

JOB DESCRIPTION

Job Title:	Graduate Recruitment Assistant	Grade:	SG4
Department:	UK Student Recruitment	Date of Job Evaluation:	
Role reports to:	Senior Recruitment and Conversion Coordinator		
Direct Reports	None		
Indirect Reports:	None		
Other Key contacts:	Recruitment Coordinators		
<p>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.</p>			

PURPOSE OF ROLE:

The Graduate Recruitment Assistant will be responsible for supporting innovative lead generation and conversion across all recruitment enquiry channels with the main objective of increasing enrolments. Also assisting in the delivery of commitments and targets set out in the University Access and Participation Plan to improve the student journey lifecycle across all levels of study.

There will also be the opportunity to spend time with other teams within the Department to develop broader knowledge, understanding and experience of student recruitment and support business needs throughout the UCAS cycle.

KEY ACCOUNTABILITIES:

Team Specific:

- Assist with the implementation of UKSR Recruitment Strategy
- Capture and record accurate enquiry data, complying with data protection guidelines as set by the Directorate and the University of Greenwich.
- Contribute to content that promotes Higher Education underpinned by digital technologies and computer literacy.
- Assist senior officers, staff working across the Directorate of Communications & Recruitment, other Directorates and the University Faculties in the delivery of student recruitment and conversion activities, digitally and physically both on and off campus
- To develop and maintain a good knowledge of the UK education system to respond and relate to potential students and their supporters in an authentic first-hand context
- Provide operational support for Confirmation, Clearing and Welcome

Generic:

- Provide day to day customer service support as the first point of contact with the university.
- Answer promptly all recruitment enquiries, representing the university favourably as a destination of firm choice.
- The position is within a team servicing university frontline for enquirers and applicants and involves assisting and supporting a customer centric service. When necessary, this includes being deployed to different teams as required to support business needs.

Managing Self:

- 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, 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.

Additional Requirements:

Undertake any other duties as requested by the Director or their line 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, to ensure that UK Student Recruitment delivers the required level of service.

Flexible approach to work, with a willingness to travel to events across the UK. This includes occasional 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:

- Customer Service
- Encourage applications to the University by providing information on university courses and entry criteria
- Enrolments

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>Experience</p> <ul style="list-style-type: none"> • Higher education experience, having made an active and substantial contribution to university life • Knowledge of the UK education system • Knowledgeable of UCAS <p>Skills</p> <ul style="list-style-type: none"> • Confident and critical use of information and digital technologies • Organisation and administrative skills • 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 • Interpersonal and communication skills • Commitment to providing excellent customer service <p>Qualifications</p> <ul style="list-style-type: none"> • Degree or other level 6 equivalent <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity 	<p>Experience</p> <ul style="list-style-type: none"> • N/A <p>Skills</p> <ul style="list-style-type: none"> • Able to deliver presentations to various audiences <p>Qualifications</p> <ul style="list-style-type: none"> • N/A <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A