Post Title: Postgraduate Recruitment and Events Coordinator 48568

Organisation Advertising Description:
- Student Recruitment Postgraduate
- External Relations

Salary & Grade:
Full time starting salary is normally in the range £22,277 to £23,933. With potential progression once in post to £27,705 a year.

Duration of Post: Permanent

Job Summary

The Postgraduate Recruitment team plays a key role in recruiting high-quality students from the UK, EU and overseas onto University of Birmingham postgraduate courses.

The Postgraduate Recruitment and Events Co-ordinator supports the delivery of the University’s PG student recruitment targets by providing advice and guidance to prospective students at student recruitment events in the UK and EU, and by creating and distributing valuable and relevant content to attract and acquire students. As a result, you must possess strong organisational, communication and customer-service skills. A clear understanding of the nature of postgraduate study, the application process and other related issues is also essential.

This role will support the Postgraduate Recruitment Manager in delivering recruitment activities, including: our attendance at recruitment fairs in the UK and EU, on-campus events, such as Postgraduate Open Days, and advice sessions, project management of the postgraduate Virtual Open Day platform and student-support scheme, and budget administration. The post holder will also support conversion activities, including pre-applicant and offer-holder events. The role will be line managed by the Postgraduate Recruitment Manager(UK).

You will be responsible for a number of operational activities within the Postgraduate Recruitment team, and will be required to maintain and develop general knowledge and awareness of the entire postgraduate course portfolio at the University of Birmingham.
Main Duties

Events support
- Co-ordinate the University’s attendance at a range of recruitment events in the UK and EU
- Contribute to the organisation and delivery of on-campus student recruitment events and advice sessions for postgraduate students
- Co-ordinate guided tours of campus for prospective postgraduate students
- Co-ordinate and implement the postgraduate Virtual Open Day project
- Represent the University at postgraduate recruitment fairs, careers conventions and other recruitment events in the UK, and possibly in the EU and overseas, to promote postgraduate taught and research opportunities
- Give presentations on postgraduate opportunities at Birmingham to prospective students

Enquiry management
- Act as a source of information and expert advice about postgraduate study
- Offer one-to-one advice to potential applicants, including information regarding the admissions process, entry requirements and programme benefits, via telephone, email and face to face; following up with the student and logging progress where necessary
- Assist prospective students with the admissions process
- Provide advice on postgraduate degree programmes and potential areas of research, facilitating contact with potential supervisors and offering funding and application advice
- Manage the effective resolution and/or routing of prospective student enquiries, ensuring that all taught and doctoral research enquiries are handled quickly with a personal, consistent and high-quality response

Communications
- Contribute to print and digital publications and web content aimed at potential postgraduate students, including: event pages, content for the Virtual Open Day platform, the Postgraduate Directory, Masters Brochure and Doctoral Research Prospectus
- Use lead-generation software to manage enquiries and student data
- Build effective relationships with colleagues across the University to ensure the successful delivery of postgraduate recruitment activity, taking part in committees, working groups and project teams as appropriate
- Assist in the recruitment of Postgraduate Ambassadors

Administrative support
- Administer the centrally manged postgraduate scholarships and deal with enquiries pertaining thereto
- Oversee and manage the budgets within the Postgraduate Recruitment team, including the processing and monitoring of transactions (including consolidation of corporate credit cards, raising purchase orders and setting up payments to approved suppliers/agents)
- Use the University’s central finance system in addition to maintaining in-team financial records
- Undertake monthly and quarterly reconciliation of the Postgraduate Recruitment budget, identifying and rectifying any discrepancies and bringing potential under or overspend to the attention of the budget holder
• Providing the budget holder with costing and pricing of activities as required
• You will be responsible for your own administrative work and will provide project-related administrative support to your line manager and the Head of Postgraduate Recruitment as required
• Undertake ad-hoc duties relating to the University's postgraduate recruitment objectives and any other reasonable duties as specified by your line manager or the Head of Postgraduate Recruitment

Knowledge, Skills, Qualifications and Experience Required

• Degree-level education (postgraduate qualification desirable)
• Demonstrable effective planning, organisational and time-management skills, with the capacity to handle multiple projects and conflicting deadlines
• Excellent written and oral communication skills
• Experience of copywriting/proof reading
• High level of attention to detail and accuracy
• Excellent IT skills and ability to learn new processes
• A good understanding of the Higher Education sector and its qualifications frameworks (in the UK and overseas)
• A clear understanding of the nature of postgraduate study (taught and research), the application process and other related issues
• Experience/appreciation of the issues relating to postgraduate student recruitment
• Ability to travel within the UK and Europe and to work unsocial hours when required
• Experience of a customer-facing role an advantage
• Experience of administrating budgets and of project management would be an advantage
• Experience of a previous role in higher education would be advantageous, but not essential