



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Deputy School Manager, School of Languages, Cultures & Societies ,
Faculty of Arts, Humanities and Cultures



Salary: Grade 6 (£32,546 – 38,249 p.a.)

Reference: AHCLC1236

Location: University Campus (with scope for hybrid working). We are open to discussing flexible working arrangements

Full time, Fixed Term or Secondment for 1 year from 27th August 2025, where cover is required for a member of staff on leave/absence

Deputy School Manager, School of Languages, Cultures & Societies (LCS)

Management and Administration Support Service

Faculty of Arts, Humanities and Cultures

Overview of the Role

Are you someone who can combine operational efficiency with the ability to problem solve to help shape the future of our Service? Are you motivated to support academic excellence in the Faculty of Arts, Humanities & Cultures which is part of a highly rated Russell Group university? Do you want to be part of a dynamic professional service that partners with different teams, working towards unified processes?

As Deputy School Manager, you will work closely with the School Manager, Language Centre Manager, Head of School and other senior role holders across LCS and The Language Centre, with a focus on ensuring operational effectiveness and sustainability through planning and innovation, informed by the School and Faculty strategy, and the University strategy and KPIs. You will be part of a School and Faculty MASS (Management Administration Support Service) team as well as a wider Operations team in the University, seeking to continually improve and develop approaches to management support across this large and diverse organisation. You will be joining a warm, welcoming team of like-minded colleagues who are committed to learning, developing and growing as a service.

This exciting role will give you the opportunity to support the School Manager in operationalising Faculty and school strategies, ensuring management support processes are aligned with Faculty and School strategic objectives. You will manage a team in the School's Management and Administration Support Service (MASS), taking day to day responsibility for the smooth running of a wide range of administrative processes and operational projects. You will also play a key role in ensuring effective partnership working with the Professional Services teams, including HR, Purchasing, Student Operations and Facilities, amongst others, ensuring that internal processes relating to human resources, estates and health & safety are carried out effectively.

As Deputy School Manager, you will be self-motivated, with a pro-active attitude, evidencing the ability to identify problems and implement creative solutions, using your



initiative to make impactful decisions. You will be able to evidence the effective delivery of tasks, through leading, managing or influencing others. The ability to handle a diverse workload, prioritise effectively and work flexibly whilst still maintain a high level of precision and accuracy will be essential. You will also possess excellent communication and interpersonal skills, to effectively manage partnerships and deliver results. Excellent IT skills with a proven ability in data handling is also required.

What does the role entail?

Main Duties and Responsibilities

As a Deputy School Manager, your main duties will include:

- Providing high level support to the School Manager LCS, Language Centre Manager and Head of School (HoS) in the overall management of the school, deputising for the School Manager and Language Centre Manager where required, to deliver the School, Faculty and wider University strategy. This may include delegated responsibility for key operational functions in the School, including, but not limited to, HR, IT, Finance, Estates, and Health & Safety matters. For example:
 - Human Resources processes such as staffing resource requests, contract management and recruitment
 - Health & Safety management including first aid, fire warden and risk assessments
 - Internal School Communications
 - Estates & Office Space management
 - IT resource management
 - University level management returns including the annual space survey, TRAC and Module Split activities
- Acting as a secondary point of contact/liaison with the Faculty Finance team, having oversight of School-based financial processes in order to act as an approver
- Supporting the School Manager and Language Centre Manager with leadership of the school MASS team to support delivery of research and education, ensuring consideration of Faculty and University wide approaches to resource planning, priority setting and workforce planning
- Responsibility for line management, review and development of relevant MASS staff, working closely with the School Manager and Language Centre Manager



to ensure operations align with the wider objectives of the service and the needs of the School as a whole

- Providing leadership for School and Faculty operational projects such as induction processes; sustainability action plans; school SharePoint sites; and process mapping, sharing best practice
- Supporting the School Manager and Language Centre Manager in leading on the School's implementation of the University's continuous improvement framework, by proactively reviewing processes in order to maximise efficiency and move towards consistency
- Contributing to a culture of dynamic and meaningful partnership, working across operational functions and academic communities in the School and Faculty, leading on projects to achieve operational efficiency 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:

- Self-motivated, and pro-active attitude with experience of working in an operations and/or administrative role in a large and complex organisation, evidencing the ability to plan ahead, identify problems and implement creative solutions.
- The ability to lead, manage, train and develop individuals and/or teams, to ensure the effective delivery of tasks
- Excellent communication and interpersonal skills with the ability to build positive working relationships with a wide range of people, supporting staff workplace cultures
- Experience of using organisation and prioritisation skills to adapt to changing priorities and to work flexibly
- Excellent attention to detail with ability to perform tasks with precision and accuracy
- Experience of using own initiative to make impactful decisions
- Excellent IT skills, especially in handling and manipulating data in Excel, to present complex numerical information clearly and accurately



You may also have:

- Experience working with Human Resources, for example knowledge of best recruitment practices and management of staff recruitment processes
- Experience of facilitating and influencing change, showing a high level of adaptability

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:

Michaela Craze, Faculty Operations Manager

M.A.Lancaster-Knaggs@leeds.ac.uk

Additional information

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.

Our University

As an international research-intensive university, we welcome students and staff from all walks of life. 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 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, people who belong to a minority ethnic community; people who identify as LGBT+; and disabled people. Candidates will always be selected based on merit and ability.

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](mailto:hr@leeds.ac.uk).

