**Recruitment Officer**



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| School/Department: | Marketing, External Relations & Recruitment |
| Grade: | 6 (Grade 5 if appointed on a new graduate basis) |
| Reports to: | Student Recruitment Manager |
| Responsible for: | N/A |
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| Job Summary and Purpose:  | The Recruitment Officer will be responsible for developing applications by engaging with schools and colleges. They will establish relationships with teachers and counsellors, coordinate with academic colleagues, and deliver presentations and workshops. The ideal candidate will have relevant Higher Education work experience, strong organisational skills, and be able to work and travel independently. Additionally, they should be an excellent presenter capable of inspiring and engaging students interested in the creative industries.This role is a Grade 6 position offered as a fixed term contract ending in October 2025. In addition to qualified candidates, we are also open to applications from recent UCA graduates who may not have prior experience of working in Higher Education. Should this be the case for the successful candidate, the position will be offered at Grade 5.  |

**01 MAIN DUTIES**

This professional role will encompass all of the following, but the balance of duties and responsibilities will be determined in agreement with your line manager and the principles of the stated job purpose.

* 1. General Duties
		1. To support and develop relationships with target schools and colleges on an account management basis to nurture a pipeline of future student progression by providing appropriate planned activities. These schools and colleges are primarily based in the South East of England.
		2. To be an active participant in recruitment events including UCAS fairs, HE fairs, careers shows and other similar activities involving travel within the UK.
		3. To organise and deliver presentations and workshops to prospective students in school and online.
		4. To liaise and support the scheduling of academic visits to feeder schools to deliver planned recruitment activities.
		5. To meet individual recruitment and event targets and contribute to the overall recruitment targets. These targets are set by the Student Recruitment Manager for the delivery of activity and lead generation.
		6. This role will at times be expected to train and support student ambassadors, new staff and academic colleagues attending for recruitment purposes.
		7. To undertake and support activities with schools helping UCA meet its APP requirements, such as Easter and Summer Schools.
		8. To ensure data policies are followed, and lead generation from prospective students is processed by the University’s CRM platform, working alongside colleagues in Marketing.
		9. To act as an ambassador for UCA as part of recruitment and engagement activities such as Open Days, Applicant Days, and other events.
		10. To be responsible for dealing with, or redirecting, enquiries (via telephone, live chat, email) from potential students, applicants, their parents/carers, teachers and careers advisors in association with the other Recruitment Officers and Future Students Administrator.
		11. To book events and arrange for payment of suppliers under guidance and instruction from the Student Recruitment Manager.
		12. To contribute to the successful management, development, logistics and storage of marketing collateral and exhibition materials used by the Future Students Team as directed or by leading on a project by project basis as required. In this section, provide a breakdown of duties covering the main areas of work.

**02**  **DUTIES OF ALL STAFF**

2.1 To undertake such other duties as are within the scope and spirit of the job purpose, the job title, and the grade.

2.2 Maintain and promote health, safety & wellbeing awareness and commitment within the framework of the University's Health, Safety & Wellbeing policy.

2.3 Take responsibility for health and safety of yourself and others in carrying out the duties of the role.

2.4 To promote equality, diversity and inclusion in your performance of your duties.

2.5 Undertake any other work and hours of work as required to commensurate with the level and responsibility of the post.

2.6 To actively participate in learning and development to meet the requirements of your role and the University.

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| **03 Selection Matrix** | **Essential** | **Desirable** | **Used to shortlist** |
| **Qualifications** |
| 1 | Relevant BA (Hons) qualification or equivalent Higher Education qualification | û |  | û |
| **Knowledge & Experience** |
| 2 | Experience of working with Schools, Colleges or Higher Education institutions in the delivery of recruitment based activities |  | û |  |
| 3 | Evidence of customer relationship management and direct sales experience |  | û |  |
| 4 | Experience of working with academic staff and other stakeholders within education |  | û |  |
| 5 | Experience of delivering excellent customer service | û |  | û |
| 6 | Evidence of utilising data to drive decision making including CRM systems to attract new prospects |  | û |  |
| **Personal Attributes and Behaviours** |
| 7 | Evidence of being goal-orientated with strong organisational skills | û |  | û |
| 8 | Demonstrate an innovative and collaborative approach to solving problems often under pressure | û |  | û |
| 9 | Evidence of working within collaborative teams  | û |  |  |
| 10 | Capability to communicate using straight forward, inspiring language that is tailored to the audience. | û |  | û |
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Does the role require a DBS? Yes