



JOB DESCRIPTION

Job Title:	Student Recruitment (Events) Administrative Officer
Department / Unit:	Student Recruitment, Marketing and Communications
Job type	Professional Services
Grade:	RHUL 6
Accountable to:	Head of Student Recruitment (Events)
Accountable for:	N/A
Purpose of the Post	
<p>The Student Ambassador Scheme is crucial to the successful delivery of our Student Recruitment work. Student Ambassadors and Senior Student Ambassadors. The Student Recruitment Events team support the University's strategic objectives relating to student recruitment. The department is responsible for delivery of all UG & PG recruitment events.</p> <p>The role of the Student Recruitment (Events) Administrative Officer is to ensure the scheme continues to be a highly professional, compliant and customer focused scheme. The fundamental role of the officer is to be the main interface between the ambassadors and the stakeholders who engage with them and the professional and academic staff who require them for their work. The officer is key in developing the ambassador to be of the highest quality in terms of attitude and skills required to represent the institution at a variety of high profile recruitment and reputational activities and events. The officer will work with professional service and academic colleagues to ensure their needs are met.</p> <p>This role will be responsible for the recruitment, training and supervision of all student ambassadors. The development, implementation and evaluation of an ongoing programme of training and development for student ambassadors. A key focus will be to build a team of highly committed and professional ambassadors and encourage a culture of excellent customer service in the delivery all aspects of student recruitment activity. Establish and maintain excellent relationships internally with Faculty and Service staff.</p> <p>The officer is also the first point of contact for important student recruitment touch points including being the main point of contact for campus tours and department visits, organising weekly and ad-hoc Campus Tours for both internal and external stakeholders. Providing support to the Student Recruitment section of the directorate in the organisation and delivery of a range of high profile on-campus events.</p> <p>Occasional weekend and evening working will be required.</p>	

Key Tasks
Develop and deliver a robust selection process to recruit high quality students to student ambassador roles. This includes ensuring diversity through the promotion of the scheme to all groups of students, ensuring fair process and compliance with all relevant recruitment policies and processes.
Be responsible for the contractual checks for all student ambassadors, including: ID Check for UKVI Tier 4 compliance, right to work checks and working hours monitoring.
Develop, implement and monitor efficient and robust administrative policies and procedures relating to student staff.
Line manage the Student Recruitment (Events) Intern, ensuring they remain detail orientated, motivated, provide development opportunities and meet service standards. Including, providing CMA training to ensure compliance and customer service training to all new starters
Act as a point of authority for the Student Recruitment (Events) on GDPR compliance, liaising with internal expertise and ensuring the team remains compliant, completes any necessary audits and keeps up to date on any developments, briefing the wider team on these.
Supervise all ambassadors, providing support and advice to develop them in their roles, managing any performance issues that should arise, in accordance with college policies.
Develop, implement and evaluate an ongoing training and professional development programme to ensure that students are able to deliver high quality customer service to all stakeholders.
Be responsible for overseeing the effective communication around all aspects of the ambassador scheme, enabling staff to request ambassadors, effectively establishing their needs, ensuring ambassadors are suitably prepared and briefed and that feedback is taken and amendments made as required
Develop effective networks with professional service colleagues to support the college's casual staffing needs.
Manage effectively requests for ambassadors, booking appropriate staffing, recording this accurately, ensuring all student staff are suitably briefed.

Provide support as part of the Student Recruitment Events Team in the organisation and delivery of a range of high profile events.

Ensuring there are effective established financial controls in place regarding ambassador costs, monitoring and forecasting Student Ambassador Costings and taking responsibility for monitoring and reporting on the casual staffing budget.

Accurately record all hours completed by Ambassadors at the event to ensure efficient and effective management of budget

Maintaining and regularly updating the Student Ambassador Scheme database, ensuring compliance with GDPR policies.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships