

JOB DESCRIPTION**RECRUITMENT, OUTREACH AND
ADMISSIONS**

Job title:	Recruitment, Outreach and Admissions Administrator
Grade:	3
Responsible to:	Head of Recruitment, Outreach and Admissions
Date:	December 2024
Job purpose:	To provide operational and administrative services to the Recruitment, Outreach and Admissions team in support of the university Student Recruitment and Admissions objectives.

Main duties and responsibilities

1. Support key Student Recruitment operational activity such as events, open days, logistics and finance administration.
2. Support all stages of the Applicant Journey from initial application to enrolment and to help facilitate the conversion of applicants during the application cycle through timely and regular communication complying with all laid down policies and procedures with respect to the application process.
3. Provide accurate and timely information, advice and guidance to applicants and other stakeholders, including but not limited to general course content, entry requirements and stage of application. Maintain, as required, university systems, ensuring accuracy and currency of data.
4. Liaise with delegated members of academic departments and Recruitment, Outreach and Admissions team to provide information and advice as required.
5. To produce and edit letters, reports, emails, presentations, spreadsheets, subject documentation.
6. To assist with collation of information on a range of administrative activities including maintaining SharePoint and Teams.
7. Support key meetings ensuring that they are appropriately supported, relevant documentation provided and follow up action is completed.
8. To be responsible for diary management, arranging meetings including room bookings, hospitality, accommodation etc.

9. To make arrangements for travel for staff both within the UK and overseas, including hotel bookings, travel, foreign currency etc. ensuring compliance with university policies.
10. To provide administrative support to special projects within the designated area or other areas of the university as requested in accordance with the duties of the role.
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12. To undertake financial administration procedures as delegated e.g. ordering, invoicing, expenses, postage and payroll procedures.
13. There is a requirement to work some anti-social hours, within the Working Time Regulations, particularly in August during the Clearing period when no annual leave is to be taken.

General duties and responsibilities

1. To perform to high professional standards.
2. To manage independently any errors or concerns at the earliest opportunity or notify a senior member of staff as appropriate.
3. To use initiative to determine priorities, work with autonomy, and work effectively with senior colleagues.
4. To be responsible for your own continuing self-development.
5. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.
6. To work within and actively support the equality and diversity policies and practices of Falmouth University.
7. To participate in the University's Annual Performance Development Review Process.

Health and safety at Falmouth University

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of university policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

Health & safety requirements

- In relation to health and safety you must comply with all relevant legal requirements. You are specifically responsible for ensuring that:
- You comply with safe systems of work in operation within your work area.

- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

PERSON SPECIFICATION

Job title: Recruitment, Outreach and Admissions Administrator

Attributes	Essential requirements	Desirable requirements
Education and qualifications	Good undergraduate degree or equivalent professional qualification or equivalent relevant experience	
Experience and knowledge	<p>Extensive recent experience in a wide range of administrative activities.</p> <p>Experience of undertaking secretarial duties, e.g. minute taking, organising meetings, booking travel, finance admin.</p> <p>Excellent record keeping skills using databases.</p> <p>Experience of providing excellent customer service with good communication skills.</p> <p>Experience of complying with laid down policies, procedures and timescales.</p>	<p>Experience of working in an administrative HE or FE role, particularly in a recruitment, admissions or student-facing team.</p> <p>Experience of providing administrative support as part of a team.</p>

<p>Skills and personal requirements</p>	<p>Strong working knowledge of the Microsoft Office suite and Microsoft Teams.</p> <p>Excellent interpersonal skills and ability to communicate effectively and confidentially, verbally and in writing.</p> <p>Ability to work under pressure, maintain attention to detail and prioritise workload in a busy office to meet deadlines.</p> <p>Ability to work unsupervised and on own initiative as well as to work proactively as part of the team.</p> <p>Ability to build rapport with a diverse range of colleagues and customers.</p> <p>Excellent organisational skills.</p> <p>Flexible approach to daily duties and responsibilities.</p>	<p>Experience of using a CRM and/or SITS student records database is highly desirable.</p> <p>A full driving license valid in the UK would be an advantage, although not essential.</p>
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