1 Advertisement

Post Title: School and College Visits Coordinator  
School/department: Undergraduate Recruitment  
Hours: Full time. Requests for flexible working options will be considered (subject to business need).  
Contract: Permanent  
Reference: 2817  
Salary: starting at £21,814 to £25,217 per annum  
Placed on: 17 December 2019  
Closing date: Monday 6 January 2020. Applications must be received by midnight of the closing date.  
Expected Interview date: Friday 24 January 2020  
Expected start date: ASAP

This is an exciting opportunity to work as part of an already successful team in the Division of Student Recruitment, Admissions and International Development. You will be responsible for organising and delivering school and college visits to our campus, as well as contributing to key recruitment activities.

You will take part in large-scale on- and off-campus events, responding in a professional and prompt manner to enquiries from prospective students, their parents and teachers.

You’ll be highly motivated, playing an important role in the UK Recruitment team, but also be able to work independently. You should have excellent communication, organisation and IT skills, and be able to deliver engaging and interesting presentations to a range of audiences.

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. The School / Division
Student Recruitment, Admissions and International Development, a division of about 80 staff, works to attract the best students to Sussex from around the world.

Our teams focus on external engagement for the University, hosting large scale events, to showcase our undergraduate, postgraduate, international and research-based offerings.

By appealing to talented prospective students, we aim to bolster the Sussex name in university rankings.

3. **Job Description**

Job Description for the post of: School and College Visits Coordinator

**Department:** Undergraduate Recruitment  
**Section/Unit/School:** Student Recruitment, Admissions and International Development  
**Location:** University of Sussex, based in the American Express Community Stadium  
**Grade:** 4  
**Responsible to:** Student Recruitment Officer – School and College Relationships  
**Responsible for:** During events, responsible for casually-paid Student Ambassadors

4. **Person Specification**

**Purpose of the post**

1. Oversee the organisation and delivery of campus-based school and college visits.

2. Contribute to the University’s recruitment strategy by representing the University at key recruitment events such as UCAS exhibitions and school/college HE information events.

3. To provide professional administrative support to colleagues within the Undergraduate team, including management of some departmental resources, ambassador recruitment, processing of pay claims, and tracking expenditure.

4. To contribute to the delivery of large-scale campus events, and to the work of Student Recruitment, Admissions and International Development as a whole. 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. **Oversee the organisation and delivery of campus-based school and college visits**

1.1. Work closely with the Student Recruitment Officer (Schools and Colleges Relationships) to ensure effective organisation and delivery of on-campus visits from schools and colleges.

1.2. Be the main point of contact from initial enquiry through to evaluation.

1.3. Build strong professional relationships with key schools and colleges to ensure visits are high quality and likely to result in repeat requests.

1.4. Be responsible for all logistical requirements of campus visits including, but not limited to: risk assessments, ambassador recruitment, room bookings and catering. This will also include the accurate and detailed recording of costs.

1.5. Liaise with key stakeholders across campus on a regular basis to maintain relationships and keep them up to date on upcoming visits.

1.6. Devise suitable programmes of events, which may include academic taster sessions.

1.7. Be responsible for organising engaging and informative presentations and workshops from relevant colleagues.

1.8. Be willing and able to deliver presentations and workshops on topics including student life, choosing a course and university, personal statements, student finance and study skills.

1.9. Work with the Student Recruitment Officer (Schools and Colleges Relationships) to implement an effective and robust mechanism for evaluation of campus visits.

2. **Contribute to the University’s recruitment strategy by representing the University at key recruitment events such as UCAS exhibitions and school/college HE information events.**

2.1. Under the direction of the Student Recruitment Officer (School and College Relationships), represent the University at key recruitment events across the UK.

2.2. Deliver interesting, engaging and interactive talks and workshops on a range of topics to include student life, choosing a course and university, personal statements, student finance and study skills.

2.3. Contribute to the ongoing evaluation of the efficacy and suitability of exhibition materials of Sussex and of other institutions.

2.4. Build good relationships with teachers and advisors at key link schools and colleges.

3. **To provide professional administrative support to colleagues within the Undergraduate team, including management of some departmental resources, ambassador recruitment, processing of pay claims, and tracking expenditure.**

3.1. Support the Student Recruitment Officers in recruitment and training of student ambassadors.

3.2. Process Student Ambassador pay forms in a timely and efficient manner, keeping accurate records and adhering to data protection laws.
3.3. Manage the on- and off-campus visits feedback so that all members of the Undergraduate team who represent the University at events provide worthwhile feedback.

3.4. 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. To contribute to the delivery of large-scale campus events, and to the work of Student Recruitment, Admissions and International Development as a whole. 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. Deliver interesting and engaging presentations on a range of topics such as student life, choosing a course and university, personal statements, student finance and study skills.

4.3. 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 the Division of Student Recruitment, Admissions and International Development.

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. Work with the Enquiries Manager and Enquiries Co-ordinator to support the University’s enquiries handling agenda during busy times.

5.4. Develop a good working knowledge of the University’s CRM system, Hobson’s, to be able to record and track enquirer and applicant details efficiently.

5.5. To undertake any other duties within the Student Recruitment, Admissions and International Development team as may be requested from time to time by the Director, the Head of Undergraduate Recruitment, or by the Student Recruitment Officer (School and College Relationships).

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.

5. Person Specification
### SKILLS / ABILITIES

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<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Excellent communication and organisation skills</td>
<td>X</td>
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<tr>
<td>Ability to deliver excellent clear, concise, accurate and engaging written and oral communications suitable for a variety of audiences</td>
<td>X</td>
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<tr>
<td>A confident and proactive public speaker with the ability to capture the attention of a variety of audiences</td>
<td>X</td>
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<td>Good IT Skills: including Word, Outlook, PowerPoint and 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>
<td>X</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>
<td>X</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>
<td>X</td>
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<tr>
<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>
<td>X</td>
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<td>An understanding of the issues surrounding Higher Education and student recruitment</td>
<td>X</td>
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<td>Proven ability to engage positively with prospective students and school and college staff</td>
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### EXPERIENCE

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<td>Previous administrative and/or events management experience, preferably in a Higher Education context</td>
<td>X</td>
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<tr>
<td>Experience at effective use of database screens to enter real-time enquirer data, and CRM software</td>
<td>X</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>
<td>X</td>
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### PERSONAL ATTRIBUTES AND CIRCUMSTANCES

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Willing and able to work flexible and unsocial hours, including weekends, as and when required | X |
Flexible team player, with the ability to co-operate with others | X |
Agreeable and confident with face-to-face engagements and when using the telephone | X |
A commitment to staff development | X |

Details of the University’s equality, diversity and inclusion policies can be found here: [https://www.sussex.ac.uk/webteam/gateway/file.php?name=equalitydiversitypolicy.pdf&site=302](https://www.sussex.ac.uk/webteam/gateway/file.php?name=equalitydiversitypolicy.pdf&site=302)

Details of the University’s family friendly policies can be found here: [http://www.sussex.ac.uk/humanresources/personnel/familyfriendlypolicies](http://www.sussex.ac.uk/humanresources/personnel/familyfriendlypolicies)

The University is committed to equality and valuing diversity, and applications are particularly welcomed from women and black and minority ethnic candidates, who are under-represented in academic posts in Science, Technology, Engineering, Medicine and Mathematics (STEMM) at Sussex.