



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

**School Support Assistant/Receptionist,
Faculty of Engineering and Physical Sciences**



Salary: Grade 3 (£23,581 – £24,600 p.a. depending on experience)

Reporting to: Paula Talbot

Reference: EPSMA1122

Location: Leeds main campus

Closing date: Sunday 23 March 2025

We are open to discussing flexible working arrangements

School Support Assistant/Receptionist, School of Mathematics.

Overview of the role

Are you looking for a varied role in a busy office environment? Do you have experience of working in a busy frontline customer service role in addition to having excellent communication and interpersonal skills? Would you like to be part of a supportive and friendly team?

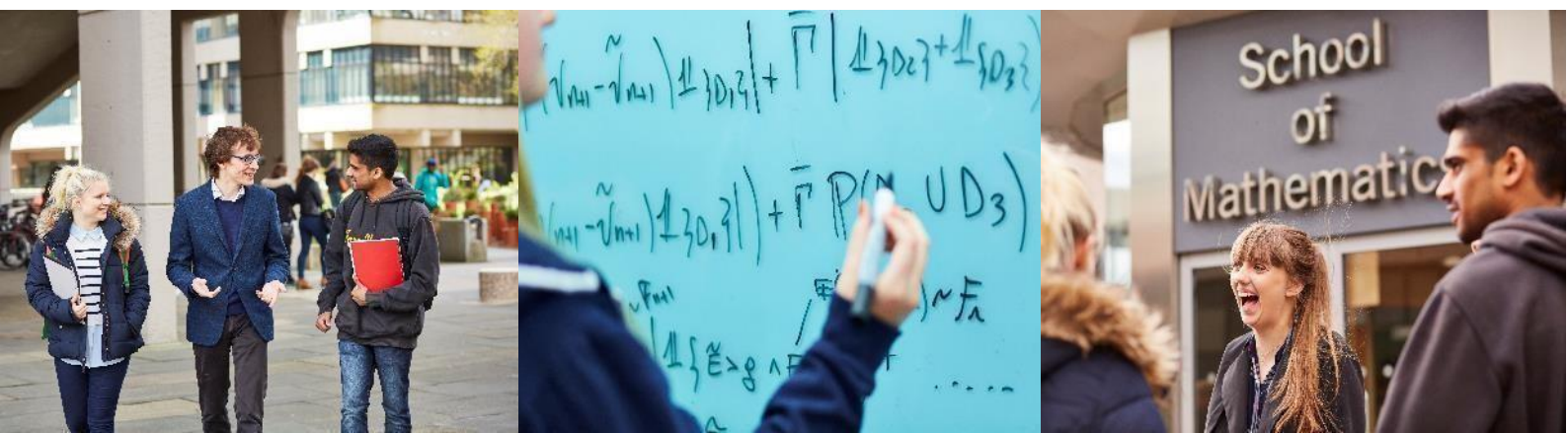
We are looking for an enthusiastic individual with excellent interpersonal and organisational skills to provide clerical and reception support as part of our School Support Team. You will support a variety of non-student facing functions including purchasing, maintaining electronic and paper-based records and providing support to meetings.

You will be able to demonstrate a good degree of personal responsibility and initiative in all areas of the role, as well as a high level of attention to detail and the ability to work flexibly and to deadlines within a busy office environment. With experience of providing excellent customer service, you will be fully competent using Microsoft Office and be able to manage email and internet-based systems effectively.

Main duties and responsibilities

As a School Support Assistant/Receptionist, your main duties will include:

- Providing a courteous and helpful front-line service to all staff, students and visitors, responding to or redirecting queries in a prompt and professional manner, handling all incoming and outgoing mail and deliveries, including managing a shared inbox, using initiative and proactive problem solving skills;
- Receiving, checking and forwarding all expense paperwork to the Faculty Finance Team, ensuring it is in line with current policies and approvals;
- Working as part of a team, contributing to team decisions and providing support and advice to colleagues, offering suggestions and seeking ways to improve best practice;
- Providing general clerical support to the School, including preparing documents and mailshots, managing room bookings, photocopying bulk



teaching materials/hand-outs and assisting with preparations for events and meetings, setting up equipment for internal events as required;

- Supporting meetings, including preparing and disseminating agendas, papers, minute taking and recording/updating actions;
- Assisting the Deputy School Administrator as required, including inputting of PGR workload hours on timesheets;
- Assisting with travel arrangements, conference and hotel bookings, liaising with the University travel team for more complex requests and the University approved travel company as necessary. Researching competitive prices when alternative travel and accommodation as required. Providing local in-house training on the Key Travel booking system;
- Raising orders, including creating and maintaining accurate records and internal systems. Managing stationery, catering and first aid stock, making sure costs and forward planning are considered;
- Ensuring that goods receipting is carried out in an accurate and timely manner, chasing up outstanding items with the relevant departments when necessary, and informing recipients of delivered goods. Creating and maintaining accurate archive records and internal systems, ensuring that processes are in line with GDPR and the University retention policy;
- Maintaining the professional appearance of the front desk and adjacent areas and contributing proactively to the organisation and review of front desk provision, identifying ways to improve existing systems and communicating to the wider team;
- Being responsible for uploading publication information received from all staff and postgraduate students onto the University's Symplectic system, liaising with the library team to resolve more complex repository queries;
- Ensuring general School equipment, for example, photocopiers, printers and vending machines, are operational and maintained in good working order, anticipating peak usage and proactively maintaining optimal stock levels;
- Actively seeking personal development opportunities, undertaking training and development 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.



Qualifications and skills

Essential

- Previous experience of working in a busy office reception or frontline office environment;
- Computer literacy skills, including a working knowledge of Microsoft Word, Excel and Outlook;
- An adaptable and flexible attitude, with good organisational skills and the ability to respond to changing priorities and work under pressure, whilst maintaining excellent attention to detail;
- Effective interpersonal and team-working skills with the ability to deal with a wide range of people at different levels;
- Excellent written and verbal communication skills with a good telephone manner;
- A proactive problem solving approach;
- The ability to work effectively on your own initiative and also as part of a team.

Desirable

- Knowledge or experience of working in Higher Education;
- Experience of working within purchasing and financial procedures;
- Experience of booking accommodation and making travel arrangements on behalf of others;
- Experience of minute taking and preparation of agendas.

How to apply

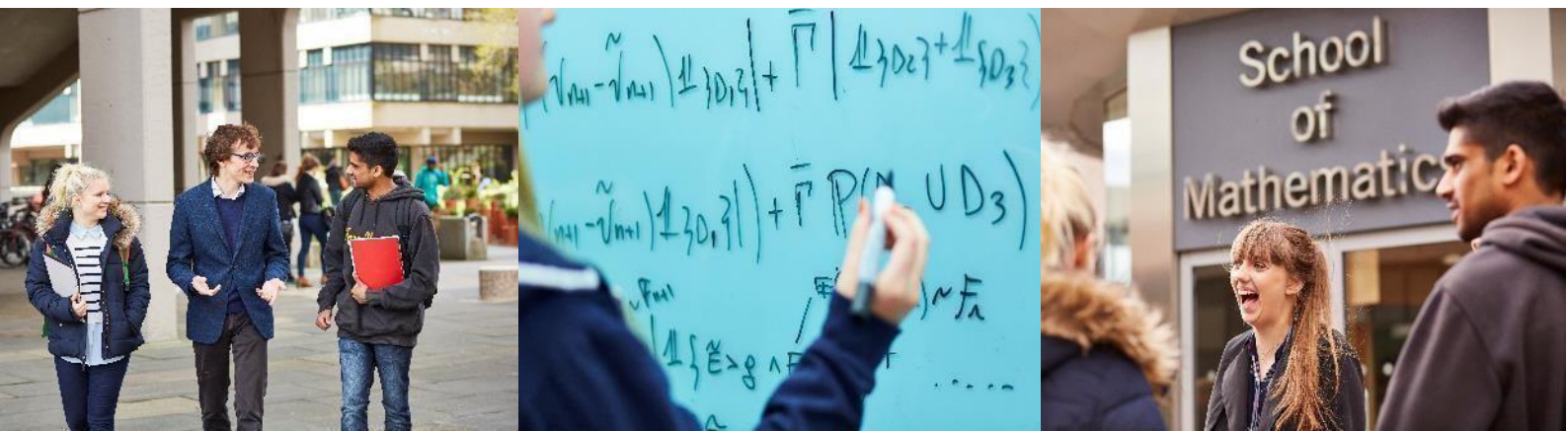
You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23:59** (UK time) on the advertised [closing date](#).

Contact information

To explore the post further or for any queries you may have, please contact:

Paula Talbot, Deputy School Administrator

Email: P.Talbot@leeds.ac.uk



OR

Margaret Jones, School Administrator

Email: Medsjon@leeds.ac.uk

Additional information

Faculty and School Information

Further information is available on the research and teaching activities of the [Faculty of Engineering & Physical Sciences](#), and the [School of Mathematics](#).

Working at Leeds

We are a campus-based community and regular interaction with campus is an expectation of all roles in line with academic and service needs and the requirements of the role. We are also open to discussing flexible working arrangements. To find out more about the benefits of working at the University and what it is like to live and work in the Leeds area visit our [Working at Leeds](#) information page.

A diverse workforce

As an international research-intensive university, we welcome students and staff from all walks of life and from across the world. We foster an inclusive environment where all can flourish and prosper, and we are proud of our strong commitment to student education. Within the Faculty of Engineering and Physical Sciences we are dedicated to diversifying our community and we welcome the unique contributions that individuals can bring, and particularly encourage applications from, but not limited to Black, Asian and ethnically diverse people; people who identify as LGBT+; and people with disabilities. Candidates will always be selected based on merit and ability.

The Faculty of Engineering and Physical Sciences are proud to have been awarded the Athena SWAN [Silver](#) Award from the Equality Challenge Unit, the national body that promotes equality in the higher education sector. Our [equality and inclusion webpage](#) provides more information.

Information for disabled candidates

Information for disabled candidates, impairments or health conditions, including requesting alternative formats, can be found under the 'Accessibility' heading on our [How to Apply](#) information page or by getting in touch by emailing HR via hr@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 page.

Salary Requirements of the Skilled Worker Visa Route

This role is not eligible for Skilled Worker visa sponsorship. Information on other visa options is available via [the Government's Work in the UK page](#).

