



# JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Recruitment Officer Home/EU
Reports to:	Senior Recruitment Officer Home/EU
Location:	10 Rosebery Avenue, Holborn, London EC1R 4TF
Department:	Sales

2. ABOUT THE ROLE	
What you'll be doing?	<ul style="list-style-type: none"> <li>• Support Senior Recruitment Officer Home/EU in exceeding sales targets</li> <li>• Engage with external clients and support them with any queries</li> <li>• Maintain and manage effective business pipeline ensuring daily KPI's are delivered effectively</li> <li>• Provide first class customer service to our students, agents/representative and partners</li> <li>• Use honest and truthful promotion and advertising when recruiting for QA Higher Education and its partner institutions</li> <li>• Engage with offer holders through multiple communication channels; actively guide applicants through the entire application cycle; consult students on how to meet outstanding conditions, i.e. interviews, outstanding docs, English tests</li> <li>• Provide and maintain agreed turnaround times to our agents, students and client services</li> <li>• Go the extra mile to help students to finish applications within given deadlines, i.e. provide alternative solutions, and liaise with external institutions and wider QA team</li> <li>• Self-manage student pipelines within KPIs and SLAs; share critical information with the team to ensure everyone is on the same page</li> <li>• Maintain accurate and up to date data on Management of Students Administration (MOSA) and Quercus</li> <li>• Run and maintain weekly/monthly Management Information pipeline reports</li> <li>• Create sense of engagement with students and their admissions process</li> <li>• Ensuring regular contact to maintain students' commitment</li> <li>• Maintaining unconditional pipeline up to date, i.e. cancelling and deferring applications, understanding reasons behind it. Reporting to a wider recruitment team</li> <li>• Prioritising workload and taking initiative to continuously</li> </ul>

	<p>improve the recruitment process</p> <ul style="list-style-type: none"> <li>• Meet students on campus as and when required</li> <li>• Liaise with agents/representatives as and when required</li> <li>• Attend student recruitment events across the UK as and when required</li> </ul>
Key Responsibilities	<ul style="list-style-type: none"> <li>• Provide support to Recruitment team and business partners as required in relation to business wide projects</li> <li>• Comfortable with working in a sales environment and exceeding sales targets</li> <li>• Dealing with student recruitment in the UK within the education market place</li> <li>• Demonstrate tenacity, a great deal of commitment, desire and professionalism</li> <li>• Manage time according to workload and business needs in order to meet agreed turnaround times</li> </ul>
KPIs & SLAs	<p><b>Hard Indicators</b></p> <ul style="list-style-type: none"> <li>• Meet or exceed agreed target of enrolled students per intake</li> <li>• Meet agreed turnaround times for queries</li> </ul> <p><b>Soft Indicators</b></p> <ul style="list-style-type: none"> <li>• Feedback from students, external partners and colleagues</li> </ul>
Key Working Relationships	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Collaborate with the Recruitment Account Manager Home/EU to build effective business strategies within the Agency Network</li> <li>• Liaise with the QA admissions team to solve application queries</li> <li>• Build and maintain good working relationships with all internal colleagues</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Build, manage and expand strong professional relations with agents and representatives and partner institutions</li> <li>• Liaise with the admissions team of Universities we recruit for, if direct link is agreed.</li> </ul>

### 3. ABOUT YOU

Skills & Abilities	<ul style="list-style-type: none"> <li>• Strong service orientation and communication skills that put applicants at ease and improve their application process experience</li> <li>• Structured and clear communication to colleagues within the team and to external representatives</li> <li>• Entrepreneurial flair</li> </ul>
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	<ul style="list-style-type: none"> <li>• Confident and strong sense of direction</li> <li>• Self-motivated</li> </ul>
Your Experience	<ul style="list-style-type: none"> <li>• Track record of success in sales environment, desirably in Higher Education in the UK</li> </ul>
Your Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of business requirements, processes and methodologies</li> <li>• Knowledge of the structure of Higher Education in the UK</li> <li>• Knowledge of students' needs and decision making processes, when it comes to choosing a place to study</li> </ul>
Your Qualifications	<ul style="list-style-type: none"> <li>• Educated at degree level</li> </ul>
What you'll bring to QA	<ul style="list-style-type: none"> <li>• Ambition to succeed and exceed expectations</li> <li>• Ability to think outside the box</li> <li>• Constructive approach to problem-solving</li> <li>• Excellent customer service skills</li> <li>• Willingness to undertake a DBS check prior to formal start date being confirmed</li> </ul>

4. ABOUT QA	
About us	<p>We shape the next generation of technologists, leaders and innovators.</p> <p>By powering potential - the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p><b>Why we do learning</b></p> <p>For over 30 years, we've worked in technology - where the impact of great learning is changing the world.</p> <p>A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries - they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.</p> <p>Driving this revolution? People.</p> <p>And this is where we come in.</p> <p>People advancing their knowledge in technology - to enrich society - build a new culture - better how we live our lives, and how we work together.</p> <p>People are learning to use technology to drive phenomenal change. This is our passion - powering their potential.</p>
We promise to be	<p><b>Bold</b></p> <ul style="list-style-type: none"> <li>○ Ambition is great. We set ambitious targets - holding ourselves and others to ever-higher standards.</li> <li>○ We contribute (insightfully) to the debate inside and outside QA.</li> <li>○ We move. Quickly. We respond to your needs - fast.</li> </ul> <p><b>Collaborative</b></p> <ul style="list-style-type: none"> <li>○ We spend time getting to know you - our learners and our customers - to earn your trust.</li> <li>○ We connect a solution to your problem - we have tons of different services to help you.</li> <li>○ We're the positive person who actively gets stuck in to solving problems.</li> </ul> <p><b>Progressive</b></p> <ul style="list-style-type: none"> <li>○ We embrace change - and support it.</li> <li>○ We challenge ourselves to use the latest technologies and methods - no matter how out there.</li> <li>○ We're curious - about what you do, about what the person next to you does, about our customers and our learners.</li> </ul>

<p>What's on offer?</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 <b>Training Days</b> every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid <b>Charity Days</b> each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives - you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years)- with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of 3% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> <li>○ Season ticket loan</li> <li>○ Corporate gym membership</li> <li>○ Cycle to work scheme</li> </ul>
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