

Job Description

Job title:	Doctoral Recruitment Administrator
Department/School:	Doctoral College
Grade:	5
Location:	University of Bath premises

Job purpose

The Doctoral Recruitment Team is responsible for providing a professional recruitment and admissions service to prospective doctoral students, applicants for doctoral study and to academic staff.

The post holder will take responsibility for a portfolio of doctoral programmes working closely with other Doctoral College staff and with Faculty/Schools and central departments to ensure that enquiries are handled efficiently and professionally and that applications are processed in accordance with agreed standards/procedures in liaison with academics and other staff as appropriate.

Source and nature of management provided

Doctoral Recruitment Officer.

Staff management responsibility

N/A

Special conditions

N/A

Main duties and responsibilities

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| 1 | Assist with recruitment activities as and when required to promote the University's doctoral offer. Update online recruitment resources and information including advertising projects on external sites e.g. FindaPhD. Represent the Doctoral College at recruitment related events if required. |
| 2 | Handle speculative and applicant enquiries for doctoral study in a courteous and helpful way. Act as the first point of contact for a portfolio of doctoral programmes, providing information, advice and guidance on all admissions matters in an independent and professional manner. |

3	<p>Process applications for allocated doctoral programmes and support the decision process. Providing support for the matching of speculative enquiries with potential supervisors and the operation of competitive selection processes. Ensure that correct procedures are followed. Liaise with academics and other staff on decisions to ensure that admission standards are maintained and that decisions are fair and made in accordance with agreed policies and practices for doctoral recruitment. Communicate with applicants to ensure that applications are complete gathering additional information as necessary. Assess and check fee status decisions for doctoral applicants, ensuring they are based on appropriate evidence and that decisions are applied fairly and equitably. Assess the validity of qualification documents provided by applicants and ensure all appropriate qualifications are correctly recorded for all accepted students. In liaison with the Finance Office ensure that funding arrangements such as studentships are appropriately allocated and accurately recorded.</p>
4	<p>Assist with conversion activities as required, working effectively colleagues in the Doctoral Development Team, the Faculties/School and International Relations Office. Circulate targeted conversion materials to offer holders e.g. newsletters, webinars, blogs, social media posts, wikis, surveys, events. Ensure that offers are followed up in a timely manner.</p>
5	<p>Provide an effective service to Directors of Doctoral Studies and supervisors advising on qualifications and admissions practices and supporting decisions on more complex applications. Ensure all relevant stakeholders are kept up-to-date with the progress of applications and any emerging trends or issues. Support colleagues in Faculties, the School and Doctoral Training Entities to ensure the alignment of recruitment activities.</p>
6	<p>Work in accordance with quality assurance and procedural requirements. Ensure that the University's policies and procedures are observed when handling applications from students with criminal convictions and when handling suspected fraudulent applications and signpost these applications to the relevant admissions specialist as appropriate. Liaise as necessary with the Student Immigration Team to ensure all admissions decisions are consistent with UK Visas & Immigration (UKVI) compliance. Contribute as necessary to document checking sessions as part of student enrolment.</p>
7	<p>Maintain accurate data on the applicant portal. Maintain clear, consistent, thorough and accurate internal records of admissions criteria and ensure that externally published requirements are accurate and up to date across the University's website, search tools and related systems. Ensure admissions considerations and decisions are accurately recorded through University Student Record System (SAMIS). Be aware throughout of the implications of the Data Protection and Freedom of Information Acts on the processing and retention of data.</p>
8	<p>Provide input into/produce relevant statistical reports including offer turn round in service to applicants in order to monitor service levels, progress against targets and to identify trends.</p>
9	<p>Play an active part in the Doctoral College team contributing ideas and expertise to assist in the development of effective recruitment and admissions processes and service levels. Support colleagues, providing assistance and guidance as required including training and supervision for new staff.</p>
<p>You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University policies and procedures at all times and take account of University guidance.</p>	

Person Specification

Criteria: Qualifications and Training	Essential	Desirable
A first degree or equivalent professional experience	✓	

Criteria: Knowledge and Experience	Essential	Desirable
Significant experience of working in an administrative role	✓	
Experience of working in a customer-focused environment	✓	
Understanding of the postgraduate application process and admissions		✓
Knowledge of current issues within the Higher Education Sector		✓
Knowledge and experience of other external agencies relating to HE and International Students e.g. UKCISA, UK ENIC etc.		✓
Knowledge of overseas qualifications and education systems		✓
Good working knowledge of standard IT packages and databases including web-based management information systems and web authoring	✓	
Good working knowledge of University specific software (including SITS, Business Objects, Moodle, Agresso)		✓

Criteria: Skills and Aptitudes	Essential	Desirable
Excellent written and oral communication skills, with a high level of accuracy and attention to detail	✓	
Excellent interpersonal skills in order to communicate effectively with staff, students and members of the public	✓	
Able to give clear instructions and guidance mindful of when English may not be their first language	✓	
Ability to develop good working relationships	✓	
Ability to work with both speed and to a very degree of accuracy with a high attention to detail	✓	
Competent, conscientious and motivated with a methodical approach to work	✓	
Ability to be adaptable and flexible and to learn new skills quickly	✓	
Evidence of independent and effective team working	✓	
Experience of maintaining clear and accurate records and analysing/presenting data	✓	

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.