



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Student Education Service Officer, Faculty of Medicine and Health



Salary: Grade 4 (£18,412 – £21,220 p.a. pro rata)

Reference: MHLCM1106

Closing date: 29 June 2017

Part time - 80% of full time equivalent

Student Education Service Officer School of Medicine

Are you a well organised and adaptable individual, committed to delivering an excellent student experience? Do you want to help the School of Medicine to deliver and develop their exceptional student service?

As one of the main contacts for students and staff in the School,, you will have the responsibility for coordinating the full scope of duties, covering enquiry to graduation in support of the MSc in Clinical Embryology. This part-time distance learning degree also includes three distinct weeks of direct classroom based teaching in Leeds over the two year period. An important part of your role will include being present during each of these week long workshop sessions in order to provide direct and high quality administrative support to help ensure students receive a positive experience.

With experience of working in an administrative role and providing support for student education practices and processes, you will have excellent communication skills and the ability to identify and suggest improvements to the service provided. You will work flexibly, moving area of work as necessary to respond to workload peaks, working collaboratively with team members within your School, with other schools and central services to share good practice and encourage knowledge exchange between colleagues to facilitate continuous improvement.

What does the role entail?

As a Student Education Service Officer, your main duties will include:

- Programme co-ordination from enquiry to graduation supporting a Distance-Learning Masters programme;
- Being the central liaison point for potential students, current students, teaching staff and colleagues across the University, offering help and advice and problem solving in relation to the programme;
- Using the University's Customer Relationship Management (CRM) system to process Programme applications;
- Maintaining a continuing communication with potential students (pre-arrival) arranging ad-hoc information interviews, creating letters to instruct and provide advice for the Induction Workshop regarding timetables, accommodation travel, registration and payment;



- Using the Virtual Learning Environment (VLE) to support the delivery of the programme's online modules and assessments (e.g. setting up submission and resource areas, setting deadlines and extension requests);
- Recording marks, preparing mark sheets, processing of mitigating circumstances for checking by the Programme Lead, distributing results and on-line feedback to students;
- Servicing the Programme Management and Mitigating Circumstances Committees; drafting agendas, taking minutes and collating information for consideration by the Committee;
- Contributing to and maintaining robust systems to support online distance learning students including attending University Online Distance Learning Network meetings;
- Providing a source of accurate advice to students throughout the duration of their studies on matters relating to academic regulations and processes, requests for temporary leave, processing programme and module choices; monitoring and processing return from temporary leave;
- Organising the administration of three Workshop weeks including room bookings, producing timetables and liaising with external lecturers etc.

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.

What will you bring to the role?

As a Student Education Services Officer, you will have:

- An enthusiasm and commitment for delivering an exceptional student experience;
- Experience of working in a customer service role (ideally with students and/or involving clients overseas);
- Strong IT skills and proficiency in the use of Microsoft Office products, particularly Word and Excel and Outlook;
- Excellent communication skills;
- The ability to work positively with staff and students at all levels and to work effectively and proactively as part of a team;
- A flexible and adaptable approach; able to work independently and to move across support functions as workload peaks require;



- Excellent accuracy and attention to detail;
- A commitment to continuous professional development;
- Excellent organisational and time management skills; able to prioritise tasks to meet deadlines and conflicting demands; with experience of organising events and activities;
- The ability to creatively and proactively find practical solutions to resolve problems of varying complexity.

You may also have:

- Experience of servicing committees producing agendas and minutes as appropriate;
- Experience of working in a higher education environment;
- Experience of using Banner and the VLE or similar student information management system.

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 29 June 2017.

Contact information

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

Mr John Huntriss, Programme Lead, Clinical Embryology (Distance Learning)

Tel: +44 (0)113 343 7056

Email: j.huntriss@leeds.ac.uk

Additional information

Find out more about the [Faculty of Medicine and Health](#) and the [School of Medicine](#).

Find out more about the [Student Education Service](#).

Find out more about [Athena Swan](#) in the Faculty of Medicine and Health.



Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@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.

