

Job Description

Position Details	
Faculty/Directorate	Professional Services
School/Department	External Relations
Team	Recruitment and Admissions
Job Title	Recruitment and Admissions Assistant
Grade	5
Hours of Work	35 hours per week
Contract Duration (Perm/Fixed Term)	Permanent
Reports To (Job Title)	Student Recruitment Officer (Communications)
Responsible For (Job Title)	N/A

Principal Accountabilities
<p>The Recruitment and Admissions Assistant roles within the Recruitment and Admissions team will operate in a flexible manner.</p> <p>Each post holder will support an assigned area of student recruitment or admissions activity, with responsibility for supporting the successful delivery of that area. However, each post holder will be expected to have knowledge and experience across all areas and work flexibly to deliver the work of the Recruitment and Admissions team.</p> <p>The Recruitment and Admissions Assistants will assist and support in the delivery of a wide range of services to enquirers, applicants, University staff and external stakeholders, operating within recruitment and admissions policy and strategy frameworks.</p> <p>The key delivery areas include:</p> <p>STUDENT RECRUITMENT AND WIDENING PARTICIPATION</p> <ul style="list-style-type: none"> • Course Enquiries: Supporting the delivery of course enquiries handling from prospective Manchester Metropolitan University students and the conversion of enquirers into applicants. • Events and Outreach: Supporting the delivery of Events and Outreach activities, to underpin and enhance the University's recruitment targets and Widening Participation activity. • Communications: Support with the delivery of student Recruitment communications to enquirers and applicants to the University.

- **Widening Participation:** Support the organisation and delivery of activities for primary, secondary and post-16 learners. This includes activities delivered through the Greater Manchester Higher collaboration, Manchester Met branded interventions and the First Generation Scheme.

ADMISSIONS

- Supporting the delivery of the effective processing of undergraduate, postgraduate and international applications to Manchester Metropolitan University through the Universities and Colleges Admissions Service (UCAS), those made directly to the University and also applications received from overseas.

Key Tasks

The post-holder will be allocated to one of the following areas; however, it is expected that the post-holder will gain knowledge and experience across all areas of Recruitment, Widening Participation and Admissions, in order to work flexibly and collaboratively with the wider team, as required:

SERVICE DELIVERY

Support the delivery of assigned student recruitment, widening participation and admissions activity for the University, working with colleagues in central teams and faculties to ensure efficient and effective activities are undertaken.

To organise and deliver events (both on and off campus) to a range of audiences including pupils, teachers, parents/carers and student ambassadors, and to lead and support them in group activities and workshops to raise their knowledge, understanding of, and aspiration to, Higher Education.

To be a first point of contact within the Recruitment & Admissions team, providing a professional service for enquiries in-person, by telephone, e-mail, and external post, on a range of matters relating to the services provided.

Identify and pursue opportunities for developing and improving first-level advice and guidance.

To deal appropriately and sensitively with requests for information, advice and guidance from students, graduates, academic staff, employers and others, where necessary referring them on to other University departments and services.

To assist with the preparation and distribution of publicity literature relating to the activities, events and services offered by the Student Recruitment team, and supporting with the updating of online materials.

Maintain an up to date knowledge of best practice and relevant compliance requirements within the sector of student recruitment, widening participation and admissions, providing advice to colleagues where appropriate.

Provide data analysis to enable the effectiveness of student recruitment, widening participation and admissions activities and events to be monitored and further developed.

Keep up to date with changes or developments in all sector-wide student recruitment, widening participation and admissions matters to continually develop and improve the recruitment and admissions service.

Support the delivery of projects as allocated to support the student recruitment, widening participation and admissions strategies, e.g. development and implementation of new policies and procedures.

Proactively understand the the needs of customers, both applicants and internal employees, and adapt service provision accordingly. Provide a positive impression of the University to all enquirers, showing consideration and respect at all times including when callers are under pressure or showing signs of distress.

Provide administrative support to the team to enable the smooth running of the service.

LIAISON AND NETWORKING

Provide advice, both to enquirers, applicants and University staff, both verbally and in writing, on recruitment and admissions related matters to ensure strategic recruitment decisions are accurately informed.

Develop and maintain good working relationships and be proactive in liaising with support staff in faculties and other University departments to ensure the successful operation of processes and procedures. Where required, represent the team in relevant working parties in order to foster cooperation across the University.

Provide support and guidance to colleagues outside of the immediate work team in relation to Recruitment and Admissions issues, courses, policies and procedures.

PLANNING AND ORGANISING

Assist with the planning and delivery of agreed recruitment, widening participation and admissions activities and events.

Support with the coordination and training of staff and volunteers, including Student Ambassadors.

To co-ordinate and, where applicable, administer general risk management tasks for the Recruitment and Admissions team, such as, for example, health and safety checks, DBS checks, and DSE assessments for other members of the team.

TEAMWORK AND TEAM DEVELOPMENT

Work flexibly and proactively as a member of the Recruitment & Admissions team to support the successful delivery of key activities and events.

Work with a high degree of independence. Make prompt decisions regarding a high volume of cases, demonstrating high levels of initiative and discretion and only escalating more complex cases and queries as applicable.

Where applicable, provide advice and guidance in relation to shared areas of work to new members of staff, as part of their induction.

Supervise the work of temporary employees where required and provide training on specific tasks to ensure that a high level of service is delivered.

Keep up to date and undertake training and development activities in regard to new developments in student recruitment, widening participation, and admissions.

Disseminate information to colleagues to ensure that the department remains up to date and compliant with relevant policies, procedures, regulations, systems and developments.]

Special Features

As a front line service department it is vital that we are able to respond flexibly to emerging business needs. This means that although staff will have core responsibilities they will be required to work across teams and the wider department to support our work as the need arises.

Working as part of an integrated recruitment and admissions team you will be expected to contribute towards the work of the wider department. This may include, for example, supporting the various admissions teams, involvement in open days/visit days, together with all other aspects of the department's work.

Supporting the work of the department may at times involve working outside normal office hours and some limitation on when leave can be taken. The ability to work outside of normal office hours to support activities and events is an essential requirement of this post.

Miscellaneous

You will ensure that appropriate management systems and procedures are in place to meet your health and safety duties and responsibilities contained within the University's health and safety policy. In particular you will ensure that appropriate risk assessments are carried out in respect of significant hazards and that safety inspections are undertaken on at least an annual cycle in each workplace under your control.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

You will assess the training and development needs of each member of staff under your control to ensure they are adequately supported in relation to their work responsibilities.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You are responsible for assessing and managing risk for all elements of work within your own area/team and for ensuring effective risk management processes are in place.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Excellent oral and written communication skills, with the ability to understand complicated guidelines and procedures, apply them to individual circumstances and clearly articulate complex information to a variety of audiences	E
		1.2	Good team working skills with the ability to develop and maintain collaborative working relations across organisational boundaries.	E
		1.3	Excellent administrative and organisational skills with good level of numeracy, accuracy and attention to detail.	E
		1.4	Ability to plan, prioritise and organise own work to achieve agreed objectives and meet deadlines, with a flexible approach to delivering results where necessary.	E
		1.5	Exceptional attention to detail and accuracy.	E
		1.6	Ability to rapidly develop knowledge of a range of recruitment and admissions activities to support the work and priorities of the department.	E
2	General & Specialist Knowledge	2.1	Knowledge of current HE sector issues in respect of recruitment and admissions.	E
		2.2	Knowledge and understanding of recruitment and admissions activities and processes.	E
		2.3	Evidence of ongoing professional development and proactiveness to keep updated with changes within the sector and their impact.	E

		2.4	Excellent and detailed working knowledge of Microsoft Office applications including Word, Excel, Access, and Powerpoint.	E
3	Education & Training	3.1	Level of education equivalent to 2 'A' levels, showing clear evidence of literacy and numeracy.	E
4	Relevant Experience	4.1	Experience of using electronic systems in an administrative context to monitor performance, inc undertaking market research.	E
		4.2	Experience of working in a high volume customer-focused environment, responding clearly and appropriately to different target audiences.	E
		4.3	Experience of dealing with challenging customer service situations and achieving high satisfaction levels.	E
		4.4	Experience of working in an information, advice and guidance role, preferably in an education setting.	E
		4.5	Experience of compiling, manipulating and presenting statistical data.	D
5	Special Requirements	5.1	Evidence of a commitment to equality and diversity policies	E
		5.2	Evidence of, and commitment to, ongoing personal and professional development	E
		5.3	Willingness to work flexibly when required (including evenings and weekends) in line with the demands made on the Recruitment & Admissions office.	E
Date of Revision		June 2019		