

Job Description

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| Job title | International Recruitment and Operations Assistant |
| School / department | International Recruitment Office |
| Grade | Grade 3 |
| Line manager | International Recruitment, Marketing and Operations Manager |
| Responsible for (direct reports) | n/a |
| Date of creation or review | 25/06/2025 |

Main purpose of the job

To provide a consistent and high quality first point of contact prospective international students and internal stakeholders and provide administrative support with international recruitment, marketing and operations.

Contribute to international student recruitment for the University and its Academic Schools.

Key areas of responsibility

Operational

- Be the main initial point of contact to respond to enquiries across a range of channels including email, phone calls and live chat. This will include advising prospective students on basic admission and student visa requirements, as well as key USPs.
- Represent the University in a professional, confident and courteous manner, ensuring consistency and accuracy of information given and delivering a positive impression in keeping with the University's values and key messages.
- Liaise with the International and Home Recruitment teams and Admissions staff to ensure consistency of information provided to external stakeholders.
- Support with moving prospective students through the admissions process, flagging applications to Admissions that are ready to progress on to visa stage. In addition, provide support with the processing of applications, offer holder follow-up and conducting credibility checks in designated markets and in liaison with relevant regional offices
- Co-ordinate and/or provide support with university hosted events for prospective international students, including groups and individual visitors
- Conduct campus tours for visiting students.
- Support the wider International Recruitment Team with internal and external events and activities, such as attendance at UK recruitment fairs and University Open Days.
- Provide support for International Recruitment Team in arranging overseas recruitment trips including booking events, conducting email outreach to promote activity and handling the delivery of materials to the appropriate venue.

- Provide administrative support for recruitment led short-term programmes include pre-session English courses and Study Abroad programme.
- Contribute to the setup, promotion, and delivery of conversion activity for prospective international students, including outbound calling campaigns and webinars.
- Provide support with engagement and co-ordination of International Student Ambassadors
- Provide support with the collection and preparation of student recruitment data through internal and external databases

General

- Work collaboratively with International Recruitment, Marketing and Operations Manager and other team members to ensure an integrated approach to the development and delivery of activities.
- Ensure that International Office procedures are in line with University policies and objectives.
- Ensure the International Office provides an efficient and timely service to all stakeholders
- Work at any University site as necessary and at external events where required.

In addition to the above areas of responsibility the post-holder may be required to undertake any other reasonable duties relating to the broad scope of the position, commensurate with the post, and in support of the University.

Dimensions / background information

The International Office is responsible for the successful recruitment and conversion of international applicants to the University. It maintains an extensive global agent and partner network. It is a fast-paced, dynamic environment, with a strong strategic focus on developing and supporting a variety of international student recruitment pipelines.

Person Specification

| | Criteria | Essential or Desirable ¹ | Demonstrated ² | | |
|--|--|-------------------------------------|---------------------------|-----------|-----------------|
| | | | Application | Interview | Test / Exercise |
| Qualifications and/or membership of prof. bodies | Min. level 3 qualifications (e.g.: A levels or equivalent) | Essential | x | | |
| | Marketing, CRM, or other relevant qualification | Desirable | x | | |
| Knowledge and experience | Experience of working in a customer service environment | Essential | x | x | |
| | Experience of working in and knowledge of a UK higher education international admissions, recruitment, or marketing or similar setting | Desirable | x | x | |
| Specific skills to the job | Knowledge of international education systems and qualifications and UKVI rules for Students | Desirable | | x | |
| | Knowledge / experience of customer databases | Desirable | | x | |
| General skills | Excellent written and oral communication skills | Essential | x | x | x |
| | Self-motivated, proactive, and committed, with the ability to work autonomously when required | Essential | | x | |
| Other | Cultural awareness and sensitivity to deal with a wide range of individuals and cultural contexts | Essential | | x | |
| | Ability to cope in a demanding, but exciting environment | Essential | | | x |
| | Ability to work flexibly both in regards to locations and hours to accommodate time differences | Essential | | x | |
| <p>Disclosure and Barring Scheme Is a DBS Check required: DBS This post does not require a DBS check D</p> <p>Before making a selection, please refer to the University's Disclosure and Barring Checks Guidance for Staff and Criminal Convictions, Disclosures and Barring Staff Policy and Procedure. If a DBS check is required for the role, a Check Approval Form will need to be completed.</p> | | | | | |

Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

Demonstration: Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.