



Job title	Administration Assistant (Recruitment and Student Engagement)	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	School of Veterinary Medicine and Science	Location	Sutton Bonington Campus

## Purpose of role

The Administration Assistant (Recruitment and Student Engagement) is to be a key member of the Veterinary School administration team, essential to the internal working of the School and student experience. Working as part of a team you would be a key point of contact for general admissions queries, ensuring that prospective students are provided with accurate and timely information.

Your role will also require you to collaborate with External Relations to ensure School communication channels are updated with appropriate content to manage and enhance our University brand identity, while reflecting our strengths and our values. You will also encourage high levels of engagement between staff groups, students and stakeholders, having an overall impact on Student Experience, Admissions, Engagement, Marketing and Communications.

The duties and percentage time allocation provides an indication and framework for the role and should not be regarded as a definitive list or allocation. Other reasonable duties commensurate with the grade, spirit and purpose of the post may be requested. The role holder will be expected to work flexibly to support the Professional Services across the School.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<b>Admissions</b> <ul style="list-style-type: none"><li>▪ Maintain and develop a good knowledge and understanding of events relevant to undergraduate recruitment, student diversity and widening participation</li><li>▪ Receive and respond to all queries/issues/requests regarding applications and admissions, ensuring correct information is provided to potential applicants while meeting customer expectations escalating as appropriate</li><li>▪ Act as secretary to the Vet School Admissions Committee</li><li>▪ Support the Admissions Sub-Dean and Deputy Sub-Deans to coordinate and administer all phases of the undergraduate admissions process, ensuring that applications progress and meet specified timescales, with relevant decisions and progress of applications communicated as necessary to applicants.</li><li>▪ Contribute to the continuous development and review of application procedures in general, identifying areas to improve operational efficiency and quality of service</li><li>▪ Coordinate and administer results/clearing process, in order that the School secures and confirms entry and provides supporting information to selected candidates.</li></ul>	30%

2	<p><b>Events</b></p> <ul style="list-style-type: none"> <li>▪ Develop, in conjunction with other School staff, pre-registration and registration information and activities to provide orientation to new students.</li> <li>▪ Arrange and/or support the organisation of internal recruitment events, including Vet School Open Days, Assessment Days, Visit Days and Offer Holder Days.</li> <li>▪ Plan and coordinate the organisation of School student experience events including Dean's Cocktail Party, Business Game, Careers Day and Graduation.</li> <li>▪ Arrange and/or support external outreach activities/events, collating and recording relevant information/documentation as requested.</li> <li>▪ Support ongoing operations, including student room bookings and and/or support facilities hired by external stakeholders, supporting and coordinating event requirements.</li> </ul>	30%
	<p><b>People and Culture</b></p> <ul style="list-style-type: none"> <li>▪ Actively communicate with customers and colleagues to ensure delivery of the best service possible</li> <li>▪ Be proactive in seeking engagement opportunities that complement workplace culture and embedding positive behaviours</li> <li>▪ Prepare and create documents/presentations for the School newsletter and SharePoint site.</li> <li>▪ Ensure engagement activities are implemented in a way which is consistent with the maintenance of high academic and professional quality standards which meet external needs and expectations</li> <li>▪ Act as a focal point for engagement within the school to better connect the staff and students and build a sustainable workplace culture</li> <li>▪ Respond positively to customer feedback</li> </ul>	25%
4	<p><b>Marketing and Social Media</b></p> <ul style="list-style-type: none"> <li>▪ Work with External Relations to ensure marketing messages and promotional materials are accurate and current while aligning to university brand requirements to optimise public response and actively reach audiences</li> <li>▪ Develop all content on web and social media platforms</li> <li>▪ Develop and deliver appropriate communication and engagement plans to facilitate effective delivery of content through timely and effective management with stakeholders</li> </ul>	10%

5	<p><b>Other</b></p> <ul style="list-style-type: none"><li>▪ Any other reasonable duties as required in accordance with the nature and grade of the post.</li><li>▪ Keep skills up to date and develop competence through learning from colleagues and/or gaining experience of a range of work.</li></ul> <p><b>If further rows are needed, go to the end of the last row and press Tab</b></p>	5%
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## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Excellent customer service skills</li> <li>▪ Ability to handle highly sensitive and confidential information appropriately.</li> <li>▪ Ability to work effectively under pressure to meet demanding and sometimes conflicting deadlines</li> <li>▪ Ability to communicate effectively (verbally and in writing) with staff at all levels</li> <li>▪ Enthusiastic and proactive 'can do' approach</li> <li>▪ Team player and willingness to be flexible and adaptable to both audience and priorities</li> <li>▪ People skills when working with internal and external stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to give presentations in a clear and articulate manner</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Excellent knowledge and experience of Microsoft Word, Access, Outlook, Excel and SharePoint.</li> <li>▪ Organised approach to administrative tasks.</li> <li>▪ High level of attention to detail</li> <li>▪ Ability to plan own work and deliver to targets.</li> <li>▪ Ability to use own initiative.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of Power Automate</li> <li>▪ Understanding UCAS rules and procedures</li> <li>▪ Some knowledge of national and international qualifications.</li> <li>▪ Experience of web content management systems</li> </ul>

	<ul style="list-style-type: none"> <li>Possess a commitment to delivering a high-quality professional service to stakeholders</li> <li>Flexible attitude to working hours at busy periods</li> <li>Experience in digital and in person support for stakeholder promotions and events</li> </ul>	
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>HNC or HND (or equivalent) plus considerable experience in a relevant role/s</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>Broad substantial relevant experience demonstrating general knowledge, technical, financial or professional practise and development</li> </ul>	
<b>Statutory, legal or special requirements</b>	<ul style="list-style-type: none"> <li>Knowledge of issues of confidentiality and GDPR</li> <li>Evidence of commitment to continuous professional development</li> <li>Willingness and ability to respond flexibly to embrace new ideas and policies, develop new skills and adapt to changing situations and requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of University procedures and relevant legislation</li> </ul>



# Expectations and behaviours

<b>Valuing people</b>	Is always equitable and fair and works with integrity. Proactively looks for ways to engage with others and cultivate a collaborative workplace.
<b>Taking ownership</b>	Is highly self-aware, looking for ways to improve. Is self-motivating and can balance the needs of a variety of stakeholders.
<b>Forward thinking</b>	Driven to question the status quo and explore new ideas, supporting workplace culture.
<b>Professional pride</b>	Sets the bar high by in quality standards, embedding university strategy in all activities and having a concise list of core values that accurately reflect the university culture
<b>Always inclusive</b>	Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.



