

JOB DESCRIPTION

Job Title:	Student Recruitment Officer	Grade:	SG5
Department:	UK Student Recruitment	Date of Job Evaluation:	
Role reports to:	Student Recruitment Coordinator		
Direct Reports	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 Recruitment Officer will be responsible to monitor and indirectly manage the University's Enquiry Ambassador's. They will lead a team of these student ambassadors to ensure the University reputation and values are uplifted and relayed to our audience. The Recruitment Officer will also be involved in various recruitment and conversion led projects where they will demonstrate their sound knowledge of Enquiry Management and Ambassador Management to help support the implementation and execution of projects.

KEY ACCOUNTABILITIES:

Team Specific:

- To support the management and reporting of Enquiry Management Channels (telephone, live chat, emails, CRM and face to face) to continuously improve and monitor service levels
- Delivery and participation of Clearing and Welcome Operations
- To engage and participate in projects related to recruitment, conversion, and onboarding to support the full cycle of student recruitment.
- Support other recruitment activities when required such as Open Days, Higher Education fairs and/or onsite campus events. Deputising a team of ambassadors may be required.
- To support the management of ambassadors with updating and monitoring costings, supporting recruitment cycles of ambassadors and supervising activity on a day-to-day basis including rota and timesheets processing.
- To support projects and help Project Lead with actively engaging, collating and organising information, and participating to drive and steer a project (including minute taking)
- Comply with the data protection guidelines as set by the Directorate and the University of Greenwich
- To carry out other duties as specified by the Line Manager/ Student Recruitment Operations Manager

Generic:

- Must be willing to embrace and support the mission to be the best modern University in the UK by 2030 (A Top 30 University)
- Must be willing to uphold and deliver our university values of being Inclusive, Collaborative and Impactful.
- Must actively work to achieving the top 4 strategic priorities of Student Success, Inclusivity and Culture, Research and Knowledge Exchange and Connected and Sustainable campuses.
- Continuously logging and evaluating projects/team's activity to ensure good working practice

Managing Self:

- Always maintain a professional approach through the application of effective relevant skills
- Manage work effectively and deliver under pressure
- 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:

- Flexible approach to working hours. Team are operational between 9am – 5pm. For **Clearing** team are required to work between 8am – 8pm including weekends if required to meet business needs
- Willingness and ability to travel to workplace locations within the UK
- 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, to ensure that [Name of service area] delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Improved recruitment at higher entry levels
- Improved recruitment during Clearing
- Enhanced Enquiry Management processes – efficient and cost saving
- Well trained, knowledgeable, and proactive ambassadors

KEY RELATIONSHIPS (Internal & External):

- Staff/Teams in the Directorate of Communications and Recruitment (Admissions Team/Education Support Unit/Alumni Team/Social Media)
 - Student Academic Services
 - IT Support Services
 - Higher Education Event providers (UCAS/UK Uni Search)
 - Third Party Websites (Uni Compare/Student Crowd)
- Enquiry Management stakeholders (Livechat/Openscape)

PERSON SPECIFICATION
Essential
Experience

- A range of experience in student recruitment.
- 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
Experience

- Experience of working in recruitment within the HE sector

Skills

- Good team working skills.
- Good organisational skills.
- Ability to work accurately and effectively under pressure.
- Good interpersonal and communication skills

Qualifications

Degree or equivalent experience

Personal attributes

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

Skills

- Leading projects
- Experience working with ambassadors

Qualifications

- N/A

Personal attributes

- N/A