

**Job Description for the Post of
Recruitment Support Assistant (Ref SSR09/12)**

1. **General Details**

Job Title:	Recruitment Support Assistant
Location:	Sales and Student Recruitment
Normal workbase:	Stoke Campus
Tenure:	Permanent
Salary:	Grade 4, currently £18,117 - £20,938 per annum

2. **Job Purpose**

To be part of a responsive and efficient support team, as the first point of contact for organising recruitment activities and events which meets the needs of the customer and the University.

3. **Relationships**

Responsible to: Support Officer

4. **Main Activities**

- § To work within a flexible team dealing with a diverse range of recruitment events and activities and offering support to both the UK and International recruitment teams
- § To be a key player in planning, organising and evaluating recruitment events and activities, including pre/post applicant interviews and open days
- § To liaise with applicants and faculties in an effective and efficient manner on a range of issues i.e. arranging interview dates, offering professional development events to internal and external colleagues
- § To coordinate recruitment events and activities across the University to ensure we offer excellent customer care to our broad customer base
- § To be able to plan and organise events with long lead in times at the same time co-ordinating events and activities at short notice ensuring the prioritisation of demands
- § To assist in the successful delivery and evaluation of a diverse range of activities and events; which could impact on recruitment. For example, SUEMSS (Maths and English Summer Schools), schools and college visits, counselling sessions overseas and Aimhigher activities
- § To be part of the team that co-ordinates a calendar of activity, both in the UK and internationally, with metrics in place to monitor and evaluate activities across the University
- § To share ideas and pro-actively seek ways to improve the efficiency and effectiveness of recruitment events and activities
- § To ensure consistency and clarity of messages are used across all recruitment events and activities
- § To be part of a team which ensures there is a seamless customer journey across the University
- § To liaise, as appropriate with colleagues in other services, such as Catering Services and Accommodation, to ensure applicants receive the most customer-friendly support when visiting the University
- § To follow standardised, clear and transparent planning and evaluation procedures, across the diverse range of events and activities
- § To assist the Recruitment Manager Support Team and Support Officer in monitoring Service Level Agreements across Faculties and Services to ensure timely and appropriate responses to our customers
- § To provide data and statistic to assist in the monitoring of the range of activities and events, for example, pre registered/attendees/non attendees to corporate open days against applications, acceptances and enrolments and providing management information on the outcomes
- § To be a member of project groups relating to recruitment
- § To be a key player in certain aspects of key recruitment and admissions events

- § To deputise in the absence of the Support Officer
- § To perform any reasonable duties within Sales and Student Recruitment and the University i.e. attendance at Awards Ceremonies, as may be assigned by the Head of Recruitment and Admissions

5. **Person Sought**

Essential Criteria:

- § Educated to HNC/D level or equivalent or relevant operational experience at this level
- § Minimum of one years' experience working in Higher or Further Education
- § A customer-orientated approach
- § Experience of being involved in planning and organising a range of recruitment events and activities and ability to adhere to precise deadlines
- § Ability to interact with people at all levels
- § Ability to work within a highly complex procedural framework
- § IT skills – including confidence with Word, email and internet
- § Cultural sensitivity
- § Ability to remain calm under pressure
- § Experience of dealing with high volume, complex communications
- § Proven administration experience
- § Ability to prioritise effectively and to work to tight deadlines
- § Ability to work on one's own initiative and also be a team player to deliver high-quality customer focused recruitment events and activities
- § Attention to detail
- § Excellent organisational skills, including time management of your own work
- § Good written and oral communication skills
- § Commitment to the University's mission and delivery of the University Plan
- § Willingness to engage in a structured induction programme as a start to Continuing Professional Development (CPD) at the University

Desirable criteria:

- § Experience of working in a Student Recruitment roles organising events and activities
- § Knowledge of CRM system and databases
- § Experience of working with Excel

6. **Special Conditions**

This is a permanent, full-time post working 37 hours per week.

Some work outside normal hours will be required at certain times of the year, such as during Open Days and Clearing.

You may be invited to attend overseas education fairs on behalf of the University.

Some work may require considerable travel (eg. HE/Careers Fairs) and work away from home (eg. Six Towns Summer School occasional overnight stays). Candidates should have the ability to travel in a cost effective manner which may be through access to a vehicle.

The office operates flexible working hours.

The University operates a Job Share Scheme. Applications from anyone interested in working part-time on a job share basis will be considered.

Date Job Description Revised

September 2009

Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Applying for this post

Should you now decide to submit an application for this position you are asked to kindly complete and return an application form. This is available either in electronic format (downloadable from our website) or as a hard copy.

Please note that CVs will only be accepted in support of a fully completed application form.

Completed application forms and any accompanying information should be returned via e-mail to jobs@staffs.ac.uk or posted to Personnel Services, Staffordshire University, PO Box 662, College Road, Stoke-on-Trent, ST4 2XP.

If you wish to deliver the form by hand Personnel Services is located on the ground floor of the Cadman Building, College Road, Stoke-on-Trent. Office opening hours are 9.00am – 5.00pm Monday to Thursday, and 9.00am - 4.30pm on Friday.

PLEASE NOTE THAT THE CLOSING DATE FOR COMPLETED APPLICATIONS IS: 1 APRIL 2010

Procedure following Receipt of Applications

Applicants are asked to provide us with an e-mail address where possible, as this is our preferred method of communication. All correspondence relating to this job application will be marked 'Private and Confidential'.

Where an e-mail address is provided, we will send applicants an acknowledgement of the application form as soon as possible following receipt; employees of Staffordshire University should note that this will be the internal e-mail address.

All applicants are asked to note that unless otherwise indicated, interviews will normally be held within one month of the closing date. Short listed candidates will be contacted to attend for interview as appropriate. Candidates who are not shortlisted for interview will be informed via e-mail. In the absence of an e-mail address, we regret that in the interest of economy we are unable to write to applicants. If you have not received an invitation for interview or any further communication within two months of the closing date specified, you are asked to assume your application is unsuccessful on this occasion.

The University wishes to thank all applicants for their interest in the Institution and the post advertised and for the time and trouble taken to complete the information for their application.

If you require a copy of the vacancy information in large print please contact us

General Terms and Conditions of Service for Staff



Appointment to the University

The University is an independent Statutory Higher Education Corporation. As such the Board of Governors of the University is the employer, and is responsible for determining the employment policy, pay and conditions of service of all its employees.

The agreed terms and conditions for all staff are set out in the University's terms and conditions of service. In addition your attention is drawn to the following general points:

Medical Clearance

The appointment is subject to satisfactory medical screening, which normally consists of completion of a confidential questionnaire.

Eligibility to Live and Work in the UK

In line with the Immigration, Asylum and Nationality Act 2006, documentation is required to confirm that employees are eligible to live and work in the UK. Any offer of employment is subject to this documentation being provided.

CRB Clearance

Where indicated in the job description an offer of employment will be subject to a satisfactory response to a check of criminal records.

Qualifications

New employees will be required to produce evidence of qualifications which are deemed essential for the post, as set out in the job description.

Pension Contributions

All members of staff are eligible to contribute to the relevant occupational Pension Scheme which is either the Local Government Pension Scheme or Teachers Pension Scheme, both of which are final salary schemes. Staffordshire University as the employer also contributes to each scheme.

Payment of Salary

Salary is payable monthly in arrears, normally on the last Wednesday of each month. Payment is made by direct credit to a recognised bank or building society account. All new employees should ensure that the relevant details for credit transfer are completed on the standard form issued on appointment.

Annual Leave

Individuals are entitled to the following leave entitlements based on the grade of the post:-

Grade	Number of Days Worked per Week*		
	4	5	6
One	24	29	35
Two	24	29	35
Three	24	29	35
Four	26	32	41
Five	26	32	41
Six	26	32	41
Seven	30	37	45
Eight	30	37	45
Nine	30	37	45
Ten	30	37	45
Eleven	30	37	45
Twelve	30	37	45
Thirteen	30	37	45
Fourteen	30	37	45

* This refers to those members of staff who work full time hours but on a standard 5 day working cycle or those operating a shift pattern over 4 or 6 working days. This does not refer to staff on fractional contracts.

In addition there are 11 Bank, Extra Statutory and Discretionary Holidays as follows:

Good Friday
Easter Monday
May Day
Spring Bank Holiday Monday
Late Summer Bank Holiday Monday
Christmas Day to New Year's Day (inclusive)

Sickness Pay

An employee absent from duty due to illness will be entitled to receive paid sickness leave, as set out in the University's terms and conditions of service.

Trade Union Membership

The University believes that the interests of both the employer and employee are best served by individuals joining a recognised Trade Union. The Board of Governors of the University has recognised the following Trade Unions to operate within the university - UCU and UNISON.