banner;
- Scanning electronic coursework submissions, flagging prospective cases of plagiarism for priority attention of markers based on a preliminary assessment of Turnitin similarity scores;
- Maintaining an accurate record of the progress and outcomes from hearings; monitor outcomes for trends and to ensure consistency; advise the School Academic Integrity Officer on the development of preventative initiatives with students most at risk; input data on outcomes to the Student Cases Team database;
- Assisting with the development of School and Faculty level guidance and procedures; make materials available to staff and students in Minerva, represent the School SES Team at Academic Integrity Network meetings.

Programme Support

- Inputting change of module, programme and leaver's information to the Student Record in Banner, and maintain an accurate record of changes in progress. Act as an initial point of contact for queries on the Student Record from University Operations and Examinations Team;
- Acting as the main point of contact for students and staff for queries on online registration (OLR) and module enrolment (OLE); advise students on optional and Discovery module choices;
- Checking student optional and Discovery module choices against programme level requirements;
- Organising end of year module enrolment information meetings for students; prepare original materials for meetings and upload documents to Banner;
- Inputting to the preparation of guidance for students on OLE and OLR processes and requirements;



- Overseeing the operation of the School Attendance Monitoring system;
- Assisting with the archiving of student work;
- Assisting with the preparation of module level documentation (exam marks, exam scripts, sample coursework, moderation forms, and module feedback) for scrutiny by External Examiners.

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 verbal and written communication skills;
- Ability 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;
- A commitment to seeking development and learning opportunities, with the ability to keep up-to-date with new processes, information and systems.

You may also have:

- An awareness of the key challenges in the higher education sector;
- Experience of taking minutes at in/formal committees.



How to apply

You can apply 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:

Naomi Tickhill, Student Education Service Manager.

Tel: +44 (0)113 343 33838/34647

Email: N.R.Tickhill@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 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.

