

## Job Description

### Student Recruitment Consultant

#### Position overview

<b>Department</b>	Global Enrolment Management
<b>Location</b>	Devon House, London (Hybrid role)
<b>Term</b>	Full-time; permanent
<b>Salary Range</b>	Up to £36,050
<b>Benefits</b>	The university supports staff maintaining a good work/life balance, offer flexible working and parental leave opportunities, an Employee Assistance Programme which provides free, confidential advice on both home and work concerns as well as optional private medical insurance, season ticket loans and being part of the cycle to work scheme.
<b>Start</b>	April 2025

#### The role

As a Student Recruitment Consultant, you will help prospective postgraduate students with an interest in Northeastern University London (NU London) to unpack and explore a range of career-enhancing postgraduate degrees. You will focus on supporting enquirers to progress their NU London journey and apply for one of our programmes.

You will manage our new Husky Telephone calling team – a dynamic group of student ambassadors, contacting students pre-enrolment to support them on their journey to Northeastern. You will enjoy working with students; mentoring and coaching them to bring out the best and providing them with training and feedback that improves their work and supports their professional development.

This is an excellent role for someone with experience of student recruitment that loves speaking and working with prospective learners and current students. If you find the concept of helping students move through the application journey, and embark on their academic career at Northeastern, exciting - this is the right role for you! The role is hugely rewarding – you will see first-hand the impact of your support, and the support provided by the student ambassador team.

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This role will be student facing – mainly through telephone calls, video calls, email communications, live chat, on-campus visits and through working with current Northeastern students. The role will be hybrid, with approximately two days a week on campus (with the ability to work on our wonderful campus in St Katharine Docks throughout the week, if preferred). It is not anticipated that the role will require travel throughout the UK or overseas, however, there could be infrequent opportunities to attend off-campus events or to travel to an alternative Northeastern campus location for meetings, training and professional development. As such, the ability to travel internationally is still required.

The role will mainly work within normal working hours, but given the nature of the role a degree of flexibility is required as some calling will take place outside of normal hours. Flexibility is required, and will also be afforded to the post holder, and we welcome applications from candidates interested in a flexible working pattern.

### **Duties and Responsibilities**

#### Consultative advising & sales (50%)

- To be a champion of the postgraduate degree programmes delivered by NU London and have a comprehensive knowledge of the degree portfolio
- Use that knowledge, and your enthusiasm for higher education, to help prospective students explore the postgraduate offering in London and make a complete application
- Nurture existing students, known to the University, by offering tailored support and advice on their applicant journey
- Using a consultative sales approach, increase the percentage of enquires progressing to an application
- Be the owner of enquiry management for NU London's postgraduate degree programmes
- Working independently, with the support of the Telephone Huskies, own the enquiry to nurture stage of the student journey for NU London's postgraduate degree programmes

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- Support, when required, the wider team on the offer to accept stage of the student journey
- Collaborate with colleagues across Enrolment Management – specially, Marketing, Admissions and Visa Compliance, to ensure the best customer experience for applicants
- Ensure contact with prospective students is appropriately managed through the University's CRM and admissions system (Slate)

### Management of the Husky Telephone scheme (40%)

- Lead, mentor and inspire a team of Husky callers (student ambassadors) as they support the management of NU London's pipeline of new postgraduate students
- Lead the team of callers as they make outreach calls to prospects at varying stages of the student journey
- Provide effective line management, coaching and support to the student ambassadors and ensure an efficient running of the Husky calling scheme
- Ensure the team of callers are regularly trained and updated on product or process changes and feel supported in their role helping prospective students to progress through the application journey at NU London
- Work collaboratively with colleagues across Enrolment Management to ensure effective use of the scheme and to manage the workload across the student callers
- Manage concurrent projects and priorities placed on the student calling team
- Provide timely reporting and feedback on the scheme's outputs, performance and success
- Ensure the activities of the scheme are managed through the University's CRM and admissions system

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### Other duties (10%)

- Maintain a high level of sector knowledge to ensure that strategies take into account the changing higher education landscape globally and ensure regular horizon scanning to feedback and evolve strategies and plans. This is to include attendance at key conferences and sector training events.
- As directed by the Senior Manager and/or Director of Global Enrolment Management & Partnerships, work on any other projects or tasks (appropriate to the level of the post) across Global Enrolment Management on either a temporary or permanent basis to meet the needs of the business

### **About the University**

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities) has established itself as a prestigious higher education institution based in the heart of London. Northeastern University London is part of Northeastern University's Global Campus Network. Positioned as top ranking in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021.

Northeastern University London offers a vibrant, collegiate community delivering broad and academically rigorous degree programmes, designed to equip graduates with the combination of skills and knowledge that are increasingly desired by organisations, employers, and society.

### **Person specification criteria (essential / desirable)**

- Degree or higher degree [E]
- Experience (1-2 years minimum) within a student recruitment or higher education setting [E]
- Confident and comfortable consulting with prospective students via the telephone, email, video calls and in-person meetings [E]
- Experience or understanding of operating in the Higher Education sector nationally and internationally and the constraints/sensitivities [E]

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- Excellent oral and written communication skills, including report writing and presenting to a variety of audiences [E]
- Ability to communicate effectively with colleagues across the organisation and with a diverse range of external stakeholders (e.g. students, their supporters, agencies, Government bodies and related organisation) [E]
- Experience of influencing individuals and teams in a highly changing and evolving working environment [E]
- Ability to understand and interpret the vision of an organisation and ensure the message is accurately understood throughout the team(s) [E]
- Ability to understand priorities and make independent decisions with limited input from senior management [E]
- Ability to analyse and use data to monitor progress against targets and to inform decision making [E]
- Demonstrated skills in influencing, negotiation, problem-solving and priority-setting abilities [E]
- Experience of working within a consultative sales approach, ideally within an education setting [D]
- Project management experience, particularly in a student recruitment/marketing context [D]
- Experience managing and developing people [D]
- Experience and proficiency in using a CRM system [D]

### **Additional Information**

This role will require some evening and, occasionally, weekend work. The postholder will be able to work flexibly around this, and where relevant be offered time back in lieu. It is not anticipated that there postholder will be required to attend events off-campus, however, the opportunity could present itself. As such, the ability to travel internationally is required.

### **Enquiries**

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Informal enquiries may be made to Martin, Marie-Anne ([marie-anne.martin@nulondon.ac.uk](mailto:marie-anne.martin@nulondon.ac.uk)). However, all applications must be made in accordance with the application process specified.

### **Application process**

Applications should be made via [this link](#) by 23:59 on **Sunday 12<sup>th</sup> January 2025**. Please reference your application “XXXXX”. Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Interviews are expected to commence w/c **3<sup>rd</sup> February 2025**.

***DBS check is required.***

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

**Job sponsorship: No**