



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

**Student Education Service Manager, School of Medicine, Faculty
Student Education and Experience**



Salary: Grade 7 (£39,105 - £46,485 p.a. depending on experience)

Reporting to: Student Education Service Delivery Manager, Faculty of Medicine and Health

Post Type: Full time

Closing date: 9am 3 February 2025

We are open to discussing flexible working arrangements.

Overview of the Role

Do you want to be part of a professional service, partnering with students and colleagues to deliver an exceptional student experience? Are you able to provide leadership, direction, and support to colleagues? Are you able to think strategically and creatively to help shape the future of our Service?

Student Education and Experience is a passionate and ambitious University service that supports 38,000-plus students and 9,200-plus staff to deliver an exceptional student experience. Our teams are committed to supporting every student to make the most of their time at Leeds and go on to succeed in their chosen career.

Teamwork is key to our success and we proactively seek to work collaboratively with others in the wider University community and externally. If you like the idea of being part of a community of 800 professional staff working across our beautiful campus then we would love to hear from you.

The University is an exciting, and creative environment in which to build a career. Our staff have a broad array of skills and experience. We work together in collaborative and inclusive ways in partnership with our students and academic colleagues who teach them. You can find out about the University's Leadership Excellence Behaviours Framework [here](#). We value diversity and welcome everyone to our global community. We are professional, helpful, approachable and inclusive - values that we are all committed to. Find out more about how our staff describe our Student Education Service culture [here](#).

You will be based in the School of Medicine and will work in partnership with the Service area Management team and Student Education Service Delivery Manager to lead, shape and develop an exceptional student experience. You may also have the opportunity to work in other areas of the Service developing a range of new experiences and networks as you contribute to key areas of need. Find out more about the breadth of our Service [here](#).

You will be enthusiastic about supporting student education activity, be adaptable and flexible, whilst being comfortable working across different teams and with a variety of colleagues across the University. You will have excellent interpersonal and communication skills, with the ability to work collaboratively and to provide leadership, direction and support to colleagues within the team. With a strong customer focus, you



will always think about how we can do better and will contribute proactively to improving our Service.

Main duties and responsibilities

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

- Developing an effective partnership between the Service and the relevant School and an understanding of the provision and student needs within your assigned area;
- Working in partnership with the Service Delivery Manager, managing the effective delivery of student education activities, and planning and directing the effective use of resources to meet key priorities and challenges across the Service;
- Leading the continuous development and improvement of the Service to deliver an exceptional student experience, working collaboratively with all stakeholders and participating in networks across the Service and institution to share best practice;
- Contributing to activities, workstreams and projects which support the implementation of the Student Education strategy and the Service vision;
- Providing leadership, direction and development to colleagues within SEE (including those not under your direct line management), guiding their learning and career development and supporting them through change;
- Developing and maintaining knowledge of the Service by participating in Service-wide meetings and activities, and keeping up to date with student education developments;
- Reviewing Service systems and processes and using data to inform decision making;
- Working across other areas of the Service when required to support areas of need.

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:

- Experience of building and maintaining effective partnerships and working collaboratively with a wide range of colleagues and stakeholders, influencing and communicating with impact;
- Providing leadership, direction and support to colleagues or a team; managing and supporting their learning and development in order to bring out the best in them;
- Evidence of contributing strategically to a project, including leading the implementation of a strategy, delivering continuous improvement or change;
- Proven interpersonal skills, with the ability to negotiate effectively and adapt your style to different audiences to achieve desired outcomes;
- Proven ability to analyse patterns and trends and assess benefits and risks to make informed decisions and measure success.

Key attributes:

- An enthusiasm for delivering an exceptional customer service experience;
- Attention to detail, taking pride in the quality of your work and demonstrating your ability to manage confidential information;
- Commitment to seeking development and learning opportunities and keeping your own knowledge up to date;
- The ability to work independently, in a solution focussed manner, assessing and prioritising competing demands and to plan and direct the effective use of resources to meet key priorities and challenges;
- The ability to respond flexibly and positively in a busy working environment to meet tight deadlines.

How to apply

You can apply for this role by submitted and expression of interest by the advertised closing date.

Contact information

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



Name: Chris Normington, Service Delivery Manager (Faculty of Medicine and Health)

Email: c.normington1@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

At the University of Leeds, we are committed to providing a culture of inclusion, respect and equity of opportunity that attracts, supports, and retains the best students and staff from all backgrounds and from across the world. Whatever role we recruit for we are always striving to increase the diversity of our community, which each individual helps enrich and cultivate. We 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 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 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.



Please note: If you are not a British or Irish citizen, from 1 January 2021 you will require permission to work in the UK. This will normally be in the form of a visa but if you are an EEA/Swiss citizen and you were resident in the UK before 31 December 2020, this will be your status under the EU Settlement Scheme.

