



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

**Student Education Service Officer, Faculty of Medicine and Health**



**Salary: Grade 5 (£22,214 – £25,728 p.a. pro rata)**

**Reference: MHIME1075**

**Closing date: 4 September 2017**

**Available on a part time basis (80% full time equivalent) across either 4 or 5 days (finishing at 5.00pm each day).**

# **Student Education Service Officer**

## **School of Medicine**

### **Leeds Institute of Medical Education**

**Are you a well organised and adaptable individual, committed to delivering an excellent student experience? Do you want to help the Leeds Institute of Medical Education to deliver and develop their exceptional Student Education Service?**

Based in the School of Medicine, you will work within a vibrant professional education service team, dedicated to providing an excellent learning and teaching experience to all our students and staff. The service is underpinned by principles of quality, equity, consistency and opportunity, delivering an exceptional student experience for all. The service encourages staff to become flexible, providing professional training and development and opportunities to work in a variety of roles across the service.

You will act as a key contact for the Gynaecology, Obstetrics & Sexual Health (GOSH) course in the School of Medicine as well as providing support to other areas. You will be involved in coordinating and supporting activities such as course assessment activities and the organisation of exams.

You will have experience of providing professional administrative support to a busy team. You will have excellent communication and interpersonal skills with the experience of working under pressure to meet tight deadlines.

## **What does the role entail?**

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

- Coordinating the course timetable and acting as the key contact for staff and students involved in the Gynaecology, Obstetrics & Sexual Health (GOSH) course, providing specialist information and advice;
- Preparing and circulating documentation for the Year 4 GOSH Course, including the preparation of the study guides, log books and timetables;
- Providing and contributing to the development of a consistent, high quality Student Education Service, through participation in functional meetings and team events; making suggestions on how to adapt and develop standardised operational practices and processes;





- Developing contacts and building effective working relationships with a variety of colleagues and University Services, to ensure effective coordination of information and activity;
- Organising, gathering and processing student feedback data including supporting the School's annual Teaching Quality Management and Enhancement (QME) process, producing and submitting reports to relevant committees;
- Creating, updating and maintaining online resources;
- Coordinating course assessment activities including monitoring deadlines and penalties for late submission, liaising with and distributing work to markers and collating marks;
- Contributing to the organisation of clinical and written exams including recruiting examiners and liaising with the venue regarding exam requirements;
- Preparation and circulation of agendas, minutes and reports for meetings;
- Co-ordinating and administrating Theme Days including recruiting speakers and preparing resources;
- Supporting the annual Disclosure and Barring Service (DBS) application process for students;
- Working with little day-to-day direction, helping to set your own priorities which align with the strategy and aims of the Student Education Service and the School of Medicine;
- Working with the School Education Service Manager to ensure that the office develops in accordance with the School's Student Education planning cycles and continues to provide value adding services;
- Undertaking reception service duties to support the activities of the Student Education Office, providing cover for other members of staff and providing support for Student Education initiatives and project development.

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 Support Officer you will have:

- An enthusiasm and commitment for delivering an exceptional student experience;



- Excellent organisational skills with the ability to organise, prioritise and plan your work independently and effectively;
- Experience of remaining calm when under pressure and working in a flexible and adaptable manner to deal effectively with conflicting demands;
- Experience of providing professional administrative support to a busy team with excellent accuracy and attention to detail;
- Excellent interpersonal skills with the ability to develop and maintain productive working relationships with stakeholders, with an understanding of the importance of delivering an effective and efficient service;
- Experience of working independently or as part of a team, with flexibility and the mentality to work to support the wider team as and when needed;
- Highly effective verbal and written communication skills with the ability to convey complex information, including policies and procedures, to staff and students;
- Strong problem solving skills;
- Strong IT skills and proficient in the use of Microsoft Office products, particularly Word and Excel;
- Evidence of a commitment to continuous professional development.

You may also have:

- Knowledge or experience of working in higher education;
- Knowledge or experience of working within the NHS.

## 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:

**Catherine McAndrew, Senior Student Education Service Officer**

Tel: +44 (0)113 2064185

Email: [c.i.callaghan@leeds.ac.uk](mailto:c.i.callaghan@leeds.ac.uk)



## Additional information

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

Fine out more about the [Leeds Institute of Medical Education](#)

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](mailto: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 page.

