

Job Description

Post title: **UK Student Recruitment Officer**

Date last updated/evaluated: JEP 15805 24 July 2025

Author: Amanda Hall

Standard Occupation Code:	TBC
School / Department:	Global Recruitment, Admissions & Marketing (GRAM)
Faculty / Directorate:	Student Experience Directorate (SED)
Job Family:	Management, Specialist and Administrative (MSA)
Grade:	Level 3
ERE Pathway (if applicable):	Not applicable
Post reporting to:	UK Student Recruitment Manager
Post line report(s):	Supervision support of UK Student Recruitment Co-ordinator and Student Ambassadors
Post base location:	Hybrid: Campus / Home

Job purpose: To effectively represent the University of Southampton (UoS) at Higher Education Fairs and events (virtual and in person) and in talks to teachers, students and parents both on and off campus. The aim of this role is to increase applications to UoS from appropriately qualified students and convert applicants to enrolments to meet ambitious growth targets. The role will liaise with target schools and colleges with the objective to increase applications from these schools and colleges through the activities we offer. Extensive travel throughout the UK will be required.

Key accountabilities and indicative time allocation:

1. **55%**

Organise, deliver and efficiently run activity and visits to schools and colleges to promote UoS to potential students and their parents. Develop and maintain strong working relationships with a target group of schools/colleges.

Support the scheduling and attendance at higher education promotional events (virtual and in person) within the UK, including acting as the University's representative at these events and handling prospectus distribution and booking of accommodation.

Attend open days and applicant days, giving presentations to prospective students, parents and teachers.

Assist with visit programmes and campus tours for potential students, parents, teachers and careers advisers visiting Southampton.

Manage diaries and coordinate a range of activities and/or communications on behalf of senior colleague(s). Organise internal and external meetings, activities and events. Book venues and speakers. Collate and distribute relevant information and documentation.

2.	20%
<p>Be knowledgeable of UoS courses, admissions requirements, UCAS processes, student finance and HE systems, and effectively advise prospective students, parents and school/colleges of these.</p> <p>Be fully knowledgeable of UoS student recruitment campaigns and messages and use every relevant opportunity to promote these to our target groups.</p> <p>Support Clearing activities in schools/colleges and on campus.</p>	
3.	5%
<p>Independently progress and resolve a range of complex enquiries whilst attending events and use judgement and initiative to identify and resolve immediate and associated problems. Consider and propose alternative courses of action where appropriate.</p> <p>Organise and act as a key point of contact and/or escalation for the day-to-day running of student recruitment events. Diagnose and resolve problems. Monitor and report on service standards.</p>	
4.	5%
<p>Manipulate, analyse and/or evaluate specialised, but relatively straightforward, information or data. Highlight and prioritise issues for further investigation. Prepare and circulate documentation or reports in appropriate formats to inform others and/or support decision making.</p> <p>Use data (application, offers, enrolments) to inform schools and colleges recruitment activity and maintain accurate records.</p> <p>Maintain accurate records of Student Recruitment activities and visit reports undertaken i.e. schools contacts and activities.</p>	
5.	5%
<p>Contribute practical experience and insight towards the development of new or revised recruitment plans, policies, systems and/or procedures.</p> <p>Plan and prioritise own short and medium-term work activities. Interpret requirements, co-ordinate with related activities and services, determine sequence of work and adapt approach if required, within general requirements and overall objectives.</p>	
6.	5%
<p>Support the supervision of the UK Student Recruitment Co-ordinator and Student Ambassadors performing a range of complex recruitment activities. Plan and prioritise short-term work, monitor progress, and provide advice, guidance and training as required.</p> <p>Manage assigned, small-scale resources and provide input into resource planning processes.</p>	
7.	5%
<p>Any other duties as allocated by the line manager following consultation with the post holder.</p>	

Internal and external relationships:

- UK Student Recruitment team
- GRAM Departmental management and University senior management
- Other members of the department/University staff
- External stakeholders – prospective students, parents, schools/colleges
- Relevant suppliers and external contacts

Special requirements:

Ability to travel extensively across the UK, with some overnight stays.

Flexibility to take leave outside peak recruitment and outreach periods.

Person Specification – Skills and Competencies

All essential and desirable criteria outlined in this Person Specification will be assessed through a combination of recruitment application and CV, and where applicable numerical or written assessment.

Knowledge, Experience and Qualifications

Essential

- Substantial practical knowledge and experience in the required operational discipline. Practical knowledge may have been gained through some or all of the following:
 - Substantial, relevant work experience
 - Vocational training
 - Formal qualification(s) equivalent to Level 3 or 4 of the [Regulated Qualifications Framework](#) e.g. AS or A Level, advanced or higher apprenticeship, or Level 3 or 4 award, certificate, diploma, NVQ.

Desirable

- Evidence of relevant professional experience and ongoing development such as the Higher Education Liaison Officers Association (HELOA), UCAS and Student Finance England (SFE).

Teamwork and Communication

Essential

- Positively influences the way the team works together.
- Ensures colleagues are clear about priorities and service expectations.
- Ensures regular liaison and communication with a wide range of colleagues and builds good working relationships.
- Offers proactive advice and guidance on university courses and admissions policies/UCAS admissions process.
- Excellent networking skills
- Excellent attention to detail
- Very good communication skills (written, oral and presentation)

Planning, Organisation and Resource Management

Essential

- Plans and prioritises own work, and that of others, where required.
- Solicits ideas and opinions from others to inform work plans.
- Undertakes external stakeholder visits and liaising with key contacts and delivery engaging and informative presentations in the appropriate tone of voice. Experience of working in a supervisory administrative role
- Proven success in completing tasks to tight deadlines and working without supervision.

Desirable

- Working knowledge of Higher Education administration

Problem Solving and Initiative

Essential

- Elicits information to identify specific customer needs.
- Uses initiative and applies a comprehensive understanding of established practices and procedures to interpret requirements, identify issues and resolve problems.
- Develops improved methods, where required, within established practices and procedures.

Job Hazard Assessment

A full health clearance is required for this role where any hazards marked “^”, using the agreed Occupational Health referral template [available from here](#). Where a full health clearance is required, this will apply to all role holders, including existing members of staff.

Physical Environment

Working outside ^	Occasionally <30% Time
Exposure to noise levels >80dbA ^	Not applicable
Working with dust or fumes ^	Not applicable
Working with skin irritants ^	Not applicable
Working with chemicals (industrial or cleaning) ^	Not applicable
Working in a confined space ^	Not applicable
Working at height ^	Not applicable
Working with sewage ^	Not applicable
Contact with cytotoxins ^	Not applicable
Exposure Prone Procedure (EPP) work ^	Not applicable
Contact with clinical specimens or pathology work ^	Not applicable
Direct patient care or patient contact	Not applicable
Exposure to temperature extremes	Not applicable
Frequent hand washing	Not applicable
Ionising radiation	Not applicable

Psychological and Social Environment

Working shifts ^	Not applicable
Working nights ^	Not applicable
Lone working	Frequently 30-60% Time
Working with children	Constantly >60% Time
Exposure to persons with challenging behaviour	Not applicable
Working with larger groups	Frequently 30-60% Time

Equipment, Tools and Machines

Working with vibrating machinery or tools ^	Not applicable
Driving duties e.g. LGV, PCVs, forklift trucks ^	Not applicable
Food handling	Not applicable
Contact with latex	Not applicable

Physical Abilities

Prolonged physical movements or actions e.g. walking ^	Not applicable
Prolonged Standing or Sitting ^	Frequently 30-60% Time
Moving or handling heavy loads ^	Not applicable
Repetitive pulling or pushing ^	Not applicable
Repetitive climbing (steps, stools, ladders, stairs) ^	Not applicable
Repetitive crouching, kneeling or stooping	Occasionally <30% Time
Repetitive lifting	Not applicable
Fine motor grips (e.g. pipetting)	Not applicable
Repetitive reaching below shoulder height	Occasionally <30% Time
Repetitive reaching at shoulder height	Occasionally <30% Time
Repetitive reaching above shoulder height	Occasionally <30% Time

Behaviours

Our [Inclusion and Respectful Behaviour Policy](#) describes the expectations of everyone who is a part of our community.

Our **Southampton Behaviours** (below) outline the responsibilities we each have in working collaboratively to achieve our University strategy.

Personal Leadership

- I take personal responsibility for my own actions and an active approach towards my development.
- I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly.
- I demonstrate pride, passion and enthusiasm for our University community.
- I demonstrate respect and build trust with an open and honest approach.

Working Together

- I work collaboratively and build productive relationships across our University and beyond.
- I actively listen to others and communicate clearly and appropriately with everyone.
- I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish.
- I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes.

Developing Others

- I help to create an environment that engages and motivates others.
- I take time to support and enable people to be the best they can be.
- I recognise and value others' achievements, give praise and celebrate their success.
- I deliver balanced feedback to enable others to improve their contribution.

Delivering Quality

- I identify opportunities and take action to make improvements.
- I plan and prioritise efficiently and effectively, taking account of people, processes and resources.
- I am accountable for tackling issues, making difficult decisions and seeing them through to their conclusion.
- I encourage creativity and innovation in others, to deliver workable solutions.

Driving Sustainability

- I consider the impact on people before taking decisions or actions that may affect them.
- I embrace, enable and embed change effectively.
- I regularly take account of external and internal factors, assessing the need for change, and gaining support to move forward.
- I take time to understand our University strategy and communicate this to others.