



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

**Management Support Officer, School of Media and Communication ,
Faculty of Arts, Humanities and Cultures**



Salary: Grade 5 (£29,588 - £33,022 p.a. depending on experience)

Reference: AHCMC1124

Reporting to: Deputy School Manager/School Manager

0.4 FTE, 1 year fixed term contract where additional resource is needed to cover peak demand for a limited period.

Location: University Main Campus, Monday and Tuesday office working.

**Management Support Officer
School of Media and Communication
Management and Administration Support Service (Media Professional
Services)
Faculty of Arts, Humanities and Cultures**

Are you enthusiastic, highly organised and versatile, with a strong problem-solving approach? Are you motivated to support excellent operational efficiency 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 Management Support Officer in the Faculty of Arts, Humanities & Cultures, based in The School of School of Media and Communication, you will work closely with the HoS, Deputy School Manager/ School Manager and school MASS team. As a team, you'll be pointed towards achieving operational effectiveness, guided by strategic priorities. You will be part of the 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. You will be joining a warm, welcoming team of like-minded colleagues who are committed to learning, developing and growing as a service. This in turn brings the opportunity to contribute towards Faculty strategic initiatives.

This exciting, diverse role will give you the opportunity to provide comprehensive support in all areas of the service, including Human Resources (HR), purchasing, facilities, finance, communications, event support and Health and Safety, ensuring management support processes are aligned with Faculty and School strategic objectives. You will play a key role in ensuring effective partnership working with the Professional Services teams, including HR, Purchasing, and Facilities, amongst others, ensuring that processes are carried out effectively.

With experience of providing varied administrative support, you will have the ability to develop and maintain effective working relationships with colleagues at all levels. You will have the ability to handle problems efficiently and professionally, using your initiative to find solutions and suggest process improvements. In addition, you will have the ability to communicate effectively and work flexibly as part of a team, with strong organisation and prioritisation skills. You will have strong IT skills and experience dealing with confidential information.



Main duties and responsibilities

As a Management Support Officer, your main duties will include:

- Providing efficient and effective administrative support to a range of operational functions in the School in accordance with University policies and procedures, which may include, but are not limited to, Human Resources (HR), purchasing, facilities, finance, communications, event support and Health and Safety. For example:
 - Human Resources processes such as staff recruitment and induction, annual staff reviews, sickness absence, annual leave and associated administration;
 - Administering non-staff payment processes, working effectively with a wide variety of workers and external partners, including teaching assistants, visiting speakers, interns and external examiners
 - Supporting with School Facilities, including managing estates queries and acting as the Locking and Access representative for the school
 - Purchasing goods & services, administering the process from engagement to goods receipt, including booking travel
 - Organising School focussed events such as graduation, staff away days and staff social events, working with suppliers, booking spaces and arranging hospitality and staffing as required
 - Supporting Health & Safety processes, as Health & Safety Co-ordinator, such as monitoring completion of mandatory training for staff, oversight of risk assessments and acting as a fire warden and first aider
 - Creating School-wide communications, ensuring the School SharePoint site reflects current important information
 - Supporting the workload model process, updating and maintaining data within the Workload Allocation Management System
- Providing a high level of customer service including support, guidance and advice to staff in the School and external partners on operational matters, in accordance with University policy
- Working collaboratively with the School MASS team, and other Faculty MASS colleagues, to support delivery of research and education, to ensure operations align with the wider objectives of the service and the needs of the School as a whole, providing cover where required



- Providing support to School and Faculty operational projects on themes such as induction processes; sustainability action plans; school Sharepoint sites; and process mapping, sharing best practice across the team and service
- Supporting 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, 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

- Enthusiastic, and pro-active attitude with experience of working in an operations and/or administrative role in a large and complex organisation
- A proven ability to handle problems efficiently and professionally, using your initiative to find solutions and to respond to unexpected demands and priorities
- Excellent verbal and written communication with the ability to communicate concisely and to a high level of accuracy
- Excellent interpersonal skills, including the ability to maintain strong working relationships with colleagues at all levels
- Proven ability to work cooperatively and flexibly as part of a team and to work independently
- Excellent organisational and prioritisation skills in order to manage conflicting priorities
- Strong IT skills, with a sound knowledge of Microsoft suite packages Outlook, Excel, SharePoint, Word etc
- Ability to deal with confidential and sensitive information, in line with GDPR requirements



Desirable

- Experience of working with Human Resources processes
- Experience in continuous improvement of processes

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:

Charles Balatoni, Deputy School Manager

Email: c.balatoni@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 School of Media and Communication 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).

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

G5 - Please note that due to Home Office visa requirements, this role is not suitable for first-time Skilled Worker visa applicants. Information on other visa options is available at: <https://www.gov.uk/browse/visas-immigration/work-visas>

