ROLE PROFILE

Job Title: Student Recruitment Administrator
School/Department: Registrar's Department, External Relations
Job Family and Level: Administrative, Professional, Managerial, Level 2
Contract Status: Permanent
Hours of Work: Full-time (36.25 hours per week)
Location: King’s Meadow Campus
Reporting to: Schools and Colleges Liaison Manager

Purpose of the New Role:
To provide day-to-day administration for the UK Schools and Colleges Liaison Team in order to support their undergraduate recruitment strategy and activities. This role incorporates a wide range of areas of responsibility including managing enquiries, coordinating arrangements for UCAS exhibitions, HE Fairs and school visits, providing administrative support to the Schools and Colleges Liaison Manager, supporting the student and staff ambassador schemes and administering the operating budget. The role holder will also support the wider team with general administrative duties as required.

Main Responsibilities

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<th>Main Responsibilities</th>
<th>% time per year</th>
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<tr>
<td><strong>1. Support schools and colleges liaison activities</strong></td>
<td>50%</td>
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<td>Provide day-to-day administrative support for the team and their activities, including:</td>
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<td>- Responding to phone and email enquiries.</td>
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<td>- Maintaining and updating the contact details database for schools and colleges, to ensure the communication database is accurate.</td>
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<td>- Arranging logistics across the UK for school and college visits and UCAS Exhibitions.</td>
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<td>- Supporting the delivery of on-campus events and activities, including responsibility for room bookings and liaison with the Estates department.</td>
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<td>- Sending out feedback surveys and compiling feedback reports.</td>
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<td>- Supporting the arrangements for the annual programme of careers advisers’ and teachers’ conferences.</td>
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<td>- Supporting the organisation and delivery of student recruitment projects such as the Calling Campaign, to ensure that the activities and events run successfully.</td>
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<td>- Organising the Undergraduate and Postgraduate Forum on a quarterly basis, including preparation of agenda and materials for presentation, and liaison with key stakeholders in External Relations and in schools and departments.</td>
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<td>- Updating the team’s web pages.</td>
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<td><strong>2. Support Student and Staff Ambassador schemes</strong></td>
<td>20%</td>
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<td>- Downloading and assessing application forms.</td>
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<td>- Assisting with the organisation of interviews and training.</td>
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<td>- Supporting the running of the scheme by liaising with ambassadors.</td>
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<td>- Creating online surveys to advertise opportunities and delegate work to ambassadors.</td>
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<td>- Briefing ambassadors about events and organising the collection of materials.</td>
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3. **Administration of the operating budget**
   - Producing regular financial reports.
   - Purchasing goods and services.
   - Ensuring all purchases are processed and recorded in accordance with university procedures using the university's financial system, Agresso.
   - Highlighting any significant deviations from the budget.
   - Attending to requests for financial information in a timely manner and meeting financial reporting deadlines.

4. **Attend school and college events**
   - Staffing information stands at school events across the UK.
   - Liaising with schools and colleges to arrange details of visits.
   - Completing post-event reports.
   - Keeping up-to-date with information about the University, entry requirements and new courses offered.

5. **Senior management support**
   Provide administrative support to the Schools and Colleges Liaison Manager and Head of Student Recruitment as required, to ensure the effective and smooth running of the team’s activities. This may include:
   - Arranging meetings and interviews; arranging room bookings, refreshments and AV as required.
   - Taking meeting notes and disseminating action points.
   - Assist with printing reports and other documentation.
   - Handling email inboxes during staff leave as directed.
   - Supporting inductions for new members of staff.
   - Providing other administrative support such as arranging travel, accommodation and training courses and other duties as required.

6. **Support the wider work of External Relations**
   - Directing prospective undergraduate student enquiries to the appropriate team in the Student Recruitment Support Hub.
   - Undertaking tasks outside of usual duties, working out of office hours on open days and recruitment events (including occasional Saturdays).
   - Helping with holiday cover and unforeseen circumstances.
   - Maintaining and updating the information and documentation on Workspace.

### Knowledge, Skills, Qualifications & Experience

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<th>Qualifications/ Education</th>
<th>Essential</th>
<th>Desirable</th>
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| Skills/Training            | ● Excellent administrative skills.  
● Excellent customer service and interpersonal skills.  
● Excellent communication skills, both verbal and written.  
● Excellent organisational skills with the ability to prioritise workloads and demonstrate flexibility.  
● Proficient in MS Office, particularly Word, Excel, Outlook and Powerpoint.  
● Excellent attention to detail.  
● Judgment and understanding of how to respond to and direct a diverse range of enquiries.  
● The ability to work calmly and accurately under pressure to meet deadlines.  | ● Knowledge of Higher Education, particularly within the undergraduate market.  
● Skills in web-editing and use of social media in a professional context. |
Proactive approach.
Ability to work independently with the minimum of supervision.
Ability to work as part of a team in a shared office environment.

Experience
- Significant experience in an administrative or related role.
- Experience of working in a customer focused environment.

Other
- An understanding of the importance of confidentiality.
- Ability to be diplomatic in sensitive situations.
- Reliable, organised and responsible.
- Willingness to work occasional weekends and evenings.
- Experience of working in a large and complex organisation.
- Experience of working in a similar role within Higher Education.

Ability to travel and access to own transport.

Additional Information
The Schools and Colleges team plays a key role in delivering some of the objectives of the University’s recruitment strategy and works alongside other teams within Student Recruitment and External Relations.

The team is regularly the interface between the University and teachers, careers advisers, and prospective students. Team members are expected to act appropriately, professionally and with due care to issues of data protection and confidentiality.

The team has a large network of contacts within and outside the university and the post holder must be able to communicate with a variety of people including academic staff and senior managers and leaders, as well as external organisations. It is therefore essential to maintain strong, professional working relationships to provide an excellent and efficient service.

There will be particularly busy periods of the year (especially during March and June) when it will not be possible to take annual leave.

The nature of the role will require the post-holder to travel occasionally within the UK, occasionally attending events outside of normal working hours, to support conferences and other recruitment activities and events. Flexibility is therefore essential.

The University of Nottingham strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women’s careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.