

JOB DESCRIPTION

Job Title:	Admissions, Outreach and Student Support Officer (success and communication)	Grade:	SG6
Department:	Medway School of Pharmacy	Soc Code	
Role reports to:	School Administration Manager		
Direct Reports			
Indirect Reports: Other Key contacts:	Director of Undergraduate Education Academic Tutors and Programme Leads Head of School Faculty Quality Assurance and retention officers Student Services Director of Undergraduate Recruitment Director of Internationalisation Directors of Graduate Studies		

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the Medway School of Pharmacy and the University and the requirements of the job.

PURPOSE OF ROLE:

The primary function of this role is to provide a professional service in all areas of administration and support relating to the student journey and enhancement of the student experience at Medway School of Pharmacy. Support recruitment and marketing activities throughout the school. You will analyse data to see where improvements could be made to help engage students and ultimately improve their performance. You will be involved with social media channels and assist with the School's website and Virtual Learning Platforms.

The role holder is expected to work closely with relevant staff in both the University of Greenwich and the University of Kent, as well as the staff within the Medway School of Pharmacy.

Research suggests that students who engage with activities during their time at University are stronger performers academically. This role will involve liaising with students, professional services staff and academic staff, both within the School and with the University of Kent and University of Greenwich to help achieve a better student experience at Medway School of Pharmacy.

- **KEY ACCOUNTABILITIES:**

Admissions :

- Act as first point of contact for all undergraduate programme enquires
- Oversee all aspects of the admissions process from start to finish including the transition from admission to registration.
- Plan, organise and attend all school conversion days and undergraduate open days.
- Manage a rota of academic and support staff and students, ensuring the school is represented at both university based open days
- Oversee the schools clearing activities in tandem with the central admissions team.
- To be responsible for student compliance with Pre-Admission paperwork and processes
- Work with undergraduate student organisations; Medway Pharmacy Students' Association in organising events and act as a non-academic liaison
- Facilitate student focus groups and produce high quality feedback data, with suggestions of implementation to the School Management Team
- Work with the Director of Student Experience and Director of Undergraduate Recruitment in implementing marketing initiatives throughout the year on social media platforms
- Work closely with academic tutors/advisors to identify and support students who may be having difficulties whilst at university.
- Signpost students to additional support and wellbeing services both internal and external to the university.
- Liaise with the School's admissions team to ensure a smooth handover of students from "applicant" to "student" status. Supporting new students and providing a 'contact' for new student enquiries and support.
- Work closely with Equality Diversity and Inclusion (EDI) representatives for Greenwich, Kent, Faculty of Engineering and Science and Medway School of Pharmacy to ensure our policies and practices are meeting the needs of our staff and students.
- Organize and conduct student transfer interviews.

Outreach:

- Work with the Director of Undergraduate Recruitment to plan and resource outreach activities, such as talks at secondary schools, science fairs and recruitment exhibitions

- Maintain a database of local and national schools
- Work with the Director of Student Experience to develop an alumni communication policy
- Support the Director of Internationalisation in promoting the school's Internationalisation Strategy
- Take overall responsibility for organising the undergraduate careers fair. Work with representatives from local pharmacies, hospitals and national industry companies to maximise opportunities for undergraduate students, as well as looking to establish links within other areas of the school, such as teaching and research
- Support the formulation of a strategy to support student growth at Medway School of Pharmacy through admissions and outreach.

Marketing:

- Work with MSoP staff to update the school and university websites to ensure correct admissions criteria and programme information
- Work with the MSoP SMT Studies to create a marketing strategy for the school and oversee the implementation
- Review and amend school wide marketing material ensure a consistent and co-ordinate approach across the school
- Work with the MSoP Team and the Directors of Graduate Studies in planning and implementing annual marketing initiatives throughout the year
- *University committees and meetings*
- Attend and participate in relevant university committees and meetings, representing the interests of the School.
- *Development of the role*
- Review current processes to identify good practice, poor practice and omissions, and suggest and implement improvements as appropriate.
- *Generalist administration duties*
- Deputise for reception staff as required, on a defined rota.
- Contribute to the School's A level confirmation and Clearing activities as required, on a defined rota.
- Contribute to the running and invigilation of the undergraduate and postgraduate assessment activities in the School, on a defined rota.
- Such other duties, commensurate with the grading of the post, which may be assigned by the School Administration Manager or the Head of School.

- **Managing Self:**

- Must have excellent communication skills both verbal and written.
- Must be able to use appropriate communication methods which may change depending on the audience
- Answer correspondence appropriately and efficiently.
- Take a flexible approach to working.
- Can identify, communicate and respond to priorities.
- Can manage own workload and work unsupervised to make decisions regarding own workload priorities.
- Can escalate conflicting work priorities appropriately and in a timely fashion.

- **Core Requirements:**

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

- **Additional requirements**

- This role will require the role holder to be available immediately before, during and immediately after all of the University's clearing periods.

- **KEY PERFORMANCE INDICATORS:**

- Effectiveness of support to the Academic Lead for Undergraduate Assessments and the Director of Undergraduate Education.
- Effectiveness of administrative support for the School's undergraduate assessment procedures.
- Accuracy and quality of work.

- **KEY RELATIONSHIPS (Internal and External):**

- **Internal**

- School Administration Manager, Head of School, academic and administrative staff in the Medway School of Pharmacy.
- **External**
- Student Records, Student Services and quality departments in both the University of Greenwich and the University of Kent.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Knowledge of the UCAS application process • Experience of working in a marketing environment • Knowledge or experience of working in events • Experience of working with large data sets, being competent in gathering, analysing and presenting data effectively. • Experience of regular, concise report writing. • Experience of handling confidential and sensitive information. • Experience of working with various types of social media platforms and their analytics <p>Skills</p> <ul style="list-style-type: none"> • Excellent communication skills, written and oral. Can adapt communication to audience, i.e talking to applicants in secondary 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in higher education administration or knowledge of higher education institutions. • Experience of managing large numbers of students and monitoring schemes (i.e., mentoring) • Experience of working within a STEM environment. • Knowledge of Moodle and other VLE platforms <p>Skills</p> <ul style="list-style-type: none"> • Ability to collaborate and to build effective

<p>education through to industry professionals</p> <ul style="list-style-type: none"> • Competent with all Microsoft Office applications • Good organisation skills with the ability to work with little management • Excellent interpersonal skills with the ability to work confidently and diplomatically with people of all levels from students to senior management • Ability to confidently communicate ideas and results, including presentations to people of all levels • Time management skills with the ability to prioritise workloads • Experience of working within a marketing department within in a Higher Education Institution • Experience of working with Adobe software (ie. Adobe Spark, Photoshop) • Experience of producing printed and online publications, including e-letters and video. <p>Qualifications</p> <ul style="list-style-type: none"> • Educated to a degree level, or with equivalent qualifications or experience. <p>Personal attributes</p> <ul style="list-style-type: none"> • Excellent organisation abilities. The post holder will 	<p>relationships and partnerships.</p> <ul style="list-style-type: none"> • Ability to question, evaluate, review and develop processes as a result. • Ability to be proactive in identifying and solving problems and identifying the next step. • Quantitative and qualitative data analysis skills <p>Desirable Experience</p> <p>Qualifications</p> <ul style="list-style-type: none"> • N/A <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A
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<p>be required to organise various large events</p> <ul style="list-style-type: none">• A genuine interest in student life at university and commitment to the students learning environment• Enthusiastic approach, always looking for ways to improve policies and procedures• We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful	
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