

Job Title:	Student Recruitment Events Assistant
Grade:	4
Salary:	£22,681 to £25,138 per annum
Department:	Marketing and Communications
Hours/Contract:	Full time or job share considered, Permanent
Job Family:	Management and Administration
Reference:	9681

Role Purpose

To provide administrative and clerical support for the Student Recruitment Events Team to enable it to deliver successful student recruitment events. Work will focus on supporting the delivery of high quality, customer facing events such as Open Days and Offer Holder Days and to assist in running campus tours.

Resources Managed

The Student Recruitment Events team delivers 10 large Open Days and Offer Holder Days, both on-campus and digital events, plus a significant number of other managed visits to campus. The post-holder would be expected to assist with the organisation of a significant proportion of this activity.

External Relations employs over 100 student ambassadors. The post-holder may, at times, be required to supervise these ambassadors on a wide range of events, and contribute towards their regular selection and training events.

Managing own time to ensure tasks are completed to appropriate deadlines

Main Duties and Responsibilities

- Assist with the administration for upcoming Open Days and Offer Holder Days
- To coordinate regular Campus Tours to assist in their smooth running, in order to promote the University and attract new students.
- Administration of the Leicester Ambassador Scheme for upcoming events, including confirming job bookings, maintaining accurate records, and dealing with enquiries.
- To supervise Leicester Ambassadors, for example for Campus Tours, during Open Days and other recruitment events.
- Finance administration, such as creating PO requests, liaising with suppliers and maintaining clear budget records.
- Manage the Student Recruitment Events Teams resources, including stocktaking and preparation of resources for face-to-face events.
- Respond to queries relating to events, both internal and external, and ensure the Recruitment Events inbox is maintained.
- Provide flexible support for other members of the team as and when required.



Internal and External Relationships

Internal

- Student Recruitment Events Team staff and members of the wider Recruitment Marketing Team.
- Other key Marketing staff, such as Creative Services, and the Insight Team.
- Future Students Office, including the recruitment team, CRM and Admissions regarding support for events and campus tours.
- Liaising with department colleagues, both academic and administrative, in order to support on campus events
- Supervision of Leicester Ambassadors (current students of the University) to support delivery of activities and events
- Other internal stakeholders, such as Print Services, Campus Services and Residential Services

External

- Individual enquirers looking to visit the University.
- External suppliers of materials used at student recruitment events.

Planning and Organising

- Responsible for planning own workload.
- Managing own time to ensure tasks are completed to appropriate deadlines.
- Able to deal promptly with unscheduled work and prioritise accordingly.
- Work with the Student Recruitment Events Team with a view to planning and organising work priorities and any other duties.

Qualifications, Knowledge and Experience

Essential

- Minimum of 5 GCSE's or equivalent qualifications, including Mathematics and English Language at grade C or above*
- Relevant clerical experience, preferably in the educational sector*

Desirable

- General knowledge of Higher Education and the UCAS admissions systems
- Supervisory experience*
- Prior experience in a customer facing role*
- Experience of working on or assisting in organising events*

****Criteria to be used in shortlisting candidates for interview***





Skills, Abilities and Competencies

Essential

- Excellent interpersonal skills
- Excellent written* and verbal communication skills, with the ability to communicate to a wide variety of people from different backgrounds and levels, including young people, parents, academic staff, key service staff and external suppliers to the University.
- Commitment to providing high standards of customer service.
- Excellent and wide ranging IT skills, including Microsoft Office Applications and practical experience of using Word and Excel*
- Ability to organise and prioritise workload

Desirable

- Familiarity with the use of databases
- Experience of using SAP

***Criteria to be used in shortlisting candidates for interview**

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits





everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

