

## **Student Recruitment Assistant - External Relations - Grade D**

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### Job Description

#### **Purpose**

To support the UK Student Recruitment (UKSR) team in the delivery of events and activities to meet student recruitment objectives.

The Student Recruitment Assistant will primarily manage the bookings of student ambassadors who work across many of the projects and activities in External Relations.

The Assistant will manage bookings for weekly visitors to the campus and facilitate postgraduate enquirer requests to meet with academics virtually or in person.

The Assistant will provide organisational and logistical support for a team of external and on-campus UKSR Officers.

#### **Duties**

1. To provide a broad range of administrative duties, including booking appointments, meetings and training sessions, managing emails and telephones calls, maintaining records, and ordering stock and equipment.
2. To handle weekly booking requests from guests visiting the University.
3. To manage campus tour web content, ensuring bookable slots are available for guests.
4. To manage postgraduate enquiries, facilitating requests to speak directly to academics.
5. To appropriately handle data in compliance with all applicable legislation, including GDPR.
6. To collate and analyse data and information for reports and documents.
7. To support with delivery of key events such as open days, offer holder activity and postgraduate events.
8. To ensure that the integrity of the University brand is upheld and to build affinity to the brand both externally and internally.
9. To maintain high standards of customer care, both externally and internally, using customer feedback to continuously improve the customer experience.
10. To contribute to projects, groups and initiatives involving colleagues from across the University and to work collaboratively with colleagues to achieve success.
11. To undertake any other duties commensurate with the post and grade as determined by the line Manager.
12. Please note that Evening and weekend work will be an occasional feature of the role and that the post-holder will be required to undertake DBS clearance.

## Person Specification

### **Knowledge, Skills, and Behaviours (Essential)**

- Demonstrable experience of working in a busy environment. (Application/Interview)
- Experience of team working. (Application/Interview)
- Experience of updating and maintaining accurate records. (Application/Interview)
- GCSEs at grade C or above, including English Language and Math's, or equivalent. (Application)
- A Higher Education qualification. (Application)
- Excellent communication skills - able to communicate effectively at all levels. (Application/Interview)
- Excellent IT skills, using Microsoft suite. (Application/Interview)
- Excellent planning and organisational skills including ability to prioritise own work and consistently meet deadlines. (Application/Interview)
- Ability to produce high quality and accurate work. (Application/Interview)
- Ability to provide a high standard of customer care. (Application/Interview)
- Ability to research, analyse and present information both verbally and in the form of reports and statistical information. (Application/Interview)
- A flexible approach to work, including ability to work at the evenings/weekends for key events. (Interview)
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview)

### **Knowledge, Skills, and Behaviours (Desirable)**

- Experience of working in a Higher Education or marketing/sales environment. (Application/Interview)
- Experience of working in an environment with a high degree of customer contact. (Application/Interview)
- A Microsoft Office / IT qualification. (Application)
- A marketing qualification. (Application)
- A technical/ web-based qualification. (Application)
- Demonstrable ability to work unsupervised or as a member of a team and to exercise judgement and initiative. (Application/Interview)
- Experience of copywriting. (Application/Interview)