**Job description**

**Job title**: Student Recruitment and Admissions Coordinator

**Reporting to**: the Director of Marketing and External Relations

**Purpose of the role:**

The Student Recruitment and Admissions Coordinator will be responsible for providing a first-class central enquiry and support service through the student recruitment and admissions cycle. Working closely with Heads of Department, Registry and the Marketing and Recruitment team, the post holder will work hard to implement recruitment and conversion plans to achieve the School’s recruitment targets, and deliver an exceptional applicant experience.

**Main duties and responsibilities:**

* To convert student enquiries into registered students by identifying the needs, answering their questions and working to address barriers to entry.
* Proactively engage with potential applicants via online forums where they are asking questions about the School
* Be the first point of contact for applicants through the recruitment cycle – managing all queries however received and acting as an ambassador for the School throughout your interactions
* Provide accurate responses to student enquiries including on entry requirements, fees, course structure, admissions and enrolment procedures and information about funding opportunities.
* Assist in the planning and delivery of Open Days, Taster days and other recruitment events, working closely with Departments to ensure that these meet their requirements and to ensure the best use of available resources.
* Work closely with the Head of Outreach and Head of Marketing to ensure that all activities are applicant focused and provide an excellent applicant experience that is inclusive and meets the School’s widening participation ambitions
* Monitor progress against recruitment targets and provide data as required to the Director of Marketing and External relations to inform recruitment strategy and planning.
* Ensure that student enquiry data generated by marketing and recruitment activity is captured and that effective processes are in place to take students through from the enquiry stage to application to the School.
* Work collaboratively with colleagues in the Marketing and Registry Teams and with Heads of Departments to ensure that effective communication facilitates conversion from enquiry and application through to offer.
* To support the Registry team with the enrolment of new students and other activities during busy periods.
* To liaise with the Registry team ensuring students’ financial requests are handled efficiently

**The post holder may be required to work some weekends and evenings**

**Skills, Knowledge and Experience**

* Good understanding of admissions practices and procedures, preferably in the higher education sector
* Knowledge of the higher education environment
* High level of oral and written communication skills
* Ability to build and develop good working relationships
* Able to work in a team and independently
* Ability to problem solve and find creative solutions to challenges within the role
* Self-disciplined with the ability to prioritise under pressure and to deliver on key performance indicators
* Familiarity with the use of a wide range of social media and instant messaging services
* Confident user of databases and reporting tools
* Knowledge of legal issues relating to consumer rights, data protection, disability discrimination etc
* Attention to detail and accuracy
* Advanced knowledge of Microsoft Word, Excel and Outlook