1 Advertisement

Post Title: Enquiries Coordinator
School/department: Student Recruitment, Admissions and International Development
Hours: Full time. Requests for flexible working options will be considered (subject to business need). The role requires a flexible approach to work with a significant number of early starts and/or late finishes throughout the year. The post-holder will be expected to work up to 9 Saturdays per year.
Contract: permanent
Reference: 2615
Salary: starting at £21,814 to £25,217 per annum
Closing date: 06 December 2019 - Applications must be received by midnight of the closing date.
Expected Interview date: 16 December 2019
Expected start date: As soon as possible

The Division of Student Recruitment, Admissions and International Development is seeking an enthusiastic team player to join the Undergraduate Recruitment Team. This is an exciting opportunity to join a professional and innovative team taking responsibility for the prompt and accurate management of enquiries from prospective students. You will be working within a small team, playing a key role in shaping the future for enquiries management at the University.

The post-holder will be a key member of the UK Recruitment Team, participating in large scale on campus events, as well as occasionally representing the University at UCAS exhibitions and careers fairs.

The successful candidate should be highly motivated and be able to work as part of a team as well as on an individual basis, in addition to possessing excellent IT, organisation and communication skills.

For full details and how to apply see our vacancies page

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.
2. **Student Recruitment, Admissions and International Development**

The UK Recruitment team is part of the Student Recruitment, Admissions and International Development division within Professional Services. The division is responsible for:

- Undergraduate recruitment
- Postgraduate recruitment
- Widening participation
- International student recruitment and global engagement
- Admissions (Undergraduate, Postgraduate and Scholarships)

**UK Recruitment**

The UK Recruitment team is responsible for four key areas; postgraduate recruitment, pre-application enquiries, recruitment events and relationships with schools and colleges. The team is often the first interaction a prospective student, teacher or parent might have with the University and as such it is imperative that excellent customer service skills are at the centre of what we do.

This role will be line managed by the Head of UK Recruitment and will have oversight of the team’s Student Ambassador Scheme and teacher conferences, as well as contributing to the successful planning and delivery of key recruitment events. Working with the Head of UK Recruitment, the post-holder will be expected to contribute to the team’s strategy, delivering vital quarterly and annual reports.

*This post will involve considerable contact with prospective students, applicants, and academic and professional units across campus.*
3. **Job Description**

**Department**  
UK Recruitment

**Location**  
University of Sussex, Falmer

**Part time/job share?**  
Full-time, permanent

**Grade**  
4

**Responsible to**  
Enquiries Manager

**Responsible for**  
Casually-paid Student Ambassadors at on-campus events.

**Purpose of the post**

1. **Exercising personal responsibility and initiative, to provide prompt, accurate and effective email and telephone advice to our ever-growing pool of prospective students, their parents and teachers.**

2. **To prepare and deliver enquiries handling training to colleagues in the division of Student Recruitment and Marketing and to colleagues in academic schools.**

3. **To provide professional administrative support to the Head of Undergraduate Recruitment, managing diaries and arranging and minuting meetings.**

4. **Participate in the University’s student recruitment events and occasional off-site engagements so as to provide informed and positive face-to-face engagements. This will require some early starts, late finishes and weekend working.**

*This post will involve considerable contact with prospective students, applicants, overseas agents, and academic and professional units across campus.*

**Specific duties**

1. **Exercising personal responsibility and initiative, to provide prompt, accurate and effective email, telephone and in-person advice to our ever-growing pool of prospective students, in particular our international and postgraduate enquirers.**

   1.1. Coordinate the UG Recruitment team’s handling of enquiries via email, telephone and post. This will involve, with support from the Enquiries Manager, having overall responsibility for handling large volumes of enquiries, particularly at key points in the recruitment cycle.

   1.2. Contribute, where required, to the University’s social media activity.

   1.3. Select appropriate information from a wide range of existing internal and external web and print information to ensure that all email and phone enquirers to the Student Recruitment and Marketing team receive prompt and accurate responses.

   1.4. Work with the Enquiries Manager to ensure all enquirers are kept informed of Sussex’s course portfolio and other relevant staff and student achievements or funding opportunities.
1.5. Be responsible for the inputting and retrieval of enquirer data into the University’s CRM system.
1.6. Regularly review your knowledge of Sussex – its courses, reputation, and social provision – on a regular basis to ensure the information you give to enquirers is accurate and up-to-date.
1.7. Work with the Enquiries Manager to ensure accurate records of enquiry levels are maintained to enable future planning for enquiries management.
1.8. Support and develop the suite of telephone campaigns that are managed by the Enquiries Manager.

2. To prepare and deliver enquiries handling training to colleagues in the division of Student Recruitment and Marketing and to colleagues in academic schools.

2.1. Support the Enquiries Manager in devising suitable training materials and scenarios to ensure colleagues from across campus have up-to-date information on the University’s customer service policies and tone of voice.
2.2. This may involve contributing to group training sessions or spending time with individual Support staff across campus who are learning to use enquiries systems and standards that are developed as we continue to enhance our enquiries handling operation.
2.3. Regularly refresh and maintain the existing range of standard responses and training materials for central enquiries staff.
2.4. Maintain key contacts lists, including colleagues within the division of Student Recruitment and Marketing and those from academic schools.

3. To provide professional administrative support to the Head of Undergraduate Recruitment, managing diaries and arranging and minuting meetings

3.1. Support the Head of Undergraduate Recruitment in general administrative duties such as use of the University’s finance system, minuting meetings and proactively managing diaries and meeting arrangements (e.g., AV equipment, catering, agendas, paper submissions).
3.2. Be responsible for the ordering and auditing of office stationery supplies.
3.3. Contribute to the good order of the office space, storing materials and keeping desk spaces tidy, so that visitors to the office have a good impression.

4. As a member of the Undergraduate Recruitment Team, to participate in the University’s student recruitment events and occasional off-site engagements so as to provide informed and positive-feeling face-to-face engagements. This will require some early starts, late finishes and weekend working.

4.1. As directed by the Events Manager, provide a warm welcome to visitors and clear directions to student helpers within your team during large-scale University recruitment events.
4.2. Be happy and confident in delivering occasional group welcomes and short presentations to campus visitors.
4.3. Assist in the staffing of off-campus student recruitment events such as UCAS Exhibitions, and school and college careers events.
4.4. Have the desire to professionally develop and undertake training to develop your personal and professional skills. This will include varied project work under the supervision of other members of the Undergraduate team and more widely, other members of Student Recruitment and Marketing.
5. Other Duties

5.1. Contribute to the development of a positive working environment seeking opportunities to co-ordinate activities.
5.2. Foster and maintain a collaborative, positive and supportive team culture.
5.3. Undertake any other duties within the Student Recruitment and Marketing team as may be requested from time to time by the Director, or the Head of Undergraduate Recruitment.

The job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

SKILLS / ABILITIES

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<tr>
<td>Excellent communication and organisation skills</td>
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<td>Ability to deliver excellent clear, concise, accurate and engaging written and oral communications suitable for a variety of audiences</td>
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<td>Experience of public speaking to both internal and external audiences</td>
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<td>Good IT Skills: including Word, email, PowerPoint, databases &amp; Excel</td>
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<td>The ability to deal effectively with people at a range of levels using appropriate tact and diplomacy</td>
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<td>High degree of accuracy and attention to detail</td>
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<td>The ability to work effectively to deadlines while under pressure</td>
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<td>Ability to plan own workload and a demonstrated ability to work responsibly with minimal day-to-day supervision</td>
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<td>Ability to work as part of a team and to foster good relations with a range of colleagues within and outside the institution</td>
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KNOWLEDGE

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<tr>
<td>An understanding of the UK system of Higher Education</td>
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<td>An understanding of the issues surrounding Higher Education and student recruitment</td>
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| Proven ability to engage positively with prospective students and school and college staff |              X
**EXPERIENCE**

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<td>Previous administrative experience, preferably in a higher education context</td>
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<td>Experience at effective use of database screens to enter real-time enquirer data, and CRM software.</td>
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<td>Previous experience in a customer service role</td>
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**QUALIFICATIONS**

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<tr>
<td>Degree level education or equivalent</td>
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**PERSONAL ATTRIBUTES AND CIRCUMSTANCES**

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<td>Willing and able to work flexible and unsocial hours including weekends as and when required.</td>
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<td>Flexible team player, with the ability to co-operate with others</td>
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<td>Agreeable and confident in telephone and in-person engagements.</td>
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<td>A demonstrable commitment to staff development</td>
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