University of Nottingham
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Role profile

Job title	Student Recruitment Support Administrator	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	Registrar's Department, External Relations – Recruitment and Admissions	Location	King's Meadow Campus

Purpose of role

To support the Student Recruitment Support team in providing a first-class, central enquiry and applicant support ***service*** throughout the recruitment and admissions cycle. The role holder will offer friendly, prompt and comprehensive responses to requests for information in various formats. They will deliver timely and accurate services to support admissions processes. The role holder will help to organise and support the delivery of recruitment events. This role is subject to a six month probation period.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	**Handling prospective student enquiries** ▪ Responding to enquiries from prospective students, applicants, parents, agents and teachers through a range of channels including telephone, email, live chat and social media. ▪ Ensuring responses are provided in a timely fashion, in line with service level agreements. ▪ Ensuring a high standard of customer service when handling all enquiries. ▪ Liaising with internal departments and academic schools/departments to ensure swift and accurate responses to enquirer's questions. ▪ Forwarding requests for information to the relevant departments where necessary, or previously agreed.	45%
2	**Completing core recruitment tasks to support admission to the University** ▪ Working in the University's admissions system to complete key tasks which support admission to the University, following established guidance and procedures. ▪ Performing data updates on applications in the system, in response to requests from applicants. ▪ Running reports and resolving system issues related to applications, including handling duplicate records.	35%

	▪ Developing and using specialist knowledge on legislation and processes related to admissions (e.g. fee status assessments, CAS). ▪ Supporting the Postgraduate Research application process, circulating applications to academic colleagues for consideration and communicating their decisions back to Admissions.	
3	**Supporting the organisation and delivery of student recruitment events** ▪ Organising academic school/department-based elements of student recruitment events, including open days and offer-holder days. ▪ Organising selection days (interviews) and communicating decisions back to Admissions post-event. ▪ Liaising with academic stakeholders to confirm their event requirements, offering suggestions and ideas as appropriate. ▪ Completing a range of administrative tasks in preparation for student recruitment events, including booking rooms, coordinating student ambassadors, and ordering catering. ▪ Working at open days, mini open days, offer-holder days and selection days as required, supporting delivery and ensuring a positive visitor experience. Staff will be required to work at a minimum of two Saturday recruitment events each year.	10%
4	**Other duties** ▪ Regularly check and update key sources of information used to respond to enquiries, including knowledge transfer documents, templates and the University website. ▪ Support the annual Confirmation and Clearing processes in August. ▪ Assist the Admissions team as required. ▪ Process requests for recruitment materials, such as prospectuses. ▪ Represent the University at UCAS exhibitions or higher education fairs across the country, providing information and advice to prospective students (this is not mandatory and staff will be able to assist at a maximum of one event per year). ▪ Provide reception cover for Student Recruitment as required at key points throughout the year. ▪ Any other duties appropriate to the grade and role of the person appointed.	10%

Person specification

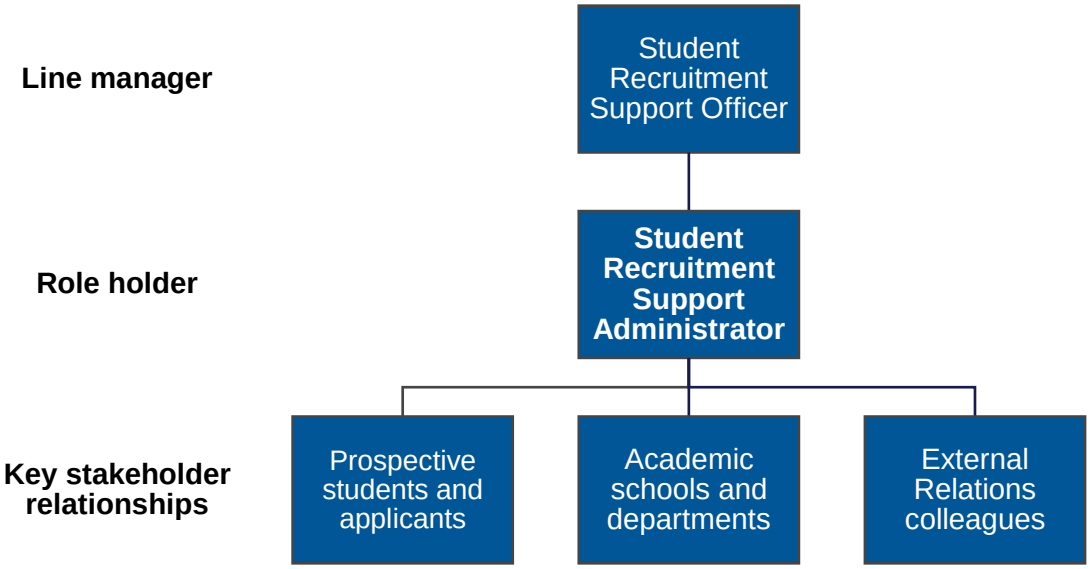
	Essential	Desirable
Skills	▪ Excellent customer service skills ▪ Hard-working attitude with a desire and ability to use own initiative ▪ Excellent written communication skills including excellent grammar ▪ High attention to detail and the ability to complete processes accurately and efficiently over a sustained period ▪ Excellent oral communication skills, including on the telephone, with the ability to communicate with a diverse range of people ▪ Good organisational skills with the ability to prioritise workloads ▪ High-level of computing skill particularly MS Office, and confidence to use and learn new IT systems	
Knowledge and experience	▪ Relevant experience in a customer focused environment ▪ Experience of working within a team ▪ Knowledge of data protection issues ▪ Understand the importance of confidentiality	▪ Knowledge of higher education and its application processes ▪ Knowledge/experience of the University of Nottingham ▪ Experience of working with complex IT systems ▪ Experience of working in a large and complex organisation or education environment ▪ Experience of working with Customer Relationship Management systems
Qualifications, certification and training (relevant to role)	▪ Educated to GCSE level, including Grade C or above in English and Maths, or hold vocational qualifications (NVQ 2-3) or equivalent	
Statutory, legal or special requirements	▪ Willingness and ability to work outside of core hours on occasions, including evenings and weekends. Please note: it is a requirement to work a minimum of 4 Saturdays per year (pro rata) to support the delivery of recruitment events. Paid overtime or time off in lieu will be offered for any additional hours worked during evenings and weekends. During the summer there are also some restrictions on when annual leave	

	can be taken to coincide with A level results day, and further weekend working may also be required.	

The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people	Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
Taking ownership	Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
Forward thinking	Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
Professional pride	Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
Always inclusive	Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others