



Events and Applicant Experience Assistant

Job Title:	Events and Applicant Experience Assistant
Reference No:	
Reports to:	Student Recruitment Manager (Events and Applicant Experience)
Responsible For:	
Grade:	C
Working Hours:	0.6
Faculty/Service:	Home Student Recruitment
Location:	City Campus, Sunderland
Main Purpose of Role:	<p>The main purpose of this role will be to provide administrative support in the operational running of on campus student recruitment and applicant events including:</p> <ul style="list-style-type: none">• Facilitating applicant interviews.• Facilitating interview administration at Clearing.• Pre-Applicant Open Days.• Applicant and Offer Holder Events.
Key Responsibilities and Accountabilities:	<p>To support the planning, organising and delivery of our highly successful on-campus and online interviews, applicant events and pre-applicant open days:</p> <p>To support in the administration of applicant interviews, including:</p> <ul style="list-style-type: none">• Managing the interview inbox, responding to interview queries in a timely manner, with the interview inbox acting as the main point of contact.• Supporting the Events and Applicant Experience Coordinators plan interview schedules with faculties in accordance with the overall recruitment plan.• Book rooms and organise other services (on-campus), set up teams/skype links (virtual).• Provide support on the day (on-campus or virtual) registering attendees, answering applicant queries (on-campus and online), welcome presentations.• Organising interview paperwork, sorting interview groups.• Setting up interviews on the University's CRM system.• Arranging and conducting call centres to encourage applicants to book their interview.

	<p>To support the administration and delivery of pre-applicant open days and events and wider applicant activity</p> <p>Supporting the delivery of on campus events where appropriate such as presentations, and individual tours.</p> <p>To support in the administration of interviews during the Clearing period including coordinating interviews schedules, paperwork and bookings.</p> <p>Meeting officer to relevant service working groups to coordinate meetings, agendas and minute taking.</p> <p>Attendance at off campus HE fairs when appropriate.</p> <p>Offer a proactive and problem-solving approach to delivering last minute events as required by the leadership team for the purpose of student recruitment</p> <p>Any other duties deemed necessary by the Student Recruitment Manager (Events and Applicant Experience).</p> <p>Undertake and support staff development as appropriate.</p> <p>All staff across the Service are required to be flexible to support the focus on student recruitment.</p>
<p>Special Circumstances:</p>	<ul style="list-style-type: none"> • A flexible approach to working will be required, including weekends and evenings. • This role will involve UK travel to support HE and School/college fairs • This role requires the post-holder to have a full clean driving license and access to a vehicle for work use. • This role requires enhanced DBS (Disclosure and Barring Service) clearance.



Part 2A: Essential and Desirable Criteria

Essential

Qualifications and Professional Memberships:

- Educated to degree level or equivalent, or possess significant relevant professional experience within a similar role.

Knowledge and Experience:

- Experience of events organisation/coordination including the use of risk assessments.
- Experience of collaborative working with internal stakeholders to develop relevant and engaging content including academic colleagues.
- Demonstrable experience of working within a role that requires effective planning, organisational and communication skills, strong attention to detail and an ability to negotiate, persuade and influence.
- Knowledge of safeguarding policies when working with children and vulnerable adults
- Experience of working in a customer focused environment, delivering the highest quality of customer service
- Outstanding team working skills.
- Strong problem solving skills and use of initiative.
- Ability to manage conflicting priorities
- Ability to build and develop relationships with a wide range of individuals and teams.

Desirable

Knowledge and Experience:

- Experience of working within Higher Education and/or and education environment
- Knowledge of the UCAS cycle, postgraduate recruitment and other non-traditional student recruitment pipelines.
- Experience of supporting applicant interviews.
- Understanding of marketing activity.
- An understanding of data protection, and internet safety issues.
- Understanding and experience of how outreach activity can be delivered remotely through digital platforms.

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage

Communication

- Delivery methods are chosen and tailored to aid understanding and meet the needs of others.
- Takes action to correct any misunderstandings or mistakes.
- Checks on recipient's understanding and takes action to remedy any miscommunications.
- Adapts style in response to feedback.
- Written material is well structured, clear and concise.
- Adjusts the level of content to suit audiences with varying levels of understanding and ability.
- Provides information in a suitable format so that the others' needs are met.
- Uses a range of different formats, chosen to the diverse needs and ensure understanding.
- Consideration is given to others' needs when choosing how to present the material.

Planning and Organising Resources

- Prioritises work to achieve objectives to the standards expected.
- Proactively works with others achieve their and the team's objectives.
- Takes steps to reduce the waste of resources.

Service Delivery

- Adapts services and systems to meet customers' needs and identifies ways of improving standards.
- Learns from complaints and takes action to resolve them.
- Collates feedback and views from customers and keeps up-to-date with market trends to inform service development and make changes.
- Actively promotes services.

Knowledge and Experience

- Applies skill, knowledge and experience to work and seeks opportunities to improve.
- Used as a point of reference by others.

Liaison and Networking

- Works across team boundaries to build and strengthen working relationships.
- Shares information and ideas to help others develop their practice
- Is involved in networks to pursue a shared interest as a requirement of the role.

Decision Making Process and Outcomes

- Makes timely and considered decisions by gathering sufficient data.
- Considers the impact of decisions on own area of work, that of others and the Institution as a whole.
- Knows when a decision is beyond the role's level of responsibility and when to refer to others.

	<ul style="list-style-type: none">• Contributes to decision making by providing relevant information and opinions.
	<p>Analysis and Research</p> <ul style="list-style-type: none">• Designs and uses data gathering and analytical methods appropriate for each investigation.• Recognises and accurately interprets patterns and trends.• Recognises when additional data is required and identifies appropriate sources.• Produces reports that identify key issues and findings.
	<p>Work Environment</p> <ul style="list-style-type: none">• Follows good practice guidance and complies with health, safety and welfare policies.• Accepts responsibility for the effect actions may have on others.
<p>Date Completed:</p>	<p>19/07/2020</p>