

## JOB DESCRIPTION



<b>Job Title:</b>	Global Student Recruitment & Outreach Events Assistant	<b>Present Grade:</b> 4
<b>Department/College:</b>	Global Student Recruitment Office(GRO), Recruitment, Admissions and International Development (RAID)	
<b>Directly responsible to:</b>	Events Support Manager	
<b>Supervisory responsibility for:</b>	None	
<b>Other contacts</b>		
<b>Internal:</b> Other office members, Recruitment, Admissions and International Development colleagues, academic departments within Faculties, Lancaster University Students' Union, Lancaster students, Employment and Recruitment Service		
<b>External:</b> Prospective students and their parents, school and college teachers and careers professionals, local/regional government, other higher education recruitment staff, Lancaster alumni, external stakeholders		
<b>Major Duties:</b> The Global Student Recruitment & Outreach Events Assistant will be responsible for providing administrative support for undergraduate and postgraduate recruitment events and Outreach activities.		
Principal duties:		
<ul style="list-style-type: none"><li>• To work as part of the Events Support Team to assist in the delivery of projects and events in support of the recruitment and conversion activities of the department</li><li>• Communicate effectively with stakeholders at Lancaster University to ensure that a coordinated and efficient service is provided</li><li>• Undertake maintenance and necessary edits of the department webpages to ensure events and activities are clearly communicated whilst ensuring a high level of accuracy</li><li>• Undertake tasks using the University CRM to manage events and communicate with prospective students</li><li>• Support colleagues in GRO, by delivering the logistics of the ongoing Student Ambassador training, recruitment and development</li><li>• To act as first point of contact for enquiries, either by telephone, email, post or in person. Providing excellent customer service for prospective students and their guardians, and schools and colleges</li><li>• Provide administrative and logistical support for the Events Team during the planning and delivery of large scale on campus recruitment events, such as open days, offer holder visit days and school events.</li><li>• To provide digital support for online events such as UG and PG open days, offer holder events and webinars, using platforms such as Microsoft Teams and Unibuddy.</li><li>• Provide administrative assistance to the Outreach and Student Success team to support the successful delivery of on campus, in school and online events and activities</li><li>• Support the planning and delivery of the International Arrivals transfer service</li><li>• Service meetings across the department, including producing agendas, attending to take minutes and creation and circulation of documents in an efficient and appropriate format</li><li>• To support the Event Officers by managing a number of unsupervised tasks</li><li>• Attend off campus recruitment fairs and events where required</li><li>• Demonstrate a flexible approach to work requiring some availability for weekend work at events including Open Days and the requirement to work from home/remotely as directed by the University</li><li>• At 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 Policy</li><li>• Any other duties appropriate to the role as required by the line manager or Head of Department</li></ul>		