

JOB DESCRIPTION

Job Title:	International Student Recruitment Coordinator
Department / Unit:	Marketing and Communications
Job type	Full-Time, Permanent, Professional Services
Grade:	RHUL 5
Accountable to:	Global Engagement Director (Dotted line to Head of International Student Recruitment)
Accountable for:	N/A
Purpose of the Post	
<p>The International Student Recruitment Coordinator plays a central role in team recruiting students to Royal Holloway programmes through our work with education agents, pathway providers and other key stakeholders.</p> <p>This role is the primary contact working with our education agents and pathway providers from the onboarding process, providing regular updates and high level of customer service, to checking commission claims, and contract management. This role is key to ensure that RH adheres to the new Agent Quality Framework guidelines and also provides administrative support to the wider Global Engagement team.</p>	
Key Tasks	
<ol style="list-style-type: none"> 1. Lead the management and coordination of the complex and important agency and pathway provider commission process to ensure that commission payments for educational agents are paid in an accurate and timely manner. 2. Manage and proactively maintain central databases of contacts with details of region-specific stakeholders including education agents, schools, institutional contacts, funding bodies and scholarship providers. 3. Proactively liaise with external stakeholders and internal colleagues to investigate and to help resolve any queries concerning commission, discrepancies, or potential disputes in a fair and sensitive manner. 4. Manage the annual administrative processes around agent agreements, including renewals, terminations, and the appointment of new educational agents. 5. Provide expert and prompt advice to external and internal stakeholders in matters relating to agent commission and agreements, including providing accurate data for senior team decision making. 6. Work to ensure RH adheres to the Agent Quality Framework (AQF), including liaison with the International Student Recruitment team, Admissions, Legal and Compliance to ensure best practice is employed within RH agent management processes. 	

7. Working with colleagues across Marketing and Communications, take a lead in managing requests submitted by educational agents through Royal Holloway's agent portal, including checking and approving self-referrals and investigating discrepancies with colleagues and agents as appropriate.
8. Able to use the Agresso purchasing and finance system to issue Purchase Orders, pay invoices and produce reports as required.
9. Working with International Student Recruitment Regional Managers in the planning of recruitment activity, for example:
 coordinating the preparation of freight, organising marketing materials, and arranging meetings
 completion of relevant paperwork and provision of profiles for externally organised exhibitions; travel planning, including travel and hotel bookings and arrangements for academic, alumni, students or other colleagues.
10. Regular monitoring of student application and enrolments from educational agents against targets, analysing data and producing regular reports for International Student Recruitment and the senior team.
11. Taking a lead role in monitoring one or more of the shared inboxes within the Directorate, providing timely and accurate information to enquiries as appropriate.
12. Supporting incoming visits from agents, schools, institutional partners and other stakeholders.
13. Undertaking occasional recruitment activities, where appropriate, including attendance at schools, education exhibitions, large scale on-campus events and online recruitment events.
14. Making use of knowledge and expertise in Royal Holloway systems including Agresso, Banner and Snapps.
15. Carrying out specific market research tasks to assist with market planning (for example on application/enrolment levels from specified regions, institutional competitors, country education systems etc.) as required, particularly from the agent enrolment data.
16. Flexibility in undertaking other duties within the Directorate as may be reasonably requested and are commensurate with the grade such as helping with Open Days, Clearing, etc.

Other Duties

The duties listed are not exhaustive and may be varied from time to time. The post holder will be expected to undertake other duties as appropriate and as requested by their 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

The following list is not exhaustive, but the post holder will be required to liaise with:

- Education agents
- Pathway Providers
- Admissions and Applicant Services
- Philanthropy and Alumni Relations
- Marketing
- UK Student Recruitment

- British Council offices
- Government sponsors
- International school counsellors
- International partner university contacts
- Prospective international students and their parents