

JOB DESCRIPTION

Job Title:	Student Recruitment Coordinator	Grade:	SG6
Department:	UK Student Recruitment	Date of Job Evaluation:	April. 2016
Role reports to:	Student Recruitment Operations Manager		
Direct Reports	Recruitment Officer and Recruitment Assistant		
Indirect Reports:	None		
Other Key contacts:			
<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:

- To effectively deliver recruitment communications with enquirers to meet the team's recruitment objectives
- To provide enquirers with accurate and engaging information about the University's degree offering to encourage them to join the University

KEY ACCOUNTABILITIES:

Team Specific:

- To support the management of recruitment activities which includes but is not limited to:
 - Communications with enquirers through, phone, on-line chat, email, social media, CRM, student blogs and any other appropriate communication channels
 - Delivery of Clearing activities
 - Liaise with Content Manager to ensure that appropriate information is available on our website, the UCAS website, our publications and other external communication channels to inform enquirers of our degree offer.
- To liaise closely with the staff across the Directorate of Communications and Recruitment, other Directorates and the University Faculties to ensure all recruitment activities are effectively supported.
- To manage the day-to-day activities of Recruitment Officers/ Assistants and part-time student staff
- To liaise closely with Faculty recruitment leads to ensure recruitment objectives are achieved through regular meetings.
- Train new permanent staff and student staff on all communication platforms and customer service ethos relevant to the recruitment activity
- Deputise for Recruitment Operations Manager in times of annual leave or sickness
- Support other recruitment activities when required e.g. Open Days, UCAS fairs, Webinars, talks etc.
- To participate in Open Days, including supervising student staff and deputising as necessary.

- To carry out other reasonable duties as specified by the Student Recruitment Operations Manager.

Generic

- Must have good customer service skills
- Must have a detailed and comprehensive knowledge of all University degree offers
- Must be able to demonstrate effective team working skills
- Must have high level presentation skills to effectively engage enquirers
- Be able to demonstrate effective and productive relationship skills whilst working in an organisation
- Must be willing to embrace the shared values and required behaviours of the Communications and Recruitment Directorate staff (Collaboration, Inclusivity and Impact)
- Must have effective communication skills both verbal and written to ensure that effective partnerships are forged and maintained using appropriate communication which is understood by all parties
- Must have appropriate administrative management skills gained through practical application and experience
- Must be able to challenge and resolve issues as they arise

Managing Self

- Maintain a professional approach at all times through the application of effective relevant skills
- Ability to plan and prioritise workload
- Ability to work on own initiative
- Manage work effectively and deliver under pressure
- Working with other staff effectively to help maximise their performance by working as one team
- Ensure the UKSR Management team is updated regularly as agreed on progress against tasks

Core Requirements:

- Commitment to key strategic priorities of the Directorate and the University
- Willingness and ability to travel to workplace locations within the UK
- Adhere to and promote the University's policies on Equality and Diversity 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
- Comply with data protection guidelines as set by the Directorate and the University of Greenwich

Additional Requirements:

- Flexible approach to work, with a willingness to travel to events across the UK. This includes evenings and weekends on occasion.

- 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.
- Restricted annual leave in place throughout Confirmation and Clearing period (August)

KEY PERFORMANCE INDICATORS:

- Delivery of student recruitment application targets
- Improved conversion
- Reduced reliance on Clearing
- Delivery of enrolment targets

KEY RELATIONSHIPS (Internal & External):

- Director of Communications and Recruitment
- Head of UK Student Recruitment
- Student Recruitment Manager
- Education Support Manager
- Senior Events Officer
- Student Ambassador Manager
- Operational teams within UKSR
- Other teams within the Communications and Recruitment Directorate
- Other colleagues in the directorate
- Faculty schools and colleges representatives
- Colleagues within other Directorates of Professional Services

PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Broad range of experience in student recruitment. • Experience of planning and prioritising work to meet demanding deadlines. • Experience of providing direction to a team of staff on a day-to-day basis. • Experience of using computerised management information systems and technology to improve recruitment processes. • Experience of using a range of communication channels including phone, email, social media and online chat. <p>Skills</p> <ul style="list-style-type: none"> • Excellent customer service skills • Good team building skills. • Excellent organisational skills. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of working recruitment within the HE sector <p>Skills</p> <ul style="list-style-type: none"> • N/A <p>Qualifications</p> <ul style="list-style-type: none"> • N/A <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A

- Good project management skills to plan and organise resources appropriately.
- Ability to work accurately and effectively under pressure.
- Excellent interpersonal and communication skills
- Creative and proactive.
- Good problem solving and decision-making skills.

Qualifications

- Degree level qualification

Personal attributes

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