



JOB DESCRIPTION

1. JOB SPECIFICS

Job Title:	Senior Recruitment Officer Home/EU
Reports to:	Head of Agency Sales
Location:	10 Rosebery Avenue, EC1R 4TF, London
Department:	Sales

2. ABOUT THE ROLE

<p>What you'll be doing?</p>	<ul style="list-style-type: none"> • Developing and manage sales channels across Home Region • Delivering against sales targets for Home Region across all the recruitment channels • Delivering sales reporting on an ongoing basis to the Head of Agency Sales • Managing delivery of objectives within agreed targets/budget • Delivering exceptional and professional service to students and agents • Managing the performance against target of enrolled students through an effective network of channels • Identifying opportunities for business development and actively expanding agency network • Helping develop an integrated marketing strategy that ensures the full range of recruitment models and channels are represented across and within the regions to maximise income and reduce risk • Engaging with external clients and supporting them with any queries • Maintaining and managing effective business pipeline ensuring KPI's are delivered effectively • Using honest and truthful promotion and advertising when recruiting for QA Higher Education and its partner institutions • Engaging with offer holders through multiple communication channels; actively guiding applicants/agents through the entire application cycle; consult students/agents on how to meet outstanding conditions, i.e. interviews, outstanding documents, English tests • Providing and maintaining agreed turnaround times to our
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	<p>agents, students and client services</p> <ul style="list-style-type: none"> • Going the extra mile to help students/agents to finish application process within given deadlines, i.e. providing alternative solutions, and liaising with external institutions and wider QA team • Self-managing student pipelines within KPIs and SLAs; sharing critical information with the team to ensure everyone is on the same page • Maintaining accurate and up to date data on Management of Students Administration (MOSA) and Quercus • Ensuring regular contact with agents/students to maintain their commitment • Maintaining student's pipeline up to date, i.e. cancelling and deferring applications, understanding reasons behind it. Reporting to a wider recruitment team • Prioritising workload and taking the initiative to continuously improve the recruitment process • Preparing an effective marketing and recruitment plan to ensure all targets are met, our brand is enhanced, and entry requirements are adhered to • Preparing and delivering recruitment and outreach briefings, training and presentations • Co-ordinating and delivering a portfolio of student recruitment activities across the UK/EU as and when required, e.g. undergraduate and postgraduate open days, applicant days, interview days, taster days, student conferences, campus visits etc.
<p>Key Responsibilities</p>	<ul style="list-style-type: none"> • Active expansion of agency network • Providing support to the Recruitment Team and business partners as required in relation to business wide projects • Comfortable with working in a fast-paced sales environment and exceeding sales targets • Working collaboratively as part of a team to meet the agreed recruitment target • Dealing with student recruitment in the UK within the education market place • Demonstrate tenacity, a great deal of commitment, desire and professionalism • Managing time according to workload and business needs in order to meet agreed turnaround times
<p>KPIs & SLAs</p>	<p>Hard Indicators</p> <ul style="list-style-type: none"> • Expand agency network

	<ul style="list-style-type: none"> • Meet or exceed agreed target of enrolled students per intake • Meet agreed turnaround times for queries <p>Soft Indicators</p> <ul style="list-style-type: none"> • Feedback from students, external partners and colleagues
Key Working Relationships	<p>Internal</p> <ul style="list-style-type: none"> • Collaborate with the Head of Agency Sales to build effective business strategies • Liaise with the QA admissions team to solve application queries • Build and maintain good working relationships with all internal colleagues <p>External</p> <ul style="list-style-type: none"> • Build, manage and expand strong professional relations with agents and representatives and partner institutions • Liaise with the admissions team of Universities we recruit for, if direct link is agreed.

3. ABOUT YOU

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



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>Why we do learning</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>Bold</p> <ul style="list-style-type: none"> ○ Ambition is great. We set ambitious targets - holding ourselves and others to ever-higher standards. ○ We contribute (insightfully) to the debate inside and outside QA. ○ We move. Quickly. We respond to your needs - fast. <p>Collaborative</p> <ul style="list-style-type: none"> ○ We spend time getting to know you - our learners and our customers - to earn your trust. ○ We connect a solution to your problem - we have tonnes of different services to help you. ○ We're the positive person who actively gets stuck in to solving problems. <p>Progressive</p> <ul style="list-style-type: none"> ○ We embrace change - and support it. ○ We challenge ourselves to use the latest technologies and methods - no matter how out there. ○ We're curious - about what you do, about what the person next to you does, about our customers and our learners.

What's on offer?	<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 Training Days 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 Charity Days 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">○ Season ticket loan○ Corporate gym membership○ Cycle to work scheme
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