

Job Description

Job title:	Student Recruitment Intern
Department/School:	Student Recruitment Team, Directorate of UG Admissions and Outreach
Grade:	4
Location:	University of Bath premises

Job purpose

The post-holder supports the work of the Student Recruitment Team in delivering high quality information, advice and guidance to potential Bath applicants and to schools and colleges regionally and nationally.

This involves taking a crucial role in supporting relationships with prospective applicants, primarily through extensive outreach activity, visiting schools and colleges across the UK. They will work with the recruitment team in providing accurate information and advice to enable prospective students to make informed decisions.

This role also supports the SRT in delivering events and in providing administration to ensure that the team is adequately prepared for its work.

Source and nature of management provided

The post-holder is managed by one of the UK and International Student Recruitment Managers but will work across the full range of staff within the team.

Staff management responsibility

The post-holder will have occasional supervisory oversight for Student Ambassadors.

Special conditions

The successful candidate may be required to undertake a Disclosure and Barring Service check. Extensive evening and/or weekend work, involving overnight stays and off-campus travel, will be required for which time-in-lieu or overpay is provided. There will be restrictions on the availability to take leave at peak times of year, specifically around key recruitment events such as Confirmation and Open Days.

Main duties and responsibilities

1	With support, devise and deliver visits to schools and colleges across the UK, presenting on interesting and relevant topics for prospective University students, and providing advice through the format of HE 'fairs'
2	Support the management of relationships with targeted schools and colleges, and with staff in HE networks, to enable the ongoing effectiveness of activity
3	Maintain accurate records of outbound activity, supporting the team in development of evaluation of its activity

4	Undertake, with supervision, specific projects of interest to the Student Recruitment Team, potentially in partnership with other University teams such as Recruitment Marketing or Admissions
5	Support delivery of a range of events including UCAS Exhibitions, University Open Days or Applicant Visit Days, or conversion events
7	Act as sole representative for the university, with autonomy and independence, at events across the UK
8	With supervision, ensure that activities are appropriately planned and delivered to stay within defined budgets, as set out by the Head of UK & International Student Recruitment
9	Work positively with Student Ambassadors to appropriately develop their work skills and behaviours
11	Support in development of materials and activities which support recruitment objectives, aimed at either a prospective student or influencer audience
12	Support the SRT to ensure that prospective student data is captured and managed effectively in CRM in order to support pre-application communications activities
13	Support the SRT in day-to-day administration and delivery of events, including the production of itineraries, contact and liaison with schools, oversight of bookings etc.
14	Support the Student Recruitment Co-ordinator in their activities designed to enable successful running of recruitment activity
	Undertake other duties as requested and reasonably required by the Head of UK & International Undergraduate Student Recruitment, or the relevant line manager, where they are appropriate to the grade of the post

Person Specification

Criteria: Qualifications and Training	Essential	Desirable
Current University of Bath student undertaking a placement year	X	
Willingness to undertake further training as required	X	

Criteria: Knowledge and Experience	Essential	Desirable
Experience of pre-HE UK education system	X	
Experience of student recruitment, outreach, or admissions in a higher education setting (such as ambassador work)		X
Experience of working in a customer-focused environment		X
Awareness of current issues within higher education, such as progression, access, or admissions	X	
Experience of providing information and advice		X

Experience of working with young people		X
Own means of transportation or ability to travel via public transport		X
Experience of delivering presentations and/or public speaking to diverse audiences	X	

Criteria: Skills and Aptitudes	Essential	Desirable
Strong current IT skills	X	
Commitment to providing excellent customer service	X	
Excellent verbal and written communication skills	X	
Competent user of databases and reporting tools		X
Ability to work with high levels of accuracy and attention to detail	X	
Effective planning and organising skills	X	
Enthusiastic and committed	X	
Ability to cope with competing demands	X	
Commitment to high quality customer service	X	
Commitment to continuous improvement of the customer's experience	X	
Willingness to work evenings and weekends	X	

Effective Behaviours Framework

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

Managing self and personal skills:

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

Delivering excellent service:

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

Finding innovative solutions:

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

Embracing change:

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

Using resources:

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

Engaging with the big picture:

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

Developing self and others:

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

Working with people:

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

Achieving results:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.