**Job Title:** Recruitment and Teaching Co-ordinator  
**Present Grade:** 5s

**Department/College:** Languages and Cultures

**Directly responsible to:** Departmental Officer

**Supervisory responsibility for:** N/A

### Other contacts

**Internal:** Departmental Officer (Line Manager), Head of Department, relevant departmental academic and professional services staff, academic and professional services staff across the Faculty (FASS) and University, including the FASS Postgraduate Admissions Office, FASS Student Recruitment & Marketing Officer, FASS Postgraduate Recruitment & Conversion Officer, Research Support Office, Student Registry, Recruitment, Admissions and International Development (RAID), Marketing and Communications, Finance and Procurement, Catering and Room Bookings.

**External:** Prospective and current students and external examiners.

### Major Duties:

#### Support Departmental Admissions and Student Recruitment

1. **To act as the main point of contact (external and internal) for all departmental aspects of the Undergraduate and Post Graduate Admissions recruitment and liaison and to collaborate in the implementation of the Department’s strategy for managing undergraduate recruitment and conversion, by providing all necessary administrative support, e.g. minuting the departmental Admissions Committee.**

2. **To utilise and/or develop departmental and/or University processes and systems, including the use of new resources where appropriate, to target UG and PG recruitment and conversion activities efficiently and effectively; to produce statistical data for evidential, strategic purposes and use different marketing channels as appropriate to applicant type, including iLancaster and relevant social media.**

3. **To work with colleagues in the professional services to build up expertise and good practice and to support the department in the decision making process for non-standard applications.**

4. **To develop and maintain an up-to-date record of key distribution and utilise this for recruitment and conversion purposes, including creating and distributing electronic newsletters to prospective students at relevant points in the admissions cycle and preparing and sending mailings (e-mail/post) to schools throughout the year, and coordinating outreach activities and external visits and provide on-going liaison.**

5. **To correspond with applicants/potential applicants (prepare AVD invitations and tailored e-mails/letters) and to plan and co-ordinate the successful organisation and running of key conversion events, including Open/Visit Days, attending the events and leading the Department’s Undergraduate Admissions Team on the day, ensuring high quality customer care.**

6. **To develop and maintain departmental/University records of attendance at such events and undertake follow up activities, including ‘keeping warm’ correspondence, evaluations and analysis tracking from the University’s admissions database to monitor decisions following such events.**

7. **To co-ordinate the production of Departmental Undergraduate Admissions information material (e.g. course search and prospectus), in consultation with the Undergraduate Admissions Tutor and other key stakeholders and to select and order marketing materials for applicants/potential applicants and use at conversion events.**
8. To support the Director of Postgraduate Studies in and undertake promotional and recruitment and conversion activities for the postgraduate programmes, including first point of contact for enquires, the composition/updating of promotional literature and website information (via the University’s contents management system), social media/‘keeping warm’ activities, and open days/departmental briefing sessions and to attend Faculty PG Recruitment and Conversion committee meetings.

9. To ensure the Undergraduate and Post Graduate Admissions pages on the Departmental website are kept up-to-date.

Support for Departmental Postgraduate Teaching and Postgraduate Research activities

10. Administer the departmental allocation of postgraduate research support funding, Doctoral Training Partnership Studentships, prepare information on such funds for the Director of Postgraduate Studies, in liaison with FASS Admissions and Finance.

11. First point of contact for information, advice and administrative support to postgraduate students offering advice on commonly occurring welfare issues or queries, and referral to the Director of Postgraduate Studies and/or university agencies, as appropriate.

12. Maintenance of postgraduate student records (via the University’s student database and departmental files) and monitoring of information on student progress and performance, in liaison with the Director of Postgraduate Studies, MA Directors and Tutors, PGR Supervisors and the Distance Learning Co-ordinator, including ensuring tutors are informed of registered special needs and advise on the accessibility and inclusivity of programme resources, adhering to the principles of confidentiality as appropriate.

13. To provide administrative advice/support for postgraduate activities/events, such as PG Work in Progress / Translation seminars / PGR conference and Translation conference and to oversee postgraduate Newsletters and PG Social media (Twitter)

14. To update and maintain information relating to the Department’s postgraduate programmes, including the student handbook and study guides, iLancaster / Courses handbook / Course search in consultation with the Director Postgraduate Studies.

15. Coordinate and administer the departmental aspect of the PGT enrolment process (using the University’s student database), ensuring that student enrolments conform to departmental/university regulations.

16. To provide full administrative support to the Department’s post-graduate assessment processes, including administering and minuting the PGT Exam Boards (e.g. compiling results and preparing marksheets using the University’s student records database and the preparation of cases of medical and/or personal mitigating circumstances), and PG Committee

General Departmental Administrative Support

17. To be responsible for maintaining and developing the Departments Web and Social media platforms.

18. To undertake the effective publicity and promotion of events, including programme and poster construction and design, and circulation of notifications via appropriate internal and external marketing channels, and to utilise relevant social media in support of the Department’s activities.

19. To assist the Departmental Officer in ensuring that the administrative infrastructure of the Department is fit for purpose and to undertake other duties commensurate with the grade and duties of the post, as required by the Departmental Officer and to provide support to Professional Support Staff colleagues during key peak activity periods including Welcome Week.