Student Recruitment and Widening Participation Administrator

External Relations

Closing date: 31 October 2017

Interview date: 27 November 2017

Vacancy reference: 6115
INTRODUCTION

The University Strategy for 2014-2020 sets ambitious targets for student recruitment and widening participation at a time of increasing competition with a focus on growth in the University’s population of high quality students. Student Recruitment and Admissions (SRA) plays a vital role in this vision, acting at the point of interface between the University and its future students. This role supports the Office’s strategies for student recruitment, widening participation and admissions.

SRA is a busy office comprising about 60 staff in 5 teams, each with a vital part to play in the student recruitment and admissions process for both undergraduate and postgraduate students. Staff in SRA promote widening participation in higher education, provide information to prospective applicants and their families and advisors and conduct the admissions process for undergraduate and postgraduate programmes both for the University of York and for the Hull York Medical School.

This role lies within the administrative team which provides support to the UK/EU Student Recruitment and Widening Participation teams organising major pre-application open days, campus tours, incoming and outgoing school visits, residential, representation at over 60 exhibitions and other events in the UK and Europe. Two scholarships are also administered by these teams. The administrative team covers the SRA Reception point and deals with requests for prospectuses and handles enquiries from candidates, teachers, parents, careers advisors and members of the University staff seeking advice on student recruitment, widening participation and admissions matters.

This is an exciting time to join this successful and dynamic team.
Main purpose of the role

The work will involve working with the UK/EU Student Recruitment Team and the Widening Participation Teams. You will play a key role in supporting the everyday operation of the Student Recruitment and Admissions office and in helping with the extensive programme of events and activities. The post holder will be expected to contribute to the work of the entire Student Recruitment and Admissions Team as required.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- To provide a reception service acting as one of the main points of contact for students, visitors and staff within the department. Respond professionally to enquiries received on the telephone, in person or electronically.
- Apply a good working knowledge of departmental/service administrative systems to answer queries and resolve problems from colleagues and external customers.
- Play a key role in providing administrative support for the UK/EU Student Recruitment Team and the Widening Participation Teams. This involves supporting the planning, organising and administering of a diverse range of internal/external events including Open Days, UCAS days, residential and our flagship WP programmes.
- Ensure the effective and efficient processing of a range of Widening Participation and Student Recruitment activities (both undergraduate and postgraduate), including registrations, tracking, monitoring and evaluation and attending events as required to ensure they run effectively.
- Provide administrative support for the Student Ambassador Scheme, assisting with recruitment, training and allocation of work.
- Monitor the process for ensuring financial payments are coded to various projects and university accounts, and are accurately recorded using university financial systems and procedures, and as required producing financial reports and management information.
- Monitor income/expenditure against budgets, following up any anomalies and making corrections where necessary and raising any issues or concerns with the Manager.
- Maintain databases and spreadsheets especially those concerned with office finance (Agresso) including raising purchase order numbers.
- Provide administrative support for the Student Ambassador Scheme, assisting with recruitment, training and allocation of work.
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- Maintain databases and spreadsheets especially those concerned with office finance (Agresso) including raising purchase order numbers.
- Provide statistical information relating to our events using Business Objects software and analyse, manipulate and interpret information in order to compile detailed summary reports and communications.
- Occasionally attend higher education conventions and school careers events, advising prospective applicants and their parents about the University and its courses.
- Inspect and record identification documents provided for Disclosure and Barring Service checks.
- Departmental Computing Officer – circulate relevant IT Services communications to colleagues, look after department specific software, deal with basic IT queries.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post. The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
# PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>A general education to include 5 GCSE passes at Grade C or above (including Maths and English), or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>Thorough knowledge of administrative procedures and processes used in a busy office within a large complex organisation</td>
<td>Essential</td>
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<td>Knowledge of monitoring and recording financial transactions and producing financial reports relevant to the office function</td>
<td>Essential</td>
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<td>Knowledge of FE or HE or experience of working in the education sector</td>
<td>Desirable</td>
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<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<td>IT skills, with the ability to use Microsoft Office, particularly Word, Excel and Access</td>
<td>Essential</td>
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<td>Ability to communicate effectively with a wide range of people, orally and in writing</td>
<td>Essential</td>
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<td>Numeracy and literacy skills with the ability to monitor income and expenditure against a budget and maintain accurate records</td>
<td>Essential</td>
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<td>Competent in extracting information from spreadsheets and databases</td>
<td>Essential</td>
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<td>Ability to show initiative in planning, organising and assisting with the management of key events</td>
<td>Essential</td>
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<td>Excellent organisational skills and the ability to work independently and prioritise workloads to meet deadlines whilst maintaining high standards of accuracy</td>
<td>Essential</td>
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<td>Ability to take and transcribe minutes</td>
<td>Desirable</td>
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<td>Ability to use CRM software</td>
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<th>Experience</th>
<th>Essential / Desirable</th>
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<td>Experience of working in an administrative role in a busy office with a wide range of administrative practices and processes</td>
<td>Essential</td>
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<tr>
<td>Experience of maintaining electronic and paper based records accurately, especially financial records</td>
<td>Essential</td>
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<td>Experience of organising events and meetings</td>
<td>Essential</td>
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<td>Experience of analysing data and presenting summary information in a clear and concise format</td>
<td>Essential</td>
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<td>Experience of providing an excellent standard of customer service</td>
<td>Essential</td>
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<td>Experience of working within a front line customer service role</td>
<td>Desirable</td>
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<th>Personal attributes</th>
<th>Essential / Desirable</th>
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<tr>
<td>Able to work as member of a team</td>
<td>Essential</td>
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<td>Able to work flexibly, under pressure and to tight deadlines to manage a varied and demanding workload</td>
<td>Essential</td>
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<td>Willingness to work occasional early evenings/ weekends or other unsocial hours</td>
<td>Essential</td>
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<tr>
<td>Preparedness to accept restrictions on holidays especially at Easter and summer school periods</td>
<td>Essential</td>
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THE DEPARTMENT

Student Recruitment and Admissions (SRA) forms part of the University's Directorate of External Relations. SRA has responsibility for the following:

- outreach to and recruitment of prospective undergraduate and postgraduate students in UK, European and Worldwide markets;
- admissions policy and strategy in relation to undergraduate and postgraduate students as well as the operation of the University’s admissions function and links with UCAS. Admissions decision-making is in part centralised with decisions taken by members of SRA staff;
- outreach specifically to students with widening participation characteristics.

SRA works closely with other sections of the Directorate: in particular Strategic Marketing and Digital Communications and the International Relations Office, but also the Office of Philanthropic Partnerships and Alumni and the Centre for Lifelong Learning.

SRA is based in The Stables building on the Heslington West part of the University campus. Co-location of all teams within SRA leads to effective co-ordination of the Office’s functions and constructive collaboration between teams.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages.
The City and the Region

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King's Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6115
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 31 October 2017

What will I need?

We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0) 1904 324835