Student Education Service  
Study Abroad Office  

Social Assistant: Leeds International Summer School (LISS)

Please note that this vacancy is available to current University of Leeds students and University of Leeds 2016 graduates only.

Duration: 27 June – 31 July 2016

Hours of work: 20 and 30 hours per week

Leeds International Summer School (LISS) is a four week programme that provides a taste of British University life and culture to international students from a wide variety of educational and cultural backgrounds. The programme includes academic study, module-related field trips, day trips to places of historical and cultural interest, regular social activities and a weekend in London.

The post of Social Assistant involves orienting students to their new environment, helping them to settle in and feel welcome, offering help and guidance where appropriate, providing a point of contact outside of class time, facilitating their social interaction, maintaining a friendly and responsible presence throughout the Summer School, and acting as an ambassador to the University of Leeds.

Social Assistants will be expected to maintain close contact with other staff (both academic and non-academic), work as a team to organise and deliver two to three social activities a week, and participate in module-related field trips and cultural excursions (including a weekend in London). Social Assistants will be required to carry out some administrative tasks before and/or during the Summer School.

IMPORTANT (PLEASE READ): YOUR APPLICATION

Please provide evidence in your application of how you meet the Person Specification criteria in the job description below. Evidence means details of your experience or examples of when you have demonstrated the essential abilities. Please note that if you only state that you have the ability without providing evidence, you will not be shortlisted. For advice about completing effective job applications, you may wish to consult the Careers Centre website and make use of their drop in and appointment services.

University Grade 2.3 (£8.25 per hour). Accommodation is provided for the duration of LISS (2 – 31 July). During the training week (27 June – 1 July) Social Assistants must make their own accommodation arrangements.

Informal enquiries may be made to Lisa Beare  
Tel: +44 (0)113 343 6886  
Email: summer@leeds.ac.uk

Closing Date: 29 March 2016  
Interviews are expected to be held 18 – 29 April 2016
Job Description

Responsible to: Study Abroad Manager
Reports to: Study Abroad Office Staff

Main duties and responsibilities:

Before LISS
- Attend preparatory meetings and training
- Prepare student information packs
- Shop for basic items for students' accommodation
- Liaise as necessary with residence staff
- Check students’ flats/rooms to ensure everything is in place
- Become familiar with fire and security regulations and procedures in residence
- Display useful information on notice boards
- Set up a Facebook closed group for programme participants and staff
- Produce materials to promote initial social activities

At the start of LISS
- Welcome students on arrival and distribute Welcome Packs
- Show students around their accommodation and help them settle in
- Inform students of fire and security in their accommodation
- Keep a record of students’ names, room numbers and emergency contacts
- Lead students on walking tours of set routes around the city and campus
- Present accurate information effectively and entertainingly to groups of students
- Escort students to the library and The Edge for organised tours
- Take students to collect their Student ID cards
- Admit any late arrivals to the flats and help them to settle in
- Escort students to class on Day 1 of the programme

During LISS
- Organise and promote two to three evening and weekend social activities a week
- Assist with the setting up and tidying of event spaces
- Participate in organised excursions on Fridays and weekends
- Keep student register on trips/excursions
- Help students to feel comfortable to participate and mix with other students
- Be on call for specified nights during the programme to resolve minor queries and refer more serious incidents to Study Abroad Office staff
• Maintain daily contact with Study Abroad Office staff
• Keep Study Abroad Office staff informed of any problems/issues
• Provide an appropriate level of support to students
• Attend staff meetings
• Distribute mail to students
• Contribute to Summer School publicity via photos and/or social media updates

Person Specification

Letters after each criterion indicate the method of assessment which will be used during the selection stage: A = Application form, I = Interview, T = Test

Essential

• Enthusiastic about making a positive impact on new international students and building positive relationships with people from different cultural backgrounds. (A, I)
• Experience of being an active, supportive and reliable team member and ability to perform tasks independently to achieve team aims. (A, I)
• Excellent communication skills with the ability to listen to, understand and talk to a range of different people (such as students, university staff, external organisations (A, I)
• Experience of providing excellent customer care and/or an exceptional student experience (this can include paid, voluntary or other experience. (A, I)
• Enthusiasm for activities outside of studies and ability to act as a positive ambassador for the University and city, actively promoting opportunities to students and encouraging participation. (A, I)
• Excellent time management skills in order to carry out tasks to completion and the ability to work under pressure and respond flexibly and positively in busy, changing or unexpected situations. (A, I)
• Ability to demonstrate problem-solving skills, the willingness to take initiative and understand the need to escalate problems to supervisors when appropriate. (A, I)
• Ability to understand the basic needs of new international students and be confident to provide appropriate support or signpost them as required to help meet their needs (I)
• Excellent presentation skills, with the ability and confidence to present information clearly to large groups or whilst managing crowds and tour groups. (I)
• Ability to absorb and retain new information quickly and explain this information clearly and succinctly to individuals and groups. (I)
• Ability to give impartial information to diverse groups of people so that they can make informed decisions. (I)
• A confident, friendly, patient and professional approach, with the ability to deal sensitively and with empathy with people who have different opinions or perceptions, have additional needs or may become angry or distressed. (I)
• Ability to work variable hours including evenings and weekends (A, I)

Desirable
Experience of supporting people from different backgrounds with different needs and whose first language may not be English. (A, I)

Experience of supporting people from different backgrounds with different needs and whose first language may not be English (A, I)

Experience of living abroad. (A, I)

Be prepared to help carry luggage and equipment if given manual handling training. (A)

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/.

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 Study Abroad Office which is part of the Student Education Service. Disabled applicants wishing to review access to the building, accommodation and other areas where Social Assistants will be expected to work, are invited to contact the Study Abroad Office directly. 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.