

JOB DESCRIPTION

Job Title:	International Recruitment Manager	Grade:	SG7
Department:	International Office	Date of Job Evaluation:	
Role reports to:	Head of International Recruitment		
Direct Reports	International Recruitment Officers		
Indirect Reports:	Regional Offices/Consultants, Placement Students		
Other Key contacts:	Please see below 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:

The appointee will be responsible for supporting the Head of International Recruitment in meeting ambitious student recruitment targets. The appointee will have line management responsibility for a team of International Recruitment Officers, ensuring that these members of staff have the support and tools needed to perform their roles. The post holder will be required to lead on recruitment for specific market(s), as well as managing staff members who have responsibility for recruitment from a wider set of markets. The role will require internal liaison with Faculties and Directorates on marketing, recruitment, and a wide range of other areas. The post holder will be required to combine office-based activity with international and regional travel. The primary focus for this role will be the Middle East, with wider responsibility for the Americas, Europe, and Africa.

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 University Behaviours of Building Relationships, Communicating Clearly and Working Collaboratively.

Generic:

- To deliver international recruitment targets.
- To line manage International Recruitment Officers.
- Lead on the development of new business opportunities Market responsibility for an appropriately sized market/set of markets.

- Lead on the progression from UK-based foundation providers and new student recruitment sources.
- Lead on the office's post-offer holder conversion.
- Develop marketing strategies, and work with the university's marketing department on digital and collateral output.
- Lead of "new student recruitment methods," serving (or delegating as appropriate) as the contact point for digital recruitment agencies.
- Develop and implement international recruitment plans, including contributing to regional target setting with International Recruitment Officers.
- Build process to measure, monitor, and evaluate the effectiveness of ongoing recruitment activities and travel.
- Maintaining the infrastructure of links with key markets of the region, including with embassies/High Commissions, British Council Offices, and potential partner institutions.
- Ensuring that all aspects of international student recruitment comply with regulatory requirements, including, but not limited to, pre-arrival UKVI compliance, CMA requirements, and GDPR.
- Maintain and developing IO links with Faculty Marketing Leads.
- Representing the office on appropriate Faculty and University groups and committees.
- Assist the Head of International Recruitment to accurately plan and manage resource requirements, and key policies, procedures and standards relating to the International Office's required operations for delivery of international activities.
- Other duties as required and specified by the Head of International Recruitment.

Managing Self:

- While responsible day-to-day to the Head of International Recruitment, the post holder will need to display considerable initiative in organising their own work and be prepared to take responsibility on all occasions.
- The postholder will be responsible for representing the university in overseas activities and be prepared to make independent decisions commensurate within that context.
- The appointee will be expected to exemplify the University Behaviours of Planning Ahead and finding new and better ways of working, as well a commitment to the university's brand.
- The postholder should actively seek awareness of a wider world view, positive attitudes towards cultural differences, and knowledge of diverse cultural practices to inform cross-cultural working, communication and problem solving.

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 perform 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 the International Office delivers the required level of service.

The post requires a good knowledge of the university's academic provision and excellent inter-personal and communication skills. Office-based project work is combined with limited international travel, and the post-holder will need to be able to accommodate the particular demands of this aspect of the work within the overall requirements of the post.

KEY PERFORMANCE INDICATORS:

- Support the University's internationalisation strategy (Global Greenwich), specifically in meeting EU and International student recruitment targets.
- Maintain and develop market-related knowledge of staff within the International Office.
- Ensure compliance with UKVI policies, as laid down by the International Compliance and Advice team.

KEY RELATIONSHIPS (Internal & External):

Internal: International Operations Manager, International Business Development Manager, Head of International Recruitment, Associate Director (Global Greenwich), International Partnerships Managers, International Compliance and Contracts Manager, Senior colleagues from across CRD (including Heads of PR and Comms, Marketing and Brand, Digital and CRM, and Head of Admissions), International Recruitment Officers, Admissions Officers, International Compliance and Advice team, International Admissions Coordinators, International Office Administration Manager, Faculty Directors of Partnerships and International, Collaborations Offices, Greenwich Learning and Teaching, other Directorates and Programme Leaders as appropriate.

External: Collaborative Partner Institutions, the British Council, overseas regulatory bodies, overseas representatives of the University, High Commissions, Embassies, BUILA.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Extensive experience in a sales and marketing role • Track record of developing new business • Experience of prioritising a heavy workload to meet deadlines and targets under pressure • Development and delivery of a successful international strategy • Budget supervision <p>Skills</p> <ul style="list-style-type: none"> • Using cultural competence to inform cross-cultural working, communication, problem solving and decision making. • Self-motivated and entirely confident decision-maker • Resourceful and able to deal with unanticipated situations whilst travelling and otherwise • Outstanding inter-personal and communication skills. • Ability to delegate work, provide effective feedback and motivate others. • Negotiation, diplomacy and social skills, and the ability to engage in contact with all, especially the highest levels to achieve operational objectives • In depth understanding in the use of social media for marketing and conversion <p>Qualifications</p> <ul style="list-style-type: none"> • Bachelor's degree in any subject, or equivalent professional experience <p>Personal attributes</p>	<p>Experience</p> <ul style="list-style-type: none"> • Extensive experience in the higher education sector within international student recruitment <p>Skills</p> <ul style="list-style-type: none"> • N/A <p>Qualifications</p> <ul style="list-style-type: none"> • Post Graduate degree or professional qualification in management or marketing <p>Personal attributes</p>

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity

- N/A