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| **Post Details** | **Last Updated:** 24/10/2022 |
| **Faculty/Administrative/Service Department** | Recruitment and Admissions  |
| **Job Title** | Student Recruitment Coordinator (UK) |
| **Job Family**  | Professional Services | **Job Level**  | 2b |
| **Responsible to** | Student Recruitment Manager (UK) |
| **Responsible for (Staff)** | n/a |
| **Job Purpose Statement**To support the work of the UK/EU Student Recruitment Office in promoting the University as a destination for UK/EU students at undergraduate and postgraduate levels, through providing administrative support to the team |
| **Key Responsibilities**  |
| 1. Support the recruitment of UK students by building strong relationships with high performing schools and colleges by supporting the booking of events and recording information for data purposes.
2. The administration for the University Applicant Days, which are business critical events in the University calendar.
3. Liaising internally with many departments across the university in addition to external bodies such as UCAS and schools and colleges.
4. Support student recruitment events such as open days, applicant days and Confirmation and Clearing activities.
5. Contribute to the recruitment of high quality undergraduate and postgraduate students through representing the University at internal and external events by delivering presentations to students, parents, teachers, and advisers as well as attending higher education exhibitions.
6. Deliver talks and information to prospective students in a variety of formats.
7. Providing a general administrative service to the Student Recruitment Team.

**N.B. The above list is not exhaustive.** |
| All staff are expected to:* Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
* Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
* Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
* Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
* Undertake such other duties within the scope of the post as may be requested by your Manager.
* Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:*** Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
* Following local codes of safe working practices and the University of Surrey Health and Safety Policy.
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| **Elements of the Role**This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role. |
| **Planning and Organising** * The post holder has specific responsibility for the provision of routine administrative support within a clearly defined section of work. They will work with minimal supervision from the Student Recruitment Manager (UK) in the day-to-day planning, organising and performance (to an agreed quality standard and specification) of a range of administrative activities, clarifying work instructions as and when necessary, with them. Whilst the post holder will work largely independently on tasks, they will also at times be expected to work as part of a wider administrative team (across several departments) in the completion of certain activities.
* The post holder is expected to demonstrate initiative in the arrangement of their immediate work priorities, including successfully managing any conflicting demands, possessing a basic awareness of the options available and being able to make effective and appropriate decisions to meet agreed deadlines.
* Administratively the post holder will be required to manage the recruitment team email inbox responding to a variety of enquires from both UK and EU students as well as schools and colleges. The post holder will be expected to form strong relationships with high performing schools and contribute to a rise in applications and enrolments to the University. The post holder will also be required to manage these relationships with regards to booking events, managing the recruitment team calendar, and recording information for data purposes.
* The post holder will also support the administration of all Applicant Days held each year as well as Confirmation and Clearing.
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| **Problem Solving and Decision Making** * The post holder is responsible for providing excellent customer service both on the telephone, via email and in person to the range of stakeholders contacting the Student Recruitment Office. This will require fielding incoming enquiries and issues efficiently and professionally, ensuring that any required action is taken.
* Although the role is covered by standard instructions and procedures, there may on occasion be some latitude to alter the sequence of procedures, based on the characteristics of the situation encountered. The post holder may occasionally experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases, the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action or where resolution is not straightforward to refer the matter to the Student Recruitment Manager (UK) for guidance/resolution
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| **Continuous Improvement*** The post holder is expected to monitor feedback and suggest improvements or developments to current working practices in consultation with their manager, to ensure the smooth running of the service they provide.
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| **Accountability** * To ensure the consistency and quality of the administrative and support delivered, the post holder will normally work within well-established documented administrative policies and procedures. Within the scope of the role the post holder will be presented with a variety of administrative or basic operational issues, where the most appropriate course of action will be a matter of choice, influenced by prior exposure or experience. In other instances, work actions are very well defined procedurally, and the post holder can reference and apply established policies and procedures, to determine a suitable course of action/outcome.
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| **Dimensions of the role** * This post impacts across the university, particularly prospective students, and their interest in applying to Surrey. Other aspects of the role generally impact upon either the immediate team or the wider Marketing, Recruitment and Admissions Directorate. The post holder does not have any budgetary or supervisory responsibility. However, they are expected to be aware of the expected and actual spend on for the Student Ambassador scheme.
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| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. |
| **Qualifications and Professional Memberships** |  |
| Vocational qualifications plus some relevant work experience. Or learning gained through work experience of several years. Will include short courses and other formal training. OrA number of years’ experience within a similar role | E |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | **Essential/Desirable** | **Level****1-3** |
| Excellent IT skills, particularly in MS Office packages, and familiarity with databases | E | 3 |
| Customer care experience or training | D | n/a |
| Experience of the higher education sector | D | n/a |
| **Special Requirements:**  | **Essential/Desirable** |
| Weekend/evening work may be required as directed by the Student Recruitment Manager. | E |
| Annual Leave may be restricted at key times during the year. | E |
| Ability to travel to off campus events across the UK.  | E |
| Driving licence. | E |
| **Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | **Level****1-3** |
| CommunicationAdaptability / FlexibilityCustomer/Client service and supportPlanning and OrganisingContinuous ImprovementProblem Solving and Decision-Making SkillsManaging and Developing PerformanceCreative and Analytical ThinkingInfluencing, Persuasion and Negotiation SkillsStrategic Thinking & LeadershipTeamwork | 22222211111 |
| This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose. |
| **Organisational/Departmental Information & Key Relationships** |
| Background InformationThe role holder will be part of the Marketing, Recruitment and Admissions Directorate and will work closely with colleagues across Recruitment (UK, EU and International), Marketing and Admissions. The role holder will also work closely with other related departments, such as Widening Participation. The Student Recruitment team is responsible for recruiting undergraduate and postgraduate students globally. Student recruitment is of major strategic importance to the University.This feeds into the wider objectives of the Marketing, Recruitment and Admissions Directorate, which is tasked with meeting the recruitment targets set in the annual planning round process. |
| Department Structure Chart  |
| Relationships **Internal*** All colleagues within UK/EU Student Recruitment
* Colleagues within the wider University, such as Student Support and Administration
* Academic colleagues in the faculties
* UniTemps
* Events
* Campaigns
* Widening Participation and Outreach

**External*** Schools and Colleges
* Freight and marketing contractors
* UCAS
* UK University Search
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