



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

**Student Education Service Assistant (Programme Administration),  
Faculty of Medicine and Health**



**Salary: Grade 3 (£16,654 – £18,263 p.a. pro rata)**

**Reference: MHIHS1142**

**80% Full Time Equivalent**

**Fixed term to November 2018 to cover maternity leave**

## **Student Education Service Assistant (Programme Administration)**

### **Faculty of Medicine and Health, School of Medicine, Leeds Institute of Health Sciences**

**Do you have experience of working in an office environment and of providing front line customer service? Do you have a good general education with GCSE English Language and Maths at Grade C or above (or equivalent), and skilled in the use of Microsoft Office package?**

You will provide general support for undergraduate and postgraduate programmes working with colleagues across the LIHS Taught Student Education team to ensure the effective day-to-day running of programmes within the Institute.

You will support student education processes, assisting with the provision of support services for students and staff. You will work flexibly, moving area of work as necessary, to respond to workload peaks, which will provide opportunities for cross team working and continued professional development.

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

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

- Being committed to delivering an exceptional student experience and contributing to the development of a consistent, high quality Education Service for students;
- Maintaining accurate programme records using databases, spreadsheets and student files;
- Creating and maintaining programme and module content on the Virtual Learning Environment (VLE) following clear guidelines and procedures;
- Processing student applications for attendance on modules as Continuing Professional Development (CPD) if required;
- Assisting with preparation for and support of programme management and examination committee meetings;
- Processing student assessments and assisting with the collation and distribution of feedback and results;



- Responding to enquiries about the programme, modules and CPD modules over the phone and via email acting as an initial point of contact, referring students to academic or other Faculty staff, or to elsewhere in the University as appropriate;
- Communicating accurate and appropriate information to students through the student portal, VLE and email;
- Collating materials for the annual Quality Management and Enhancement review.

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.

You will be responsible on a day to day basis to academic staff, supervised by Student Education Service Officers and accountable to the Operations Manager for Student Education and Estates, Vicky Jordan in the Leeds Institute of Health Sciences, through whom you will be accountable to the Head of Institute, Professor Laura Stroud, the Dean of the Medical School, Professor Paul Stewart and ultimately the Dean of the Faculty, Professor Paul Stewart.

## What will you bring to the role?

As a Student Education Service Assistant you will have:

- An enthusiasm and commitment for delivering an exceptional student experience;
- A good general education with grade C GCSE, or equivalent, in English Language and Mathematics;
- Skilled in the use of the MS Office package and willing to develop new IT skills;
- Experience of working in an office environment;
- An ability to carry out a process to a high level of accuracy, following work instructions;
- The ability to produce high quality documents in an appropriate format with accuracy and attention to detail;
- Experience of maintaining good working relationships with students and staff at all levels of an organisation;
- Good time management and organisational skills, able to prioritise work and complete tasks within agreed timeframes;



- An ability to use initiative to resolve straightforward problems, following guidelines and procedures;
- An understanding of the need to recognise and manage confidential and sensitive information in a discreet and professional manner and an awareness of relevant legislation in this area.

You may also have:

- Experience of working in the Higher or Further Education sector;
- Knowledge of Banner 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 advertised closing date.

## Contact information

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

**Samantha Gravells, Senior SES Officer**

Tel: +44 (0)113 343 6972

Email: [s.gravells@leeds.ac.uk](mailto:s.gravells@leeds.ac.uk)

## Additional information

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

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

Find out more about [Leeds Institute of Health Sciences](#).

## 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.

