Student Recruitment and Marketing
Schools and Colleges Visits Coordinator
Salary range: starting at £20,624 and rising to £23,879 per annum

The Division of Student Recruitment and Marketing is seeking an enthusiastic team player to join the Undergraduate Recruitment Team. This is an exciting opportunity to join the team and be responsible for the organisation and delivery of school visits to campus whilst contributing to key recruitment activities across the Undergraduate team.

In addition, the post-holder will be expected to participate in large scale on campus events, as well as occasionally responding in a professional and prompt manner to enquiries from prospective students, their parents and teachers.

The successful candidate should be highly motivated and be able to work as part of a team as well as on an individual basis. They should possess excellent IT, organisation and communication skills, and be able to deliver engaging and interesting presentations to a range of audiences.

Closing date for applications: 9 January 2017
Expected Interview date: 19 January 2017

For full details and how to apply see www.sussex.ac.uk/jobs

The University of Sussex is committed to equality of opportunity

2. Senior leadership and management

The Vice-Chancellor (Professor Adam Tickell) is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group which includes the three Pro-Vice-Chancellors, the Registrar and Secretary, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Pro-Vice-Chancellors.

The Registrar and Secretary heads the Professional Services of the University. In addition, under the University Statutes, the Registrar and Secretary is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor. The Director of ITS reports to the Registrar and Secretary, and the Librarian reports to one of the Pro-Vice-Chancellors.

3. The School / Division

The Student Recruitment and Marketing Division is seeking an enthusiastic team player to join the Undergraduate Recruitment Team. The post holder will play a key role in the general administration and delivery of over 75 visits to campus each year from key schools and colleges.

In addition, the post holder will be a key member of the UG Recruitment Team, participating in large scale on campus events, as well as occasionally representing the University at UCAS conventions 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.

4. **Job Description**

**Department**  
Student Recruitment and Marketing

**Location**  
University of Sussex, Falmer

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

**Grade**  
4

**Responsible to**  
Student Recruitment Officer (Schools and Colleges Relationships)

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

**Purpose of the post**

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

3. To provide professional administrative support to colleagues within the Undergraduate Team, including management of some exhibition materials, student ambassador recruitment and processing of pay claims.

4. To contribute to the delivery of large-scale campus events, and to the work of Student Recruitment and Marketing 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 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 accurate and detailed records 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 that include requested information and sessions which may include academic tasters.

   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, 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 Head of Undergraduate Recruitment and Student Recruitment Officers, represent the University at key recruitment events across the UK.

2.2. Events will include UCAS exhibitions and recruitment fairs at key link schools and colleges.

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

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

2.5. 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 exhibition materials, ambassador recruitment and processing of pay claims.**

3.1. Supervise loan out and return of exhibition materials such as banner stands, iPads and table cloths so that stocks are available in sufficient numbers for central events and items are kept clean and in good order.

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

3.3. Process student ambassador pay forms in a timely and efficient manner, keeping accurate records and adhering to data protection laws.

3.4. Manage the visits in and out feedback so that all members of the Undergraduate team who represent the University at events provide worthwhile feedback.

3.5. Administer the updating of the target schools and colleges database to ensure it remains an up-to-date marketing resource for the University.

3.6. 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 and Marketing 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, university finance and personal statements to a variety of audiences.

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 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. 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 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.

Person Specification

Person Specification for the post of: Schools and Colleges Visits Coordinator

SKILLS / ABILITIES

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<th>Essential</th>
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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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<tr>
<td>A confident and proactive public speaker with the ability to capture the attention of a variety of 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>
<td>X</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>
<td>X</td>
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<td>An understanding of the issues surrounding Higher Education and student recruitment</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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<tr>
<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>
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<td>Previous experience in a customer service role</td>
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### QUALIFICATIONS

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<tr>
<td>GCSE or equivalent Maths (A* - C grade)</td>
<td>X</td>
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### PERSONAL ATTRIBUTES AND CIRCUMSTANCES

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<th>Essential</th>
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<tr>
<td>Willing and able to work flexible and unsocial hours including weekends as and when required.</td>
<td>X</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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