UNIVERSITY OF LEICESTER

Job Summary

Job Title: Compliance and Student Recruitment Administrator
Grade: 5
Salary: £27,241 to £31,861 per annum, pro-rata of part-time
Department: College of Social Science, Arts and Humanities
Hours/Contract: Full-time, fixed term contractfor 12 months
Job Family: Management and administration
Reference: 13752

Role Purpose

The post holder will provide professional administrative and operational support for student recruitment and admissions activities across the College of Social Sciences, Arts and Humanities, with a particular focus on Postgraduate Certificate in Education (PGCE) programmes.

Working closely with the Student Recruitment and Engagement Officer, academic staff, admissions teams and external partners, the post holder will support the delivery of recruitment, conversion and applicant engagement activities designed to meet College and University recruitment objectives.

A significant element of the role will involve coordinating and administering recruitment and admissions processes relating to Initial Teacher Education programmes, ensuring that statutory, regulatory and compliance requirements are met accurately and within required timescales. The post holder will act as a key point of contact for applicants and stakeholders throughout the recruitment journey, providing a professional, customer-focused service.

The post holder will also contribute to broader undergraduate and postgraduate recruitment activity across the College and support recruitment events, conversion campaigns and admissions-related projects.

Main Duties and Responsibilities

PGCE Recruitment and Admissions Support

- Act as a first point of contact for prospective PGCE applicants, providing information and guidance regarding entry requirements, application processes and programme-specific requirements.
- Coordinate administrative processes associated with PGCE recruitment, ensuring applications are processed accurately and efficiently.
- Support the management of applicant interviews, assessment events and selection activities, including scheduling, communication with applicants and preparation of documentation.
- Maintain accurate applicant records using University and external systems, ensuring compliance with GDPR and relevant University regulations.
- Monitor application pipelines and produce routine reports to support recruitment planning and target monitoring.
- Support processes associated with teacher training compliance requirements, including the collection and verification of documentation required for admissions and enrolment.

- Liaise with Admissions, Registry, academic departments and external stakeholders to ensure applicants receive timely decisions and communications.
- Ensure recruitment activities align with statutory, safeguarding and regulatory requirements relevant to teacher education programmes.
- Assist in identifying applicants requiring additional support and ensure appropriate escalation and referral procedures are followed.
- Support applicant conversion activities through targeted communications, webinars and applicant engagement initiatives.

Student Recruitment, Events and Conversion Activity

- Support the coordination and delivery of recruitment events including Open Days, Applicant Visit Days, interview events, offer-holder activities, webinars and virtual events.
- Represent the College at recruitment events where appropriate, providing accurate information about programmes, admissions processes and student experience.
- Support the implementation of applicant conversion campaigns across undergraduate and postgraduate recruitment markets.
- Assist in developing and maintaining recruitment materials, presentations and digital content.
- Monitor event registrations and attendance data and produce management information reports.
- Support student ambassador activity relevant to recruitment events and applicant engagement.
- Contribute to recruitment projects aimed at improving conversion, applicant experience and recruitment outcomes.

Operational and Team Support

- Work collaboratively with professional services colleagues to support the delivery of College recruitment objectives.
- Assist with the maintenance and continuous improvement of recruitment processes and administrative systems.
- Prepare correspondence, reports, presentations and management information as required.
- Maintain effective filing and record management systems.
- Provide cover for colleagues during periods of absence and peak activity.
- Contribute ideas and solutions to enhance operational efficiency and applicant experience.
- Undertake other duties commensurate with the grade of the post as required.

Internal and External Relationships

Internal

Student Recruitment and Engagement Officer.

College Recruitment Team.

Academic Programme Directors and Recruitment Leads.

PGCE Programme Teams.

Admissions Office.

Future Students Office.

Marketing and Communications Teams.

Registry Services.

Professional Services colleagues across the College.

Student Ambassadors.

External

Prospective students and applicants.

Schools, colleges and educational partners.

Department for Education-related stakeholders where appropriate.

External recruitment agencies and event providers.

Partner organisations involved in teacher education recruitment.

Planning and Organising

The post holder will:

Organise and prioritise their workload within agreed service standards and recruitment cycles.

Manage competing deadlines associated with admissions, interviews, compliance checking and recruitment events.

Plan and coordinate recruitment and applicant engagement activities within annual recruitment cycles.

Monitor applicant progression and proactively identify issues affecting applicant conversion.

Anticipate busy periods and adjust priorities accordingly.

Contribute to continuous improvement initiatives and implementation of revised recruitment processes.

Qualifications, Knowledge and Experience

Essential

- Educated to A-Level standard, NVQ Level 3 or equivalent qualification, or substantial relevant experience.*
- Experience of providing administrative support in a complex customer-focused environment.*
- Experience of maintaining accurate records and managing information systems.*
- Experience of handling confidential and sensitive information appropriately.*
- Experience of coordinating activities involving multiple stakeholders and deadlines.*

- Experience of delivering high levels of customer service.
- Understanding of the importance of regulatory compliance, data protection and procedural accuracy.

Desirable

- Eperience of working in higher education recruitment, admissions or student services.
- Experience of teacher education, PGCE or professional programme recruitment.
- Experience of working with applicant tracking or student records systems.
- Knowledge of the higher education admissions environment.
- Understanding of safeguarding requirements relevant to teacher education programmes.

Criteria to be used in shortlisting candidates for interview.

Skills, Abilities and Competencies

Essential

- Excellent written and verbal communication skills.*
- Strong organisational skills with the ability to prioritise work and meet deadlines.*
- Ability to manage multiple activities simultaneously while maintaining accuracy and attention to detail.*
- Strong interpersonal skills and ability to build effective working relationships with a wide range of stakeholders.
- Ability to work independently and use judgement to resolve routine issues.
- Excellent IT skills, including Microsoft Office and database systems.*
- Ability to interpret and follow regulations, procedures and policies accurately.
- Strong customer-service orientation and commitment to delivering a positive applicant experience.
- Flexible and adaptable approach to work.
- Ability to analyse information and produce accurate reports.

Desirable

- Experience using student record or admissions systems.
- Experience supporting recruitment events and applicant engagement activities.
- Presentation or event support experience.

Criteria to be used in shortlisting candidates for interview

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Job Summary

Reason for Fixed Term Contract

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

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 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.

Athena Swan Silver Award
Race Equality Charter Bronze Award
disability confident LEADER
LGBT+ 2020 - 2021 AWARDEE ORGANISATION
Stonewall DIVERSITY CHAMPIONS