

**Job Description**

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| **Job title** | Student Recruitment Assistant |
| **Department/School** | Student Recruitment Team,  Directorate of Student Recruitment and Admissions |
| **Grade** | 5 |
| **Location** | University of Bath premises |

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| **Job purpose** |
| This role supports the Undergraduate Student Recruitment Team in delivering high quality information, advice and guidance to potential Bath students at events in schools and colleges across the UK and at a range of higher education exhibitions. You will also spend a proportion of their time contributing to a range of conversion activities and initiatives to encourage undergraduate offer holders to make Bath their firm UCAS choice.  You will represent Bath at a range of recruitment events where you will provide information on choosing the university as well as broader information, advice and guidance to students seeking to access higher education. This will include delivery of sessions on making a competitive university application, writing an effective personal statement, and on making a successful transition to university study.  You will also work to support the UG Conversion Team, particularly in the delivery of a range of online conversion initiatives. This will include focusing on supporting the recruitment and oversight of Student Ambassadors and in evaluating the impact of conversion initiatives. |

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| **Source and nature of management provided** |
| The post-holder is line managed the UK Student Recruitment Manager and will receive direction from the Student Recruitment and Conversion Managers in relation to conversion activities. |

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| **Staff management responsibility** |
| The post-holder may have occasional supervisory oversight for Student Ambassadors. |

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| Special conditions |
| The successful candidate will 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 during peak times (for which time-in-lieu will be accrued). |

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| **Main duties and responsibilities** | |
| 1 | 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 in-school HE Fairs. |
| 2 | Act as sole representative for the university, with autonomy and independence, at events across the UK. |
| 3 | Support the management of relationships with targeted schools and colleges, and with staff in HE networks, to enable the ongoing effectiveness of activity. |
| 4 | Ensure that all activities and projects are appropriately planned and delivered to stay within defined budgets, as set out by the Head of UK Student Recruitment |
| 5 | Maintain accurate records of outbound activity, supporting the team in development of evaluation of its activity. |
| 6 | Support the Student Recruitment Coordinator in day-to-day administration related to events, including enquiry management, event bookings and allocation, and contact and liaison with schools and colleges. |
| 7 | Support development of materials and activities which support recruitment objectives, aimed at either prospective students, parents or teachers; collaborating with other University teams, such as the Social Media (Student Marketing) or Undergraduate Admissions teams, as required. |
| 8 | Support the UG Conversion Team to recruit and supervise sufficient Student Ambassadors to support online conversion initiatives, such as representing the University on The Student Room, Unibuddy, and via the Student Blog. |
| 9 | Support the UG Conversion Team in measuring engagement within online conversion initiatives and in providing knowledge and support to Student Ambassadors. |
| 10 | Support the UG Conversion Officer in the recruitment and organisation of Student Ambassadors and Staff to support the University’s Confirmation and Clearing Call Centre. |
| 11 | 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**

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| **Criteria:  Qualifications and Training** | **Essential** | **Desirable** |
| Either an dndergraduate degree (or equivalent), or a current University of Bath student seeking professional work placement as part of their degree programme. | X |  |
| Willingness to undertake further training as required | X |  |

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| **Criteria:  Knowledge and Experience** | **Essential** | **Desirable** |
| Direct experience of pre-HE UK education system | X |  |
| Awareness of current issues within higher education, such as progression, access, or admissions | X |  |
| Full UK driving licence or ability to travel via public transport | X |  |
| Ability to work with a high degree of detail | X |  |
| Ability to work with a high degree of independence, seeking direction from colleagues as required | X |  |
| Experience of student recruitment, outreach, or admissions in a higher education setting (such as student ambassador work) |  | X |
| Experience of delivering presentations and/or public speaking to diverse audiences |  | X |
| Experience of working in a customer-focused environment or of providing information, advice and guidance to specific groups |  | X |
| Experience of working with young people |  | X |

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| **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 |  |

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| **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. |