Role profile

Job title	Student Recruitment Support Officer (Conversion)	Job family and level	Administrative Professional or Managerial Level 3
School/ Department	Nottingham University Business School	Location	Kings Meadow Campus/Jubilee Campus

Purpose of role

As a Student Recruitment Support Officer, you will provide operational and administrative support for a range of School/Faculty processes and activities relating to the recruitment and conversion of students for the Business School. Working closely with your Officer and Manager within the team, Faculty staff and the University's other Recruitment and Marketing teams you will work flexibly to ensure the delivery of conversion activities.

You will largely work within established procedures with minimum day-to-day supervision and will be required to organise tasks given to you to meet clear objectives. You will need to be able to learn quickly and develop a thorough understanding of the relevant systems and processes and provide guidance and support to applicants and School colleagues. You will be flexible and proactive and use your initiative to respond to changing priorities and be able to work effectively alone and as part of a virtual team, building and maintaining relationships with academics and professional services colleagues across the Faculty and in Central Departments to deliver our conversions targets.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	**% time per year**
	Student Recruitment • Line management of Student Recruitment Support Administrators, supervising their performance, undertaking 121, performance reviews, and ensuring a high-quality service is delivered to enquirers and applicants. • Ensure that high quality information is provided in response to enquirers. • Co-ordinate application support activities to ensure timely delivery and best use of resources, including delivering inductions and training. • Set up centralised training for new starters, ongoing and refreshers each cycle. • Lead on specialist themes within the application process and act as the final point of contact for these specialist areas (e.g. fee status assessments, CAS issuing, UKVI regulations, etc).	35%

	- Monitor and co-ordinate the tasks underpinning the application process. Ensure that all processes are delivered and all issues resolved according to the timelines required by the process. - Work with Schools, Departments and Service Centres to ensure all information is accurate and up to date. Arrange regular briefing sessions with Academic and Admissions colleagues to keep the team informed of any relevant changes.	
	Conversion - To liaise with relevant parties (External Relations, RAA and Academic Admissions Tutors) regarding admissions policy and criteria, updating factual data for recruitment event presentations and maintaining frequently asked questions for recruitment purposes. - To monitor and create content for Social channels. - To support conversion events for applicants both on and off campus, and webinar sessions, including event administration, liaising with University staff and external contacts. - To follow up all leads from on-line marketing campaigns and recruitment events and managing leads. - To be responsible for creating personalised email communications and being involved with telephone campaigns to convert postgraduate applicants to registered students. - In collaboration with External Relations provide or arrange campus tours to visiting prospective students.	35%
	Reporting, Scholarships and benchmarking - To be responsible for producing the weekly admissions figures for circulation to the Business School, Faculty and the wider University teams, including the International Office, Admissions and RAA. - To be responsible for issuing assessing the eligibility of MSc offer holders, issuing MSc Scholarship awards and maintaining the MSc scholarship tracker. - To undertake benchmarking exercises for the Business School Recruitment and Conversion team.	15%
	Committees - To be responsible for liaising with RAA to track the performance of CELE and UNIC students on programme, linking back with the quality of the applicant’s application and interview performance, to measure the effectiveness of the selection process. - To service course development meetings and other ad hoc meetings required, as and when, through the year.	10%
	Other - Any duties as required for the provision of an effective collaboration, in accordance with the nature and grade of the post.	5%

Person specification

	Essential	**Desirable**
Skills	• Well-developed written and verbal communication, organisation and planning skills. • Excellent IT skills with experience using Microsoft Office packages including Word, Excel, Outlook and Teams or similar. • Highly organised with the ability to prioritise and a diverse workload to meet pre-determined deadlines. • Ability to communicate at all levels and demonstrate an understanding of a multi-cultural environment. • A flexible, independent approach to work. • Ability to work on own initiative, whilst also working as part of a team. • Ability to work accurately with attention to detail. ▪ Ability to multi-task and remain calm under pressure. ▪ Understanding the importance of confidentiality.	▪ Experience of arranging travel itineraries, including booking travel and visa applications ▪ Knowledge of University procedures
Knowledge and experience	• Considerable experience in a similar role. • Experience of development strong working relations with a range of individuals in an organisation. • Administrative experience requiring a minimum level of supervision. • Experience of providing a high level of customer service/facing operational role from within a complex and diverse organisation. • Experience of relationship management with external stakeholders. ▪ Experience of managing a diverse workload.	▪ Previous experience of using University corporate systems. ▪ An understanding of the international Business School accreditation requirements
Qualifications, certification and training (relevant to role)	• EITHER HNC or HND in relevant subject or equivalent qualifications/certification, plus considerable experience in a similar role(s). OR Broad substantial relevant experience demonstrating general	

	knowledge of a technical, financial or professional practice and	
other	• The post can, at times involves working unsocial hours, including occasional early morning and weekend work.	

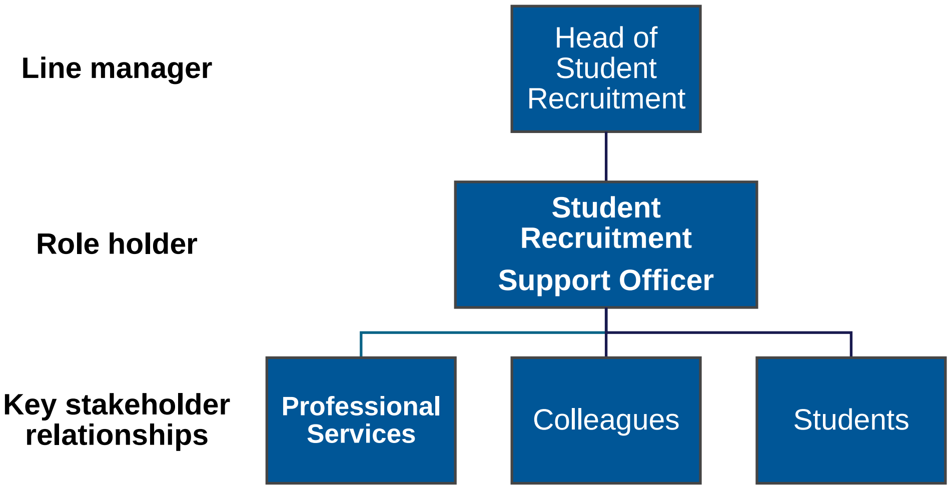
The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality 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 friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
Taking ownership	Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
Forward thinking	Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
Professional pride	Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
Always inclusive	Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others


Line manager
Head of Student Recruitment
Role holder
Student Recruitment Support Officer
Key stakeholder relationships
Professional Services
Colleagues
Students