**PERSON SPECIFICATION (PS)**

This form lists the essential and desirable requirements needed in order to do the job.

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| **Job Title:** | Student Recruitment Manager | **Job ref no:** | PSD-0040-25 |
| **Grade:** | 6 | **Department:** | External Relations |
| **Accountable to:** | Head of Student Recruitment & Widening Participation | **Responsible for:** | Student Recruitment & Widening Participation Coordinator |
| **PS created by/ or reviewed by:** | Chris Hobson | **Date PS created/ reviewed:** | January 2025 |

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| **Evidence** | | |
| **Competency** | **Essential** | **Desirable** |
| **Knowledge and experience** | To have a clear understanding of student recruitment and/or widening participation within Higher Education.  To possess and maintain a comprehensive understanding of the prospective student journey from point of contact through to enrolment, including those from an international background.  To have experience in administering and delivering multiple events/interventions/projects against pre-agreed objectives and to budget.  Proficient in the use of Microsoft Office, including Word, Excel, pivot tables, PowerPoint, and Outlook. | Experience of working within HE student recruitment and/or widening participation.  To have experiencing working towards Access & Participation Plans (APP) targets.  Confident and competent in the use of customer relationship management (CRM) and data management systems to manage events/interventions and report upon their impact.  Knowledge and understanding of methods to engage with prospective university students (including those from under-represented backgrounds), guidance counsellors/teachers, parents/guardians and other key influencers through the creation/delivery of inspiring interventions and events.  Educated to degree level (or equivalent professional experience). |
| **Service Delivery** | Experience of administering, designing, and delivering excellent tailored customer service to a range of stakeholders in order to achieve results.  A history of contributing to high-performing teams in a busy customer service environment and developing positive relationships. | Experience of developing and maintaining networks.  Experience of reporting on events/interventions to assess help develop future opportunities. |
| **Communication**  **Communication** | Excellent communication (both verbal and written) and interpersonal skills with the ability to build good professional relationships with a range of stakeholders.  Inspiring presentation skills.  Ability to receive and provide constructive feedback. |  |
| **Planning and Organisation** | A logical, thorough, precise and process driven approach to all working practices in line with regulatory compliance policies.  Ability to manage one’s own workload; multi-task, pro-actively tackle challenges, work under pressure whilst maintaining impeccable attention to detail and completing tasks on time. |  |
| **Analysis and Research** | Experience of implementing operations, evaluating and reporting to agreed budgets and against targets. | Competent in the use of data management systems to produce reports e.g. Higher Education Access Tracker (HEAT). |
| **Teamwork & Motivation** | Experience of managing people and/or a successful team.  Embody dedication and commitment in order to enable the team deliver on their objectives and targets.  Dynamic and positive pro-active approach to all tasks.  Desire to work collaboratively in order to find shared efficiencies and continually seek opportunities to implement positive change. |  |
| **Initiative and Problem Solving** | Finding innovative solutions to any challenge; utilising all available resources to achieve objectives.  To seek out opportunities to positively impact our activities in line with objectives. |  |
| **Flexibility** | Undertake roles and duties at short notice within a multi-faceted department.  Willingness to work outside normal working hours and at various locations both domestically and internationally. |  |