



<b>Job Title:</b>	UK Student Recruitment and Widening Access Coordinator
<b>Grade:</b>	4
<b>Salary:</b>	£24,590 to £26,707 per annum, pro-rata if part-time
<b>Department:</b>	Future Students Office
<b>Hours/Contract:</b>	Full-time or job share, permanent
<b>Job Family:</b>	Management and administration
<b>Reference:</b>	12807

## Role Purpose

The UK Student Recruitment and Outreach Team supports the University's strategic objectives relating to student recruitment for UK and International markets as well as its commitment to Widening Access and responsibilities associated with meeting strategic ambitions outlined in our Access and Participation Plan.

The UK Student Recruitment and Outreach team is responsible for delivering undergraduate and postgraduate recruitment throughout the UK. It is also responsible for meeting our Widening Access targets and the design and delivery of our outreach activities.

The role of the UK Student Recruitment and Outreach Support Coordinator is based within the Future Students Office (FSO) at Leicester and the focus is to support the team in delivery of pre and post-16-focused recruitment and outreach physical and digital activities on campus and across the UK.

- To provide valuable administrative support and coordination to the UK Student Recruitment and Outreach Team such as the liaison and coordination of events, data collection and analysis, planning and designing activities as well as any other related tasks with the objective to support the team to run operations efficiently and effectively.
- To support the design and delivery of academic and general Higher Education aspiration raising activity to help promote the University of Leicester.
- To support the development, administration and delivery of outreach focused progression programmes and community activities.
- To contribute to the overall recruitment goals of the university through occasional participation in wider Future Students Office events e.g., Open Days, Offer Holder Days, residential events, HE fairs etc.
- The role involves occasional weekend and evening work as a number of the events the team run take place on weekends/evenings. Some flexibility in working patterns is essential for the successful candidate.





## Main Duties and Responsibilities

- Liaise with schools and internal/external stakeholders for the planning and preparation of events including on-campus activity as well as other recruitment and outreach initiatives, ensuring all appropriate collateral is up-to-date and ready for delivery.
- Monitoring a number of shared email inboxes and providing first-line support to reply/escalate queries as appropriate.
- Ensure all activity is correctly captured, logged and tracked in the university's monitoring database, HEAT, and in various excel spreadsheets.
- Resolving and escalating as appropriate, enquiries from individual students interested or participating in progression programmes by email and telephone.
- Where necessary, supervising the work of student ambassadors/mentors leading recruitment and outreach activity.
- Assist the wider team in planning and developing a series of recruitment and outreach events, including liaison with a range of internal stakeholders e.g., roombookings, catering, porters, security etc.
- Undertake other tasks deemed important to the delivery of Leicester's UK Student Recruitment and Outreach objectives.
- Maintain and update a calendar and spreadsheet of core team events.
- Developing and writing newsletters for students and their influencers such as teachers, advisers and parents.
- Produce basic marketing collateral for use in print, email, and social media channels.
- Assist in delivery of events, typically helping setup equipment as necessary, welcoming and signing in students, providing and collecting feedback forms etc.
- Maintain and organise resource stock levels and pool cars for recruitment and outreach activity.

## Internal and External Relationships

External relationships: outside the University, the post holder will have frequent contact with prospective students, and students enrolled on our progression programmes. There will be occasional contact with parents/carers, teachers and advisers in schools, and travel logistics companies.

Internal relationships: within the Future Students Office the post holder must be able to operate as an effective team member, supporting other colleagues and keeping them briefed on relevant aspects of the work; regular contact with colleagues in academic departments; regular contact with Student Ambassadors; frequent contact with colleagues in the wider Division of External Relations and beyond, in order to deal with a range of recruitment related issues, this would typically include Marketing and Communications, Print Services, Unitemps, Room Bookings, LSP (catering), Students Union, Accommodation Office, Portering Services, Security.

## Planning and Organising

The role requires high levels of planning, organisation and self-motivation:

- The Team plan and run approximately 500 events of varying size and complexity across





the calendar year

- The post-holder will be expected to support the team in the planning and delivery of these events as required

Within these parameters, the post holder will need to:

- Plan and organise own workload to ensure that requirements are met for multiple projects.
- Balance a varied workload, with competing priorities, whilst ensuring day-to-day administrative tasks are completed in a timely manner
- Be able to work independently as well as a team, taking advantage of the University of Leicester's WorkSmart Hybrid working model.
- Occasionally work outside of core hours to support evening and weekend events, taking flexible time back as appropriate.

## Qualifications, Knowledge and Experience

### Essential

- A demonstrable belief in the benefits of Higher Education and the desire to enable students from a wide range of backgrounds to access a university education, together with an understanding of widening participation issues.
- Prior experience in a customer facing role.
- Prior experience of undertaking administrative duties.

### Desirable

- Experience of working with young people through participation in recruitment, outreach or community work.
- Experience of maintaining and updating databases/spreadsheets.
- Experience of working in an events-focused environment.

## Skills, Abilities and Competencies

### Essential

- Strong oral and written communication skills, including email and web-based chats
- Strong interpersonal skills including the ability to liaise with a wide range of stakeholders
- Ability to work as part of a team
- Good customer service skills
- Excellent IT skills and competence with social media and Microsoft Office packages, including Word, PowerPoint, Excel and database systems
- Good numerical skills and an ability to read and analyse data
- Highly organised with the ability to prioritise workload





- Ability to work under pressure to deadlines, and to work unsupervised on own initiative

**Desirable**

- Creativity and ability to write effective copy/produce marketing materials

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

**Criminal Declaration and Disclosure and Barring Service (DBS)**

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.

This post is exempt from the Rehabilitation of Offenders Act 1974 because the appointee will have substantial access to young people and/or vulnerable adults. Therefore, an appointment to this post will be subject to checking through the Disclosure and Barring Service (DBS). The successful applicant for this post will, therefore, be required to give consent for the University to check and obtain appropriate clearance with the DBS for the existence and content of any criminal record in the form of an [enter level of disclosure].

Information received from the DBS and the police will be kept in strict confidence and will be destroyed once the University is satisfied in this regard.

**Supporting University Activities**

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

**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

**Freedom of Speech**

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or





controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

## 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 equality 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 equality, diversity and inclusion.

