



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

**Student Education Service Officer (Recruitment), Faculty of Medicine and Health**



**Salary: Grade 5 (£22,214 – £25,728 p.a. pro rata)**

**Reference: MHIHS1141**

**Closing date: 21 September 2017**

**Interviews are due to take place w/c 2 October 2017**

**Fixed-term for up to 12 months as maternity leave cover**

# **Student Education Service Officer (Recruitment)**

## **School of Medicine**

### **Leeds Institute of Health Sciences**

**Are you a well organised and adaptable individual committed to delivering an exceptional student experience? Can you help the School of Medicine to raise its profile and deliver an effective student recruitment strategy?**

This is an exciting opportunity to actively participate in achieving one of the Institute key strategic objectives; to raise our international profile and increase the quantity and quality of applications for our broad portfolio of taught courses. With experience of student recruitment, and of undertaking market research activity to assist strategy development, you will support and develop admissions and recruitment activity across the full range of our taught subject areas.

You will be enthusiastic, organised and versatile, with a strong customer service focus and excellent communication skills. An ability to work positively with staff and students at all levels and to work effectively and proactively as part of a team is essential. You will have well developed IT skills and the ability to work proactively using a problem solving approach.

### **What does the role entail?**

As a Student Recruitment Officer, your main duties will include:

- Developing and maintaining knowledge of student recruitment practices whilst keeping up-to-date with institutional developments and supporting their timely adoption within the Faculty and School;
- Providing and contributing to the development of a consistent, high quality Student Education Service, through participation in functional meetings and team events; making suggestions on how to adapt and develop standardised operational practices and processes;
- Systematically assessing the standards of the recruitment service including proactively gaining and analysing feedback from users (such as from student applicants and academics) and recommending and implementing change so the service is constantly improving;



- Coordinating scholarship applications and deadlines, ensuring effective and timely communication with relevant parties as appropriate;
- Liaising with international applications agencies (e.g. Leeds-India Office, British Council and Northern Consortium UK) providing advice and maintaining on-going dialogue as appropriate;
- Maintaining the digital presence of the Institute/School/Faculty, ensuring key messages are in place across relevant webpages and ensure that they are accurate and consistent to promote research and aid student recruitment;
- Maintaining the Institute/School/Faculty's social media presence and working with staff and partners to ensure that social media feeds are used regularly and kept up to date;
- Maintaining course listings to ensure that information is consistent and accurate, identifying new opportunities to promote courses and co-ordinating the schools/programme entries and presence within prospectuses;
- Working with appropriate central teams undertake market research and strategy development activities (e.g. focus groups and competitor analysis);
- Preparing reports and numerical information for colleagues on a regular basis to inform future strategy within the Institute and University (e.g. admissions, recruitment and marketing strategies);
- Supporting a vibrant customer service ethos across the Student Education Service, working as part of a team with the flexibility and adaptability to move across support functions as workload requires and at peak periods of activity to ensure objectives are met.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

You will report to Vicky Jordan, Operations Manager (Teaching and Estates).

## What will you bring to the role?

As a Student Recruitment Officer you will have:

- Experience of supporting student recruitment activities;
- Experience of undertaking market research activity which supports strategy development;



- Demonstrable IT skills with experience of web editing/authoring, use of the full Microsoft Office suite and ability to learn new systems quickly with appropriate training;
- Skills in writing copy for promotional materials and web;
- Excellent accuracy and attention to detail with editing and proofreading experience;
- Excellent communication skills and the ability to convey complex concepts (e.g. admissions policies and legislation) clearly and effectively to a range of audiences;
- The ability to work proactively using a problem solving approach, suggesting and developing new systems and procedures as appropriate;
- Excellent organisational skills with an ability to plan and prioritise work independently to meet deadlines;
- Effective analytical skills with the ability to collate, monitor and evaluate complex information from a variety of sources;
- Excellent interpersonal, negotiation and team-working skills with the ability to develop effective working relationships with people from a wide range of backgrounds;
- A flexible and adaptable approach to your work, able to move across support functions when workload peaks require with a commitment to on-going development and training.

You may also have:

- Knowledge or experience of working in higher education with an understanding of the challenges faced;
- Experience of supervising the work of another person/ a small team;
- A degree in marketing /marketing related subject or a Marketing qualification;
- Experience of developing and maintaining a network of contacts throughout own work area;
- Knowledge or experience of utilising social media to meet marketing objectives.



## How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised **closing date**.

## Contact information

To explore the post further or for any queries you may have, please contact:

**Miss Victoria Jordan, Operations Manager (Teaching & Estates)**

Tel: +44 (0)113 343 4684

Email: [V.L.Jordan@leeds.ac.uk](mailto:V.L.Jordan@leeds.ac.uk)

## Additional information

Find out more about the [Faculty of Medicine and Health](#).

Find out more about [Athena Swan](#) in the Faculty of Medicine and Health.

Find out more about [Leeds Institute of Health Sciences](#).

### Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## Criminal record information

### Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.



Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

