



**Faculty of Mathematics and Physical Sciences
Student Education Service**

Education Service Officer (Student Support)

This is an exciting and challenging opportunity to join a small team working in the Student Education Service based within the School of Physics and Astronomy. You will work closely with the School Student Education Manager to provide a high level of service and support to students and academic staff, principally in the areas of programme support and quality assurance.

Possessing good interpersonal and communication skills, you will demonstrate an enthusiasm and commitment for delivering an exceptional student experience. You will be able to work effectively both alone and as a member of a team, possess excellent organisational skills and a flexible attitude to work. Educated to GCSE level (or equivalent) in Maths and English at Grade C or above, you will also be skilled in the use of Microsoft Office products, particularly Word and Excel. A working knowledge of Banner or similar management information system is desirable.

University Grade 4 (£18,030 - £20,781 p.a.)

Informal enquiries may be made to Miss Jenny Heaton, tel +44 (0)113 343 3429, email j.a.heaton@leeds.ac.uk

Closing Date: 6 August 2015

Ref: MAPFO1007

**Click here for further information about working at the University of Leeds
www.leeds.ac.uk/info/20025/university_jobs**

Job Description

Responsible to: Faculty Education Service Manager

Reports to: School Education Service Manager

Main Duties and Responsibilities

Programme Support

- Contribute to the maintenance of the student record, providing support for activities including: registration, enrolment, processing change of module, programme or leavers forms, production of class lists for modules, support for allocation of personal tutors, maintenance of student and module related information on relevant systems
- Monitoring student attendance at timetabled classes including dealing with poor student attendance and convening meetings as required
- Contribute to the maintenance and publication of course and programme level information for students including the maintenance and development of web resources for current students
- Work with the School Education Service Manager to create the teaching timetable, scheduling activities as required and allocating students to groups

Quality Assurance

- Provide administrative support for quality assurance processes including accreditation visits, Student Academic Experience Review and annual review of programmes and modules
- Support module and programme approval processes, including catalogue entry updating
- Attend the School Taught Student Education Committee and take responsibility for writing minutes
- Coordinate the process for gathering feedback from students, through Week 5 Feedback and End of Module surveys and assist with the analysis and dissemination of the results
- Coordinate the arrangements for the annual End of Year Review meetings, taking minutes and arranging the dissemination of outcomes to staff and students
- Support the preparation of the End of Module Review Forms, ensuring that the arrangements for module review within the School are consistent with University guidelines

Student Support

- With members of the student education service team, respond to enquiries via telephone, email and the counter, providing assistance to staff and students

- Assign Personal Tutors and liaise with relevant colleagues in relation to the coordination of the personal tutoring scheme and Leeds for Life
- Co-ordinate the School's Peer Assisted Learning mentoring scheme; recruiting mentors, allocating students to groups, timetabling sessions, and monitoring attendance
- Responsible for communicating University and School information to students, developing and maintain systems for communication with students including student noticeboards, and distributing messages via email, the student portal and VLE
- To co-ordinate all aspects of the School's undergraduate research placement scheme
- Work in partnership with other members of the student education service team to support 'Intro' week events and student induction more generally

Assessment

- Providing administrative support for the School Education Service Manager in relation to the assessment process

General

- Be involved in making suggestions on how to improve student support practices and processes in their area and contribute to decisions such as changes to operational procedures and practices
- Keep up to date with institutional and student support developments and promote their timely adoption within their area
- Work with some day-to-day direction; deciding urgency and order of how given tasks should be completed responding efficiently for requests for information or enquiries from staff and students
- When necessary, with support, resolve routine problems, using agreed student support procedures and guidance
- Contribute experience, support and advice to colleagues within the Student Education Service and in other areas of the School Administrative Team.
- Undertake any other duties commensurate with the grade as might reasonably be required, to support priorities or fluctuations in workload, including supporting the day to day running of the School

Career Expectations

The University of Leeds is committed to developing its staff. All staff participate in the Staff Review and Development scheme and we continue to work with individuals, supporting them to maximise their potential.

Progression to a higher grade is dependent on an individual taking on an increased level of responsibility. Vacancies that arise within the area or across the wider University are advertised on the HR website <http://jobs.leeds.ac.uk> to allow staff to apply for wider career development opportunities.

University Values

All staff are expected to operate in line with the university's values and standards, which work as an integral part of our strategy and set out the principles of how we work together. More information about the university's strategy and values is available at <http://www.leeds.ac.uk/comms/strategy/>

Person Specification

Essential

- Maths and English GCSE (or equivalent) at Grade C or above
- An enthusiasm and commitment for delivering an exceptional student experience
- The ability to work effectively on your own and as part of a team
- With support, able to manage own workload on a day-to-day basis
- Good interpersonal skills; able to work positively with staff and students
- Embodies a customer service ethos; committed delivering a high quality service
- Excellent accuracy and attention to detail
- Excellent organisational skills; able to prioritise own tasks and meet agreed deadlines
- Good communication skills - able to respond to enquiries or requests for information from staff and students
- Able to suggest improvements to service delivery
- Able to resolve straightforward or routine problems, looking for guidance as necessary
- Flexible and adaptable, able to move across support functions, where workload peaks require
- Skilled in use of Microsoft Office products, particularly Word and Excel
- Committed to on-going staff development and training

Desirable

- Experience in providing effective support to staff and students in a Higher Education setting
- Experience in supporting student education practices and processes
- Evidence of an awareness of developments in student support
- Experience of using Banner

Additional Information

The University offers generous terms and conditions of employment, a wide range of benefits, services, facilities and family friendly policies. Full details are available on the Human Resources web pages accessible at www.leeds.ac.uk/hr

The Partnership

The Partnership has been developed by students and staff and describes the mutual expectations of us all as members of the University of Leeds community. More information about the Partnership is available at <http://partnership.leeds.ac.uk>

Disclosure and Barring Service checks

A Disclosure and Barring Service (DBS) Check is not required for this position. However, applicants who have unspent convictions, cautions, reprimands and warnings, including any pending criminal proceedings must indicate this in the 'other personal details' section of the application form and send details to the Recruitment Officer at disclosure@leeds.ac.uk.

Disabled Applicants

The post is located in the School of Physics and Astronomy. Disabled applicants wishing to review access to the building are invited to contact the department direct. Additional information may be sought from the Recruitment Officer, email disclosure@leeds.ac.uk or tel + 44 (0)113 343 1723.

Disabled applicants are not obliged to inform employers of their disability but will still be covered by the Equality Act once their disability becomes known.

Further information for applicants with disabilities, impairments or health conditions is available in the applicant guidance.