

Post Details		Last Updated: 08/09/2025	
Faculty/Administrative/Service Department	UK Student Recruitment and Admissions		
Job Title	UK Student Recruitment Advisor		
Job Family	Professional Services	Job Level	2b
Responsible to	UK Student Recruitment Officer & UK Student Recruitment Manager		
Responsible for (Staff)	n/a		
Job Purpose Statement To support the work of the UK Student Recruitment Office on a fixed term basis of 18 months, in promoting the University as a destination for UK students at undergraduate and postgraduate levels, through providing administrative and event support to the team.			
Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
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Student Recruitment Officer 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 UK 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.

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 UK Student Recruitment Officer or UK Student Recruitment Manager for guidance/resolution

Continuous Improvement.

- Ability to suggest minor improvements to working processes/systems, implementation may occur at a higher level or be overseen.
- Work with manager and/or more experienced colleagues to discover and develop abilities and competence through learning and/or exposure to a range of activities.
- Work with customers/clients or colleagues to determine (within broad objectives) how services should be delivered.

Accountability

- For ensuring their own wellbeing, through compliance with standard procedures, including those governing Health and Safety.
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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 UK Student Recruitment and Admissions Directorate. The post holder does not have any budgetary or supervisory responsibility.

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 several years relevant work experience.

E

Or: Learning gained through work experience of a number of years. Will include short courses and other formal training.		
Recent undergraduate qualification from the University of Surrey		D
Technical Competencies (Experience and Knowledge)	Essential / Desirable	Level 1-3
Competent IT skills and technical capability with familiarity of Microsoft Office, Teams, use of internet and databases.	E	3
Attention to detail, accuracy and ability to prioritise tasks within a broader routine.	E	2
Ability to convey facts and information to colleagues, stakeholders and clients, both verbally and in writing.	E	2
Some knowledge of web-based media platforms.	D	1
Basic awareness of activities of the University.	D	1
Experience of the higher education sector	D	n/a
Customer care experience or training	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
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision-Making Skills		2
Managing and Developing Performance		1
Creative and Analytical Thinking		1
Influencing, Persuasion and Negotiation Skills		1
Strategic Thinking & Leadership		1
Teamwork		1
<p>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.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		
Organisational/Departmental Information & Key Relationships		

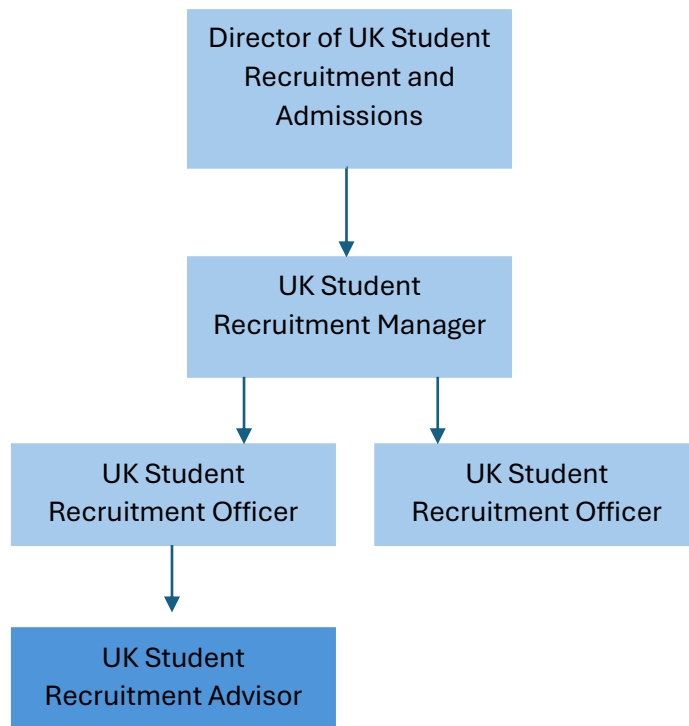
Background Information

The role holder will be part of the UK Student Recruitment and Admissions Directorate and will work closely with colleagues across Recruitment, Marketing and Admissions. The role holder will also work closely with other related departments, such as Widening Participation and Events.

The UK Student Recruitment team is responsible for recruiting undergraduate and postgraduate students nationally. Student recruitment is of major strategic importance to the University.

This feeds into the wider objectives of the UK Student Recruitment and Admissions Directorate, which is tasked with meeting the recruitment targets set in the annual planning round process.

Department Structure Chart Please highlight the post holder's role by right clicking and selecting format shape, selecting solid fill and 2nd shade of blue in list. Boxes can be added/removed by right-clicking and selecting add shape or cut. Font should be Frutiger LT Std 45 Light (max font size 10).



Relationships This is not an exhaustive list of every relationship the post holder has but is a brief description of those that play an important part in the post holder successfully carrying out the role. It should identify the significant internal and external relationships and contacts that the post holder has in their job and describe the overall purpose and nature of those relationships (i.e. exchanging information, negotiating, networking, etc.)

Internal

- UK Recruitment and Admissions teams
- UK Student Marketing
- The Faculties
- Widening Participation and Outreach
- Events team

External

- UCAS
- Schools and colleges
- Teachers
- School/ College Advisers
- Parents
- Students
- Potential Applicants
- Offer Holders