

JOB DESCRIPTION

Job Title:	Schools and Colleges Administration Assistant
Department / Unit:	Directorate of Marketing and Communications
Job type	Professional Services
Grade:	RHUL 4
Reports to:	Schools and Colleges Liaison Manager
Purpose of the Post	
<p>This role sits within the Student Recruitment (UK Education) Team within the Marketing and Communication department. The team is responsible for student recruitment activities with UK schools and colleges and widening access and outreach.</p> <p>The Schools and Colleges Administration Assistant is a crucial role being responsible for the day-to-day administrative duties associated with the team. The post holder will also provide operational support to the other team members to aid them in the organisation and delivery of innovative and high-quality support and events to prospective students from a range of backgrounds.</p> <p>The post holder will have excellent organisation skills and be able to manage and prioritise competing workloads. As an excellent communicator, they will support the team by ensuring all stakeholders are informed of events, activities and opportunities. The ideal candidate will have a proactive approach and will be able to work independently and as part of a team.</p>	
Key Tasks	
<ol style="list-style-type: none"> 1. Providing administrative support to the Student Recruitment (UK Education) Team in delivering projects and activities throughout the year. 2. Liaison with the assigned freight distributor to coordinate and monitor the timely delivery of freight and other associated materials to schools, HE Fairs, UCAS event and other activities as needed. 3. Supervision of the schools inbox: answering emails in a polite and professional manner; disseminating relevant information as appropriate, and maintaining an effective filing system. 4. Liaising with schools and colleges regarding requests for delivery of events and 	

activities, making suggestions for the format of campus visits and recommending appropriate talks and workshops to schools.

5. Management and coordination of the team's events diary by liaison with the team to assess staff availability and ensure that the diary is not overbooked.
6. Distribution of emails to school contacts to advertise events and activities.
7. Maintaining and updating contact lists as necessary.
8. Maintaining sufficient stocks of marketing materials and associated items and keeping a log of stock used which may involve some manhandling.
9. Ensuring the stock room is kept organised and is easily accessible.
10. Providing input into and supporting the implementation of evaluation of activities carried out through a variety of methods.
11. Booking rooms and catering for meetings and events as required.
12. Liaison with the events team regarding booking student ambassadors needed for events and informing student ambassadors of their duties before the event.
13. Giving input to the team's development of processes and systems, including improving existing systems and forms.
14. Liaison with the other College departments and functions concerning the team's activities to ensure that all relevant personnel remain informed and aware of events.
15. Analysing data from the College's reporting system to keep abreast of application and enrolment numbers from target schools and colleges.
16. Maintaining the web pages associated with the team to ensure accuracy and provision of up-to-date information.
17. Assisting with the delivery of on-campus recruitment events, including Open Days and Application Visit Days.
18. Providing backup to the team when representing Royal Holloway, University of London at a range of student recruitment events for undergraduate and postgraduate students, both on campus and throughout the UK.
19. Occasionally travelling within the UK to support recruitment activities that may operate outside regular working hours (evenings and weekends).
20. Adhere to the College values and staying informed of the College strategy and

other news that may affect the higher education's sector.

21. Any other duties as required by the Schools and Colleges Liaison Manager and Head of Student Recruitment (UK Education) that are commensurate with the grades.

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.

Information about the post

A flexible approach to the working week will be required as evening and weekend work will be necessary from time to time. The post holder should also be prepared to assist in other duties as needed, including manual handling of items such as boxes of prospectuses and associated materials.

As the needs of the College change so the above job profile, duties and location of the role within the Faculty of the College will be adjusted accordingly.

The successful applicant will be required to pass a Disclosure and Barring Service check.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge, and abilities that are needed to fulfil this role are set out below.

Job Title: Schools and Colleges Administration Assistant

Department: Marketing and Communications

	Essential	Desirable	Tested by (Application form, Interview, Test)
Qualifications and Training			
Educated to A-level standard or equivalent	X		Application Form
Specific Skills, Experience and Knowledge			
Excellent oral and written communication skills	X		Application Form, Interview, Test
Excellent interpersonal skills and the ability to build strong working relationship	X		Interview
Ability to work independently and as a committed team member	X		Application Form, Interview
Ability to problem solve in difficult customer-facing situations and under time pressure	X		Interview
Proven organisational and time management skills	X		Application Form, Interview
Excellent attention to detail	X		Test
Knowledge of undergraduate admissions procedures and practices		X	Application Form, Interview
Strong customer service ethos	X		Application Form, Interview
Knowledge of the UK Higher Education sector		X	Application Form, Interview
IT and data literate including data analysis	X		Interview, Test
Ability to represent the College in a variety of situations	X		Application Form, Interview
Experience			
Experience of working in a busy office environment managing complex administrative processes	X		Application Form, Interview

Experience of writing constructive and engaging emails	X		Application Form, Interview, Test
Diary management	X		Application Form, Interview
Intermediate user of Word and Excel	X		Test
Experience of delivering student recruitment/outreach activities and/or event planning in a higher education context		X	Application Form, Interview
Stock coordination and management		X	Application Form, Interview
Experience of updating website pages		X	Application Form, Interview
Other Requirements			
Ability to participate in personal development and develop skills appropriate to the role	X		Interview
Willingness to work unsocial hours (evenings and weekends)		X	Interview
Possession of a full UK driving licence and willingness to drive for the College in the UK		X	Application Form
Prepared to do some manual handling as required	X		Interview
DBS clearance	X		Application Form