



Associate College of the



University of
Portsmouth

Student Recruitment Coordinator

Salary: £23,000

Permanent - Full Time

Navitas is a diversified global education provider that offers an extensive range of educational services for students and professionals including university programs and language training.

The Student Recruitment Coordinator is expected to play a key role in the relationship between the Navitas Business Unit (BU), University Partner (UP), Source Country Offices (SCO) and the Admissions & Recruitment Centre (ARC), and to contribute to the alignment of the agreed joint strategy in order to achieve agreed student recruitment targets.

The Student Recruitment Coordinator will also be responsible for ensuring the ARC is suitably provided with BU-specific product knowledge, through training and the development of a sales toolkit.

Coordination of inbound agent, Source Country Office and student familiarisation visits will be required, in consultation with BU, SCO, ARC and UP as required.

The Student Recruitment Coordinator may also be required to travel to market on an as need basis to support the SCO and attend recruitment fairs and 'in-market' activity. The Student Recruitment Coordinator is also expected to be able to support the development and implementation of student recruitment strategies that will contribute to the achievement of BU agreed targets.

The Student Recruitment Coordinator will be required to work effectively within a cross-functional College team environment and to be able to maintain expected business service levels.

Essential

- Tertiary Level education or possess related sector qualifications/training
- Experience in a customer services focused environment
- Experience of working within a sales focused environment
- Excellent knowledge and understanding of front-line customer relationship management
- Proven ability as a team player
- Proven ability to organise own workload and to cope with a variety of task demands
- Flexible attitude to work including a willingness to work weekends and evenings in support of student and administrative activities
- Awareness of working in a multicultural environment
- Strong verbal and written English language communication skills
- An ability to work in a high pressure, target-driven environment
- Effective interpersonal skills with a variety of cultural and ethnic stakeholder groups
- Creative and an ability to think outside the box



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- Computer literacy skills inclusive of demonstrated competence with the Microsoft Office suite – PowerPoint, Excel, Word and Outlook
- Possess a “can do” mentality
- Shine when under pressure
- Proactive work habits
- Commitment to self-improvement

For further information about this role, please read the attached information sheet.

Applicants must be able to demonstrate that they are eligible to work in the UK on an ongoing basis. ICP is a safeguarding employer and the successful applicant will be required to undergo an enhanced DBS check.

What we offer

The Navitas Group offers outstanding long-term career opportunities within the UK and abroad, and is a values driven and an equal opportunity employer. UNIC reserve the right to fill the position by invitation.

Enquiries and applications, including both a covering letter and curriculum vitae should be sent to:

Noémie Plumridge – Director of Marketing and Admissions – noemie.plumridge@icp.port.ac.uk

Applications close on **Tuesday 28th March 2017 at 17:00.**

Position Description

POSITION TITLE:	Student Recruitment Coordinator
POSITION STATUS:	On-going following successful probation
SALARY RANGE:	£23,000
RESPONSIBLE TO:	Director of Marketing and Admissions
BONUS SCHEME:	Access to EVA (10% of fixed salary)
PENSION SCHEME:	Access to company pension scheme
PROBATION PERIOD:	Three (3) months
ANNUAL LEAVE:	36 days inclusive of eight (8) Bank Holidays

Division: University Programmes Division

Reports to: Director of Marketing and Admissions

Overview of the Position:

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Key Relationships:

- Director of Marketing and Admissions (DMA)
- Navitas Shared Services
- Navitas Source Country Offices
- Navitas Community of Excellence
- University Partner's Marketing Team
- University Partner's International Recruitment Office
- College's Administration Team
- College Director Principal (CDP)

Key Result Areas:**Target Setting**

- Contribute to the market review of BU value proposition
- Contribute to the monitoring and reporting of UP educational landscape and product development
- Contribute to the alignment of BU recruitment strategy, along with the UP and ARC

Brand, Value Proposition and marketing Development

- Contribute to new product portfolio development
- Contribute to College and student experience value proposition
- Actively support BU awareness/interest campaign development
- Contribute to joint marketing campaigns – BU and UP

Marketing and Lead Generation

- Support and lead the training of UP, ARC & SCO staff on college value proposition
- As appropriate, participate in student recruitment exhibitions and fairs etc.
- Support BU and UP planning for source country visits, in consultation with the SCO and ARC
- Coordinate attendance of UP and BU at exhibitions

Agent Management

- Support the organisation and implementation of familiarisation trips, and monitor outcomes
- Organise inbound BU familiarisation trips

Sales Tools

- Assist and inform in the development of sales toolkit content, including BU value proposition, for use as sales tools by the Student Recruitment Coordinator, DMA and SCO staff

Application Processing, Payment and Student Arrival

- Assist in the production of pre-departure and arrival content
- Support, execute and deliver pre-departure training for SCOs and agents

Other

- Lead pre-sessional English in College conversion
- Maintain confidentiality at all times regarding college information and student files
- Participate in enrolment and orientation activities
- Carry out duties as may be required by the DMA and CDP

Qualifications and Selection Criteria

Attribute	Essential	Desirable
Qualifications and professional development	<ul style="list-style-type: none"> • Tertiary Level education or possess related sector qualifications/training 	<ul style="list-style-type: none"> • Degree level study
Knowledge and experience	<ul style="list-style-type: none"> • Experience in a customer services focused environment • Experience of working within a sales focused environment • Excellent knowledge and understanding of front-line customer relationship management • Proven ability as a team player • Proven ability to organise own workload and to cope with a variety of task demands • Flexible attitude to work including a willingness to work weekends and evenings in support of student and administrative activities <p>Awareness of working in a multicultural environment</p>	<ul style="list-style-type: none"> • Experience in an education customer services focused environment • Experience of working in an international student recruitment function • Experience of delivering front-line customer relationship management to a multicultural client base • An effective knowledge of tertiary education and/or university pathway programmes • Experience of providing effective training • Demonstrable experience of meeting targets • Experience of events management • Experience of presenting to prospective customers
Skills	<ul style="list-style-type: none"> • Strong verbal and written English language communication skills • An ability to work in a high pressure, target-driven environment • Effective interpersonal skills with a variety of cultural and ethnic stakeholder groups • Creative and an ability to think outside the box • Computer literacy skills inclusive of demonstrated competence with the Microsoft Office suite – PowerPoint, Excel, Word and Outlook 	Language skills
	<ul style="list-style-type: none"> • Possess a “can do” mentality • Shine when under pressure • Proactive work habits • Commitment to self-improvement 	<ul style="list-style-type: none"> • Resilient in pursuit of excellence

Company Overview

Navitas Limited is an Australian owned public listed company. Navitas is an industry leader in providing managed campus services, pre-university and university pathway programmes for domestic (Australia only) and international students. Navitas conducts a wide range of activities in Asia, North America, Africa, Australia, Continental Europe and the United Kingdom. Navitas Colleges are modern and dynamic educational institutions committed to providing quality educational programmes and excellent student support in an environment that encourages students to achieve the best possible results in their studies. The UK Colleges offer a range of Degree Programme Elements from undergraduate Level 0 (Foundation) to FHEQ Level 4, university degree studies and postgraduate Masters Preliminary programmes in a wide range of degree pathways. The Colleges are all based on the campus of their Partner University and as such are Associate or Affiliate Colleges of their Partner University. Navitas students benefit from the range of facilities open to all University students.

Currently there are ten (10) Navitas Colleges in the United Kingdom:

1. Hertfordshire International College (HIC) is located on the University of Hertfordshire's College Lane Campus in Hatfield
2. London Brunel International College (LBIC) is located on the Uxbridge campus of Brunel University
3. Cambridge Ruskin International College (CRIC) is located on Anglia Ruskin University's Cambridge campus
4. The International College Wales Swansea, (ICWS) is located on Swansea University's Singleton Park campus
5. The International College Portsmouth (ICP) is located on the University of Portsmouth's campus in central Portsmouth
6. The Plymouth University International College (PUIC) is located on Plymouth University's campus in central Plymouth
7. The International College Robert Gordon University (ICRGU) is located on Robert Gordon University's Garthdee campus in Aberdeen
8. The Edinburgh International College (EIC) is located near Edinburgh Napier University's Craiglockhart campus in central Edinburgh
9. The Birmingham City University International College (BCUIC) is located on Birmingham City University's Bournville campus
10. University of Northampton International College (UNIC) is located on University of Northampton's Park Campus.