



**Job Description**

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| Job Title: | Student Recruitment Officer (Midlands & East of England) |
| Faculty/Professional Directorate: | UK Student Recruitment |
| Subject Group/Team | Schools and Colleges Liaison Team |
| Reporting to: | Student Recruitment Manager |
| Duration: | Continuing |
| Job Family: | Administration |
| Pay Band: | 6 |
| Benchmark Profile: | Administrator Band 6 |
| DBS Disclosure requirement: | Yes |
| Vacancy Reference: |  |

**Details Specific to the Post**

**Background and Context**

The UK Student Recruitment Service is responsible for the recruitment of all students from the UK to our Hull-based campus, including all levels of study and portfolio areas. The Service is organised into three teams: Schools and Colleges Liaison, Events and Applicant Experience, and Access and the Humber Outreach Programme.

The UK Student Recruitment Service aims to attract a diverse pool of high-quality students to apply; widen access and participation; maximise conversion opportunities through face-to-face and online engagement; and – ultimately, grow enrolments according to strategic priorities and institutional targets.

The Schools and Colleges Liaison team is responsible for: developing and managing relationships with target and feeder schools and colleges across the UK; providing high-quality, on-brand and consistent information, advice and guidance (IAG) to Years 12 and 13 prospective students locally, regionally and nationally; driving growth in applications from key target schools and colleges; supporting teachers and advisers and raising brand awareness with influencer audiences. This is a remote based role focused on recruitment of UK students based in the East of England and the Midlands.

# Specific Duties and Responsibilities of the post

* to develop a regional market plan for students based in the East of England and the Midlands in collaboration with the Head of Schools and Colleges Liaison
* be responsible for an agreed target list of schools and colleges, including developing and nurturing relationships and the delivery of activity to grow applications.
* Extensive travel in the UK, with an expectation of 150+ events attended per academic year
* To plan and deliver engaging schools and colleges liaison activity (presentations, workshops etc), and information, advice and guidance (IAG) for post-16 students – and with key external stakeholders such as teachers and advisers.
* Assist with and support the delivery of Open Days, Offer Holder Days and off campus or digital subject specific taster days – key events in the University’s recruitment calendar.
* Work with, advise and assist academic departments with the delivery of subject specific outreach events and activities
* To proactivity identify opportunities for continuous improvement of recruitment activities; to ensure that a high level of service is delivered which positions Hull as a leader in the sector.
* To evaluate, monitor and report on the impact of activities where there is direct project responsibility, and to contribute to reports produced by the UKSR management team to demonstrate the value these projects add to team/strategic objectives and how they align to broader UKSR activity.
* To share market insight from face-to-face engagement with prospective students and contribute to the development of marketing, digital and advertising projects/campaigns.
* To be aware of and mitigate against health and safety and safeguarding risks for activity delivered with target schools and colleges, ensuring compliance with all mandatory training and legal requirements.
* To provide briefings, joining instructions and guidance (verbal and written communications) for internal and external stakeholders (participants/colleagues and attendees).
* To be an active and supportive citizen of the University community working collaboratively with fellow colleagues across the University to support the delivery of strategically important activity, including open/applicant days, graduation and clearing activities.
* To keep abreast of developments within HE and other government policy, and of any other external drivers, to identify and mitigate any negative impact on recruitment targets and practices, and to maximise on any opportunities presented.
* To promote and encourage equality and diversity principles.
* To perform other such duties as the UK Student Recruitment leadership team may from time-to-time require.

# Special Requirements:

* A flexible approach to working will be required, including weekends and evenings.
* This role will involve extensive UK travel, including overnight stays and there is an expectation that the postholder has a full UK driving licence. Reasonable adjustments will be considered on balance with the business need.
* DBS requirement.

# GENERIC JOB DESCRIPTION

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

**Overall Purpose of the Role**

* The role holder:
  + Will have practical working knowledge of the systems, processes and procedures across a section or area of work
  + Will plan and prioritise own work and may be required to supervise the work of others and monitor progress within agreed objectives ensuring the effective use of resources
  + Will be expected to contribute to longer term developments within the department such as implementing improvements to working methods, policies and procedures
  + May have detailed knowledge of specialist systems and/or a broad understanding of a wide range of activities. This knowledge is gained by extensive practical experience and/or through formal instruction
* The work requires the use of initiative and judgement on how to address and resolve problems with minimal guidance and instructions from senior colleagues.

# Main Work Activities Communication

* Provide advice and guidance to managers, staff, students and visitors
* Deliver established presentations to communicate information across Faculty/Dept/University
* Attend meetings to report on information/data
* Take notes and produce formal minutes at meetings when required
* Format and edit publications
* Draft and type formal documentation

# Teamwork

* May be required to supervise the work of others
* Provide advice and guidance to other members of the team

# Liaison and Networking

* Represent the University at various events and working groups
* Co-ordinate with other Faculties/Departments to develop and maintain communication channels to enhance service provision and ensure best practice is followed

# Service Delivery

* Provide administrative support to colleagues including academic and administrative staff
* Provide administrative support to specific projects as required
* Manage small projects that contribute to improving service delivery
* Identify, develop and manage office systems to improve the efficiency and effectiveness of the Department
* Administer and monitor procedures to ensure effective delivery of the service

# Planning and Organisation

* Organise and represent the area and University at events
* Plan and monitor the work of others
* Co-ordinate departmental processes in conjunction with senior colleagues
* Expected to organise, prepare and service committees as appropriate
* Contribute to the longer term operational planning of the Faculty/Department

# Analysis/Data Inputting

* Record data and produce regular reports as required using Microsoft Office, other software and corporate systems
* Create spreadsheets to record relevant information
* Maintain, monitor and interpret information
* Provide and analyse statistical information to be included in relevant reports
* Use databases (internal/external) to support the work of the department
* Record data as required using Microsoft Office, other software and corporate systems
* Produce reports for routine analysis

# Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co- operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

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| **Competency** | **Identified by** |
| **Knowledge and Experience** |  |
| Evidence of experience of relationship building and delivery of  workshops or presentations | **Application/Interview** |
| Evidence of substantial experience in an office environment covering a broad range of administrative tasks. | **Application/Interview** |
| Can demonstrate the ability to use a broad range of products from the Microsoft Office suite and have the ability to learn new systems and software. | **Application/Interview** |
| At least an undergraduate degree in any discipline. | **Application/Interview** |
| Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development. | **Application/Interview** |
| **Communication (Oral and Written)**  Can demonstrate the ability to provide information in a suitable format so that the others’ needs are met and adjusts the level of content to help others understand. | **Application/Interview** |
| **Teamwork and Motivation**  Can demonstrate the ability to delegate work to others and/or help to build co-operation to deliver team results. | **Application/Interview** |
| **Liaison and Networking**  Can demonstrate the ability to make contact with others to ensure that information is exchanged and circulated appropriately to the right person at the right time. | **Application/Interview** |
| **Service Delivery**  Can demonstrate the ability to seek ways to improve and adjust current levels of service. Deals with complaints and initiates contact with customers to obtain their reactions and views about the service and future needs. | **Application/Interview** |
| **Planning and Organisation**  Can demonstrate the ability to ensure that the work is carried out  effectively and that resources are available to meet demand. Identifies the need for further action and resources by monitoring progress. | **Application/Interview** |

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| **Initiative and Problem Solving**  Can demonstrate the ability to use initiative to recognise problems and offer solutions. | **Application/Interview** |
| **Analysis/Reporting**  Can demonstrate the ability to identify and use a range of data, with the ability to combine various data types to produce reports and perform basic analysis. | **Application/Interview** |