



Person Specification

This form lists the essential and desirable requirements needed in order to do the job. Applicants will be short-listed solely on the extent to which they meet these requirements.

Job Title: Head of Student Recruitment and Study Abroad

Department/Division: - Recruitment & Admissions – Academic Registrar’s Division (ARD)
Accountable to: Director of Recruitment and Admissions (DoRA)

Competency	Evidence	E/D	A/I/S
Knowledge and Experience	1. Experience of creating and delivering strategic and operational student recruitment plans	E	A/I
	2. Experience of setting, working to and delivering on student recruitment targets and KPIs	E	A/I
	3. In-depth knowledge of the operating environment for Home and/or International student recruitment	E	A/I
	4. Experience of working with CRM systems to enhance business processes	E	A/I
	5. Experience of coaching and developing staff, including appraising learning and development needs	E	A/I
	6. Experience of managing budgets effectively and demonstrating the impact of spend	E	A/I
	7. Experience of setting and maintaining excellent standards of service	E	I
	8. Educated to degree level or equivalent	E	A
	9. Experience of ensuring activities and processes are delivered in line with appropriate policies and legislation, including GDPR, UKVI and CMA compliance	E	A
	10. Experience of leading Study Abroad/Exchanges teams	D	A/I
	11. Experience of using Salesforce and a record of active engagement with the international Salesforce education community	D	A/I
Capabilities and Skills	1. Excellent attention to detail and accuracy	E	A/I/S
	2. Ability to bring together data from multiple sources of quantitative and qualitative evidence to draw strategic conclusions, make recommendations and deliver change	E	I/S



	3. Ability to communicate in a tactful manner with people at all levels and from a wide variety of backgrounds	E	I
	4. Proven ability to understand and convey complex information in a clear and effective manner to people at all levels	E	I/S
	5. Ability to write concise reports and papers for a wide range of audiences, including committees and senior decision-makers	E	I/S
	6. Ability to develop and deliver persuasive and data-driven business cases	E	I
	7. Ability to effectively manage and deliver change in a team environment	E	I
	8. Ability to set a clear direction for a team and support them to deliver on strategic objectives	E	I
	9. Confidence in working with senior staff and stakeholders and coordinating cross-institutional activities	E	I
	10. Proven ability to use initiative and judgement whilst solving problems collaboratively	E	I
	11. Ability to undertake autonomous decision-making, including when information is incomplete or ambiguous	E	I/S
	12. Willingness to innovate and learn from good practice outside of the School	E	I
	13. Ability to self-reflect on personal and team performance and to learn from mistakes	D	I
	14. Ability to successfully motivate peers and stakeholders to support your own strategic objectives	D	I
Other	1. Willingness to work flexibly including occasional evening and weekend work and overseas travel when required	E	I

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.

A – Assessed at application stage

I – Assessed at interview

S – Assessed through skills test