

JOB DESCRIPTION
Outreach and Student Success Assistant
Vacancy Ref: N1505

Job Title:	Outreach and Student Success Assistant	Present Grade:	4
Department/College:	UK Student Recruitment & Outreach Office (UKSRO), Recruitment, Admissions and International Development (RAID)		
Directly responsible to:	Outreach and Student Success Manager		
Supervisory responsibility for:	None		
Other contacts			
Internal:			
Other office members, Recruitment, Admissions and International Development colleagues, academic departments and professional staff within Faculties, Lancaster University Students’ Union, Lancaster students, Employment and Recruitment Service			
External:			
Prospective students and their parents, school and college teachers and careers professionals, local/regional government, other higher education recruitment staff, Lancaster alumni, external stakeholders			
Major Duties:			
The Outreach and Student Success Assistant will be responsible for providing, administrative support to outreach and student success activities in the faculties of Science and Technology and Health and Medicine. Principal duties will include:			
<ul style="list-style-type: none">Supporting colleagues in the faculties and UKSRO, by coordinating the logistics for the recruitment, booking and payment of student staff employed to work on any projectsTo act as first point of contact for enquiries, either by telephone, email, post or in person. Providing good customer service with current students, academic departments, schools and colleges, prospective students and their parentsTo support the Outreach and Student Success team by managing a number of unsupervised tasksProvide administrative and logistical support for the Outreach and Student Success Team during the planning and delivery of any events and activities delivered both on and off campusTo support the work of the UK Student Recruitment and Outreach team to identify and select through recruitment and interview a pool of student ambassadors, mentors and advocates to work on faculty outreach and student success activitiesAttending ad-hoc recruitment fairs and events for the faculties where necessaryAt all times to carry out your responsibilities with due regard to the University’s code on Equality and Diversity, University Health and Safety Codes of Practice and Child Protection PolicyAny other duties appropriate to the role as required by the line manager or Head of Department			