

## JOB DESCRIPTION

<b>Job Title:</b>	Graduate Education Support Officer	<b>Grade:</b>	SG5
<b>Department:</b>	UK Student Recruitment	<b>Date of Job Evaluation:</b>	N/A
<b>Role reports to:</b>	Education Support Manager		
<b>Direct Reports</b>	N/A		
<b>Indirect Reports:</b>	N/A		
<b>Other Key contacts:</b>	N/A		
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 Graduate Education Support Officer will be responsible for providing support for the work of the Education Support Unit. The post holder will support the work of the unit in developing relationships with key feeder schools and colleges as the first point of contact via phone and email. They will provide operational support for the team through attending various external and internal events to promote the university, making necessary arrangements, including delivery of materials, booking of student ambassadors, data collection, post event record management and any other arrangements.

### **KEY ACCOUNTABILITIES:**

#### **Team Specific:**

- To answer promptly all enquiries from schools, colleges, community groups and partner institutions, as the first point of contact with the department via phone and email.
- To support the team by attending various external and internal events to promote Higher Education, representing the university favourably as a destination of firm choice.
- To make all necessary arrangements for these events, including delivery of materials, booking of student ambassadors, and any other arrangements.
- Support the organisation and implementation of recruitment events, conferences and collaborative initiatives for school/college students, parents, teachers and advisers, in line with the KPI's of the Department.
- Manage own schedule during peak periods in order to attend events in a cost effective and timely manner.
- To develop and maintain a good knowledge of the UK education system as a whole and higher education in particular, in order to give accurate advice and information to potential students, parents, teachers etc.
- To deliver presentations on higher education and the university in specific contexts.
- Collect, organise and maintain accurate data to support tracking, impact assessment

and reporting of the team's activities.

- To update the contact database and maintain other records as necessary.
- Comply with data protection guidelines as set by the Directorate and the University of Greenwich.
- To participate in Clearing as required, including assisting with clearing training and over-flow set-up.
- To participate in Open Days, including supervising student staff and deputising as necessary.
- To assist with the delivery of NCOP projects as required.
- To carry out other duties as specified by the Education Support Manager.

### **Managing Self**

- They need to be conscious of their position within a team that is the university frontline for enquirers and applicants and be prepared to assist and support the team effort as necessary under a variety of prevailing circumstances
- Ability to work on own initiative without constant supervision
- Ability to work accurately with high attention to detail
- Should be familiar with the overall work of the Directorate and understand their role within that wider context and use their expertise and knowledge to share information with other areas of the office and university.

### **Core Requirements**

- Adhere to and promote the University's policies on Equality and Diversity and Information Security Ensure compliance with Health & Safety regulations
- 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.

### **Additional Requirements:**

- Flexible approach to work, with a willingness to travel to events across the UK. This includes evenings and weekends.
- Must be willing to undertake an enhanced DBS disclosure check. Satisfactory clearance is a prerequisite for this role to work with children and/or vulnerable persons.

### **KEY PERFORMANCE INDICATORS:**

- Represent the University at a range of events
- Encourage applications to the University by providing information on university courses and entry criteria
- Enrolments from top feeder schools and colleges

### **KEY RELATIONSHIPS (Internal & External):**

- Directorate of Communications and Recruitment staff
- Admissions staff
- Academic staff
- School, College and Community group staff, including teachers, subject leaders and

careers advisors

- Partner, Network and collaborative centre staff
- UCAS and UCAS Media

### PERSON SPECIFICATION

Essential	Desirable
<p><b>Personal attributes</b></p> <p>We are looking for people who can help us deliver the <a href="#">values</a> of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity</p> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Higher education experience, having made an active and substantial contribution to university life</li> <li>• Knowledge of the UK education system</li> <li>• Knowledgeable of UCAS</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• A range of IT skills (especially Microsoft Excel &amp; Outlook) and ability to take on skills to work with bespoke systems</li> <li>• Excellent organisation and administrative skills</li> <li>• Ability to work accurately with high attention to detail and data processing skills, able to collect, collate and organise data in preparation for monitoring and reporting</li> <li>• Excellent interpersonal and communication skills</li> <li>• Exceptional Customer Service skills</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Degree or other level 4 equivalent</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Able to deliver presentations to various audiences</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Recent undergraduate qualification from University of Greenwich</li> </ul>