



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

**Divisional and Programme Support Administrator, Leeds University
Business School, Faculty of Business**



Salary: Grade 5 (£23,067 – £26,715 p.a.)

Reference: LUBSC1479

Maternity Cover (up to one year)

We will consider job share and flexible working arrangements

The post is available only for University of Leeds staff

Divisional and Programme Support Administrator

International Business Division

Leeds University Business School

Do you have the ability to provide high level administrative support? Are you well organised and able to manage your own time whilst working flexibly and pro-actively? Do you have excellent communication skills with the ability to maintain effective working relationships?

Leeds University Business School (LUBS) is an international business school with almost 5000 students from around the world. Our International Business Division combines world-class research, scholarship and education and is seeking a Divisional and Programme Support Administrator. You will work as part of a team, providing high quality and pro-active administrative and operational support to the Division. You will also be part of a wider School team committed to delivering high quality administrative support, seeking to continually improve and develop activities across this large and diverse Faculty.

You will have specific responsibility for programme support to academics within the International Business Division. This will entail working closely with student support colleagues across the Faculty to ensure a consistent and cohesive service. In addition, you will also support the development and maintenance of communications with International Business alumni and provide some support to the Head of Division and the Divisional Administration Manager.

Further information about the Faculty and the International Business Division is available using the following web links <https://business.leeds.ac.uk/> and <https://business.leeds.ac.uk/divisions-international-business>

What does the role entail?

As a Divisional and Programme Support Administrator your main duties will include:

- Working closely with the Programme Directors in the Division to develop and deliver a high quality educational experience for all students in International Business;
- Providing effective and efficient administrative support for the Division, working closely with student education colleagues and other services as required;



- Maintaining an up-to-date divisional website and supporting divisional promotion activities;
- Working closely with the Business School's Marketing Team to support the delivery of a coordinated alumni relations programme within International Business, including delivering alumni events and communications in line with the alumni relations strategy of the Division;
- Providing support for specific projects and initiatives, including scheduling meetings, drafting reports and following up on agreed actions;
- Arranging travel and accommodation, receiving visitors and arranging hospitality as required;
- Providing administrative support to journal editors in the International Business Division;
- Making suggestions on how to adapt and develop standard administrative procedures, in particular including those relating to student support practices and processes;
- Contributing to the development of administration support in the wider Faculty and sharing good practice between Divisions, participating in Faculty or University initiatives as appropriate;
- Working on your own initiative with minimal supervision, ensuring priorities align with the broader student support activities of the School;
- Taking action to resolve routine problems using available guidance and support procedures;
- Keeping up to date with student support developments and their timely adoption within the Division;
- Responding efficiently to requests for information or enquires from staff and students.

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 Divisional and Programme Support Administrator you will have:

- Ability to work effectively on your own and as part of a team;
- Ability to manage own workload on a day-to-day basis, being flexible and adaptable when workload or deadlines require;



- Good interpersonal skills; able to work positively with staff and students;
- A strong ethos of customer service to students and the staff who provide their educational experience; commitment to delivering a high quality service;
- Excellent accuracy and attention to detail;
- Excellent organisational skills; able to prioritise own tasks and meet agreed deadlines;
- Good written and verbal communication skills; able to effectively communicate complex information to staff and students;
- Ability to deal with sensitive information with discretion and maintain confidentiality at all times;
- Ability to solve routine problems and make day to day decisions, looking for guidance as necessary;
- Excellent IT skills including a high degree of competence in the use of Microsoft Office products, particularly Word and Excel;
- Demonstrable commitment to own professional and personal development.

You may also have:

- Experience of effectively supporting student education practices and processes;
- Experience of participating in networks and improvement initiatives;
- Experience of website maintenance and support;
- Experience of using Banner.

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. «**closing date: insert hyperlink to job advert on Stonefish**»

Contact information

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

Sarah Verbickas, Faculty Planning Manager

Email: S.L.Verbickas@leeds.ac.uk



Or

Professor Chris Pitelis, Head of the International Business Division

Email: C.Pitelis@leeds.ac.uk

Additional information

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 page.

