

JOB DESCRIPTION

Job Title: International Student Recruitment Officer

Grade: SG5

Department: Student Recruitment and Admissions

Responsible to: International Student Recruitment Manager

Responsible for: N/A

Key Contacts: N/A

Standard Occupational Classification (SoC code): N/A

Non-Contractual Nature of Role Profile: 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 University and the requirements of the job.

PURPOSE OF ROLE

The International Student Recruitment Officer will be responsible for representing the university at a range of student recruitment events. The International Student Recruitment Officer will also be involved in various recruitment and conversion led projects where they will demonstrate their sound knowledge of international education and admissions to help support the implementation and execution of the project. The post holder will be required to combine office-based activity with international and regional travel between 12 and 18 weeks.

KEY ACCOUNTABILITIES

Team Specific:

The requirement to participate within a team approach to the work of the International Office is paramount, and the post-holder will need to be flexible in contributing to the goals of the Global Greenwich strategy. The appointee will adhere to and promote the values of the University of Greenwich: Inclusive, Collaborative and Impactful

Role specific:

- Responsible for all delivery of student recruitment and conversion activity, able to deliver a suit of online and in person talks, workshops and presentations, and represent the University at recruitment events, ranging from fairs, to open days and offer holder events across the globe.

- To advise applicants and agents on the range of the university's programmes, both in the office, abroad, and by email and telephone.
- To engage and participate in projects related to recruitment, conversion, and onboarding to support the full cycle of student recruitment.
- To support recruitment projects and help Project Lead with actively engaging, collating and organising information, and participating to drive and steer a project (including minute taking)
- Continuously logging and evaluating projects/team's activity to ensure good working practice and 100% data capture of prospective student leads
- To participate in Open Days, Clearing, and other university events as required, including supervising staff
- To carry out other duties as specified by the Line Manager to support the work of student recruitment and admissions

Managing Self:

- Always maintain a professional approach through the application of effective relevant skills, especially when working with student ambassadors
- Manage work effectively, deliver under pressure and adhere to deadlines
- Working with other staff effectively to help maximise their performance by working as one team
- Ability to work on using own initiative and own judgement to support business and teams needs
- Understanding the support that is provided within the team and ensuring that it is attained if required
- Raising any pressure points with line manager to talk through best solutions

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:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours and locations, to ensure that UK Student Recruitment delivers the required level of service (for example clearing, open days, recruitment fairs).

Be available to work without taking holiday leave, and on different campuses as required, throughout the Confirmation & Clearing and registration period.

The role, although based at the Avery hill campus, is expected to work across all 3 sites (Avery Hill, Greenwich and Medway) as and when required, and requires travel to events across the UK. The role involves travel to events internationally, occasional evening and weekend work, and overnight stays.

Restricted annual leave in place throughout Confirmation and Clearing period.

Up to date Enhanced Disclosure and Barring Service (DBS) check, and able to work with children and/or vulnerable persons.

Freedom of speech and academic freedom:

In any matter falling under this policy, the university will have particular regard to, and place significant weight on, the importance of freedom of speech within the law, academic freedom and tolerance for controversial views in an educational context or environment. The University's commitments to freedom of speech and academic freedom are set out in the Freedom of Speech Code of Practice. In the event of any conflict between this policy and the Freedom of Speech Code of Practice, the Freedom of Speech Code of Practice will take precedence.

KEY PERFORMANCE INDICATORS:

- Improved recruitment at higher entry levels
- Ensure compliance with UKVI policies, as laid down by the International Compliance and Advice team
- Delivery of enrolment targets

KEY RELATIONSHIPS (Internal & External):

Internal: Head of International Student Recruitment, Associate Director Student Recruitment and Admissions, International Regional Student Recruitment Manager, International Partnerships Managers, International Recruitment Business Operations Manager, CAS Officers, International Admissions. International Compliance and Advice team, Student Academic Services, Faculty Marketing Leads, Communications & Recruitment Directorate and Programme Leaders as appropriate

External: Collaborative Partner Institutions, the British Council, Overseas regulatory bodies, Prospective students and their parents, Regional Offices/Consultants, Agents, High Commissions, Embassies, BUIA.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Experience in student recruitment and/or providing excellent customer service in a sales role
- Experience of planning and prioritising work to meet demanding deadlines.
- Experience of using a range of communication channels including phone, email, social media and online chat
- Working in a fast-paced setting

Desirable Criteria

- Experience of working in student recruitment within the HE sector

SKILLS:

Essential Criteria

- Good team working skills
- Good organisational skills
- Ability to work accurately and effectively under pressure.
- Good interpersonal and communication skills
- Excellent presentation skills
- Proficient user on MS Office (Word/PowerPoint/Excel)

Desirable Criteria

- Leading projects
- Experience working with ambassadors or equivalent
- Foreign language skills

QUALIFICATIONS:

Essential Criteria

- Bachelor's degree in any subject, or equivalent professional experience

Desirable Criteria

- N/A

PERSONAL ATTRIBUTES:**Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- N/A