

The Leicestershire College

Job Description

1. Job Details

Job Title:	Student Recruitment Officer
Department:	Student Recruitment
Reporting To:	Senior Admissions Officer
Competency Level:	Business Support 2
Hay Grade:	G2
Salary:	£27,209 Per Annum
Date of Job Evaluation:	April 2025
Date:	September 2026

2. Job Purpose

Based primarily at Brooksby College, the post holder will provide a professional, responsive and welcoming service to applicants, visitors and students across the Loughborough College Group, supporting Student Recruitment activities at all colleges within the Group. Services will be delivered through a range of channels, including face-to-face, telephone and digital platforms.

The post holder will maintain a comprehensive understanding of processes, systems and policies, including admissions, reception services and enrolment requirements, ensuring a seamless, efficient and professional customer journey for all stakeholders.

Working collaboratively across the Group, the role will ensure Student Recruitment services are tailored to applicant needs, delivered in line with established procedures and underpinned by the College's commitment to FREDIE principles, creating an inclusive and positive experience for all.

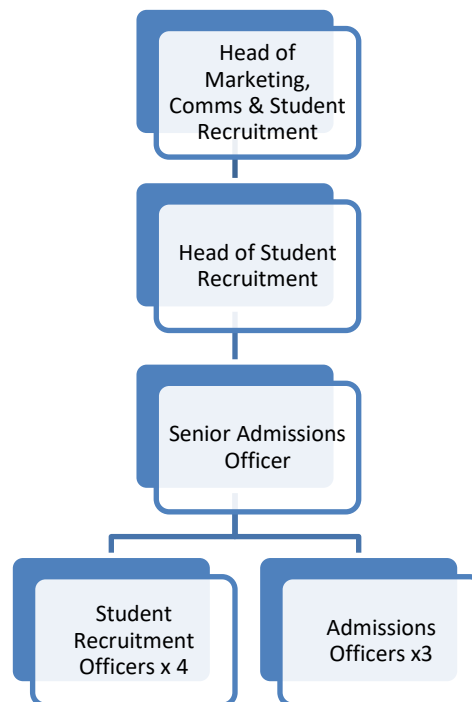
3. Dimensions

Not Applicable.

Name:	Job Description Template -TLC	Owner:	HR
Document Reference:	HR-TT-078	Last Review:	Aug 2025
Version:	1.0	Next Review:	Aug 2027

*This document is the property of the Leicestershire College.
Any reproduction, even partial, is prohibited without prior written agreement.
Document "uncontrolled" when printed.*

4. Organisation chart



5. Diversity and Inclusion

Loughborough College Group is committed to operating with Fairness, Respect, Equality, Diversity, Inclusion and Engagement at the heart of our organisation.

We are all responsible for ensuring that all individuals receive the same opportunities to develop, grow and achieve their full potential, regardless of personal circumstances and individual differences.

Our FREDIE values are relevant to the whole College community and support the way in which we work and interact with each other.



6. Key Responsibilities

Role specific responsibilities

- Deliver a comprehensive range of Student Recruitment services, ensuring the services provided are aligned to the college and service strategy and vision.
- To work under the Senior Admissions Officer to support the suite of Admissions, International, Reception and Enrolment functions at peak times, thereby supporting the range of recruitment processes for all College provisions.
- Provide comprehensive experienced support to the Student Recruitment Manager and Senior Officers in delivering the Main Enrolment Campaign annually.
- Be at ease and able to provide a responsive, welcoming and informative front-line service across a suite of communication platforms including telephone, email, written and face to face.
- Adherence to set protocols, compliance and regulatory requirements is of paramount importance in this role.
- Comfortable using a suite of technologies including current telephony services, printers, multiple software packages amongst others.
- Maintain current and informative awareness of cross college course options, front line services and key college processes.
- Work closely with specific cohorts to ensure a consistent and high-quality recruitment process that is transparent, consistent and fair.
- Maintain up to date knowledge of UKVI regulations around Right to Study.
- Provide support for fee status assessment.
- Be at ease managing multiple caseloads at any given time.
- Utilise the team training Matrix to maintain a current, working and compliant knowledge of services across the department, and to ensure regular CPD is accessed.
- Ensure all records are maintained to meet internal and external audit requirements.
- Ensure day-to-day working practices are compliant with GDPR legislation.
- Undertake such required training and reading as to ensure funding knowledge is updated and refreshed.
- Undertake such training and education necessary to update skills and knowledge related to the changing needs of the College.
- Any other duties relevant to the post.

Core Responsibilities

- To promote the College groups vision, mission and strategic objectives and to promote the values and behaviours which underpin them at all times.
- To act as an ambassador for the college group in dealings with all external agencies (other colleges, funding bodies, suppliers, learners, parents and employers) and to maintain the highest standards of professional conduct.
- To promote Loughborough College Group and its subsidiaries as the first-choice destination for learners, employers and staff alike.
- To proactively promote equality of opportunity in all aspects of the work role and to assist in the leadership and management of compliance to the agreed Health & Safety policy and practice.
- To promote a positive approach to security and discipline within the College community.

7. Key Result Areas

Action	Result
Successful and attentive data entry input for all records.	Correct Learner, on the right programme of study. A future Proof College. High levels of staff engagement, where staff take responsibility and are accountable.
Caseload management with a diverse portfolio of offerings and application types to manage.	Continued drive for recruitment to all College income streams, which supports the college strategy on achieving funding targets across all provisions. A future proof College. Robust and Sustainable Finance.
Deliver a comprehensive range of front-line services, ensuring the services provided are aligned to the college and service strategy and vision.	To support the college strategy in providing a welcoming, informative and dynamic services at all times. A future Proof College. High levels of staff engagement, where staff take responsibility and are accountable.
Work closely with cohorts to ensure a consistent and high-quality recruitment process that is transparent, consistent and fair.	To Support the college strategy on achieving funding targets across all provisions. A future proof College. High levels of staff engagement, where staff take responsibility and are accountable.

8. Key Working Relationships and Communications

Internal: Governors, Senior Leadership team, Curriculum Managers, Progress Tutors, Tutors, and Lecturers. All Business/Curriculum support teams including marketing, finance, HR, MIS and commercial teams.

External: Employers, Prospects, Local Authority – including secondary schools/academies/private institutions, Social Services, parents. Networking Opportunities such as NAMSS. Other colleges and schools.

9. Scope for Impact

This role, under the leadership of the Senior Admissions Officer, aims to ensure that innovation and consistency is at the heart of the College's drive for outstanding student recruitment processes.

The role of the Student Recruitment Officer will ensure that all aspects of provision within Student Recruitment is focused on the achievement of excellence for all learners, including those with high needs, and contributes towards college outcomes – success rates, progression and positive destinations, development of English, maths and employability skills and support for individual needs. At its heart the motto of the Student Recruitment is to “put the right student on the right course”.

In the 2024 academic year, the Admissions and Enrolment teams were responsible for providing a suite of services which ensured that over £38 million of the college's annual income was recruited, registered and successfully commenced their studies here.

These services are vital, delivered by a customer facing team which provides essential, time critical services. This role will provide the resilience across our suite of services to minimise impact and reflects the increases the college has secured over the last few cycles.

10. Competency Profile

The following profile is a description of the required competencies of the role:

Working with Excellent People	Responsiveness
Own actions and behaviours are inspiring and engage others considering the FREDIE values. Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter.	Handles change with responsiveness and adaptability. Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard.
Ensuring Financial Sustainability	Self-Awareness
Works efficiently; makes best use of the College's resources. Own work consistently contributes to the strategic aims of the College.	Manages own health, safety and wellbeing; complies with College policies. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships.
Delivering Excellent Quality	
Anticipates customer needs; prevents poor service; delivers consistently high-quality service. Enthuses others with accurate and relevant subject knowledge. Continually improves own performance and increases skills and knowledge. Understands the importance of appraising and evaluating results of online searches and be a critical user of digital technologies.	

11. Knowledge, Skills and Experience (Person Specification)

QUALIFICATIONS		ESSENTIAL	DESIRABLE	HOW ASSESSED
1.	Possess L3 or above qualification in Customer Service or IAG, or similar, or willingness to work towards		•	Application/ Certificates
2.	Possess qualifications in Maths and English Levels 4-9 (GCSE Grades A-C) or equivalent	•		Application/ Certificates
EXPERIENCE				
3.	Excellent customer service and interpersonal skills	•		Application/ Interview
4.	Experience of effective oral and written communication	•		Application/ Interview
5.	Experience of teamwork within a fast-paced environment	•		Application/ Interview
6.	Handling sensitive data and situations with discretion, professionalism and confidentiality		•	Application/ Interview
SKILLS & KNOWLEDGE				
7.	Knowledge of qualification levels and course study options within the Further Education sector generally, and also specifically offered by the College		•	Application/ Interview
8.	Clear operational thinker with considered problem-solving skills		•	Interview
9.	Literate, organised and numerate with strong communication skills at all levels	•		Application/ Interview
10.	Demonstrate problem solving skills in a changing environment		•	Interview
11.	At ease with a wide range of IT systems and the ability to understand and manage data as well as proficient use of Excel, Databases, Word and PowerPoint	•		Application/ Interview
12.	Builds strong, inter-departmental relationships and works collaboratively to achieve corporate goals		•	Interview
13.	Be able to work flexibly		•	Interview
14.	Able to prioritise a varied workload	•		Application/ Interview
15.	Demonstrate your understanding of diversity and inclusion	•		Application/ Interview
BEHAVIOURS				
16.	Highly motivated, with an ability to work with people operating at all levels within the organisation.	•		Interview
17.	Committed to providing excellent customer service	•		Interview
18.	Promote the College's equal opportunities policy and practices	•		Interview
19.	Ensure the safeguarding of students	•		Interview

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College Group is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. As part of this role, you are expected to undertake reasonable additional duties such as Exam Invigilation, Welcoming Students and Staff onto campus, supporting with open days and promoting a safe environment across the College Group. This is expected of you in the post mentioned above and all other posts within the College Group.
3. This job description and person specification was prepared in September 2026 and may be amended in light of changing circumstances following discussion with the post holder.

12. Job Description Agreement

Job Holder Signature		Date	
-----------------------------	--	-------------	--