

Job Description

Recruitment and Admissions Assistant Admissions

Directorate of Outreach, Recruitment and Marketing



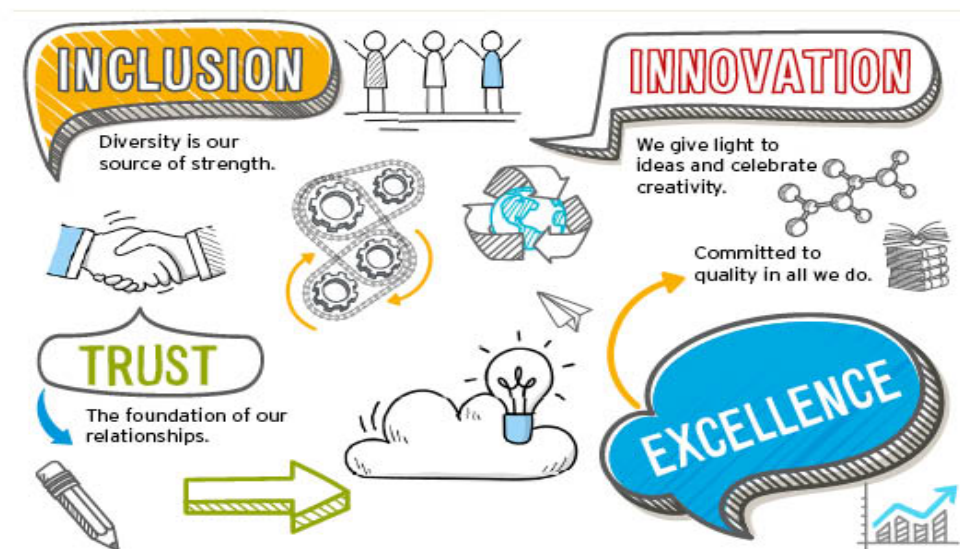
Brief summary of the role

Role title:	Recruitment and Admissions Assistant
Grade:	4
Faculty or Directorate:	Directorate of Outreach, Recruitment and Marketing
Service or Department:	Admissions
Location:	Richmond Building, City Campus
Reports to:	Senior Recruitment and Admissions Officer
Responsible for:	
Work pattern:	Full time over 5 days

About the University of Bradford

Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



Equality, Diversity, and Inclusion (EDI)

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion at the heart of everything we do.

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme..

Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

It is the responsibility of all employees that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues will need to ensure you are familiar with any relevant Health and Safety policies and procedures, seeking advice from the Central University Health and Safety team as appropriate.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

Employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

Role holder: essential and desirable attributes

Qualifications

Essential	<ul style="list-style-type: none"> • GCSE English and Maths or equivalent (or equivalent experience)
Desirable	<ul style="list-style-type: none"> •

Experience, skills, and knowledge

Essential	<ul style="list-style-type: none"> • Significant experience of working within an office environment • Experience of working in a role dealing with the public • Experience of working as a member of a team • Experience of working within a customer service role • Excellent oral and written communication skills to deal with a range of contacts, produce letters etc • Highly developed administrative and organisational skills • High level of attention to detail and confidentiality • Excellent data entry, IT and MS Office skills
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	<ul style="list-style-type: none"> • Knowledge of, and interest in, university processes and procedures, with particular reference to admissions • Need to be available to work during the full Clearing period (mid-late August) • Annual leave is significantly restricted during the remainder of August and September
Desirable	<ul style="list-style-type: none"> • Experience of working within a HE Admissions role

Personal attributes

Essential	<ul style="list-style-type: none"> • High level of enthusiasm, personal commitment and flexibility • Ability to work to tight and conflicting deadlines • Understanding of the University's commitment to Equality and Diversity • Committed to continuing personal/professional development
Desirable	<ul style="list-style-type: none"> •

Main purpose of the role

- The Recruitment and Admissions Assistant is responsible for the timely response to a wide range of enquiries via web forms, telephone, email, social media and face to face, providing an exemplary level of customer service at all times. This will include developing a good understanding of qualifications for entry to the University and providing internal and external advice and guidance.
- The ideal candidate will help to ensure the smooth and successful operation of admissions processes by providing general administrative support for the team and will have excellent organisational and communication skills and be a good team player with experience of dealing with conflicting demands and priorities.

Main duties and responsibilities

1. To deal with queries from enquirers and applicants, providing advice and guidance as appropriate, ensuring all enquiries received are effectively captured to enable the effective delivery of a Customer Relationship Management strategy for Home/EU and international undergraduate and postgraduate enquirers and applicants.
2. To ensure that all enquiries are handled efficiently and effectively using the contact method initially used by the enquirer (including live chat), adopting a one-stop-shop approach where possible and only making referrals when necessary.
3. To develop a good understanding of qualifications for entry to the University (UG, PG, UK and overseas) to be able to respond to general enquiries and carry out pre decision checks on new applications.
4. To use that knowledge base to ensure that web pages and UCAS course information pages are kept up to date with accurate information.
5. To create Digital Recruit forms in Azorus for the recruitment and outreach teams to use at off campus events, downloading these forms to iPads.
6. To assist with other activity managed within the Admissions Office, such as, but not limited to, HE and Careers Fairs, Open Days, Taster Days, face to face and telephone enquiries and campus tours activity as required.
7. To develop a good understanding of the SITS admissions system and to provide feedback on possible improvements to the Admissions Manager (Operations) and Senior Recruitment and Admissions Officer as appropriate.
8. To play a key role in the activity of the Confirmation and Clearing period and to assist the Admissions Manager (Operations) and Senior Enquiries and Admissions Officer in the organisation and logistical aspects as required.
9. To participate in the delivery of outbound telephone campaigns to enquirers and applicants, through the provision of scripts and user guides and student ambassador supervision and timesheet administration



- 10.To provide assistant to the UK/EU Recruitment team and International recruitment colleagues to prepare material for recruitment events and to monitor stock levels of marketing material in the Enquiries storeroom.
- 11.To provide administrative support to the team and at wider University level meetings, including minute taking.
- 12.To be aware of, and contribute to widening access and increasing participation amongst those groups considered to be underrepresented in Higher Education.
- 13.Any other duties commensurate with the grade and nature of the post.