Admissions & Programme Assistant

Faculty of Social Sciences, Department of Journalism
Overview

We are seeking a professional and organised individual to join the Department’s Professional Services Team.

You will provide vital support for student recruitment activity, acting as the first point of contact for prospective undergraduate and postgraduate students to the Department of Journalism Studies and handling other enquiries. Reporting to the Learning and Teaching Manager, you will support the student recruitment process including monitoring applications, conversion activities, and events. You will work flexibly with colleagues in different professional services teams and with academic staff to deliver a professional student recruitment service.

Person Specification

You should provide evidence in your application that you meet the following criteria. We will use a range of selection methods to measure your abilities in these areas including reviewing your online application, seeking references, inviting shortlisted candidates to interview and other forms of assessment action relevant to the post.

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<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
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<td><strong>Qualifications and Experience</strong></td>
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<td>1. 5 GCSEs at grade A-C (including English and Maths) or (or equivalent qualifications/experience).</td>
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<td>X</td>
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<td>2. Excellent IT skills including knowledge of Microsoft Office, in particular the use of Word and Excel, email and the internet.</td>
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<td>3. Experience of student recruitment in Higher Education.</td>
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<td><strong>Communication Skills</strong></td>
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<td>4. Excellent customer service skills, with ability to respond efficiently to phone, email and enquiries in person from a wide variety of people.</td>
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<td>5. Strong communication and interpersonal skills, with the confidence, professionalism, and adaptability to communicate effectively with people at all levels.</td>
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<td>6. Ability to communicate complex information clearly to colleagues and students for whom English may not be their first language.</td>
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<td>7. Ability to exercise confidentiality, tact and a discretion where dealing with sensitive situations and information.</td>
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<td><strong>Team working</strong></td>
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<td>8. Ability to work successfully within a team and individually.</td>
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<td><strong>Problem solving and decision making</strong></td>
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<td>9. Ability to develop creative approaches to problem solving.</td>
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<td>10. Ability to analyse and solve problems with an appreciation of longer-term implications.</td>
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<td>11. A high degree of proactivity, personal initiative and responsibility in undertaking new tasks.</td>
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<td><strong>Project management</strong></td>
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<td>12. Ability to assess and organise resources, and plan and progress work activities.</td>
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### Personal Effectiveness

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<td>13.</td>
<td>Excellent time management skills and the ability to plan and prioritise own workload to ensure duties are completed in a timely manner within appropriate deadlines.</td>
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<td>14.</td>
<td>Ability to organise and process information effectively, and to set up filing and other systems to ensure that it can be available and reported on as necessary.</td>
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<td>15.</td>
<td>Ability to arrange small events, such as Open Days, e.g. organising room bookings, materials, catering, participants, as required.</td>
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<td>16.</td>
<td>Experience of adapting own skills to new circumstances.</td>
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### About the Team

**The Faculty of Social Sciences** is a large and diverse grouping of twelve departments that offer professional education alongside more traditional social science disciplines. This rich and exciting interdisciplinary mix encompasses both world-leading academic research and education and a strong practitioner focus in particular areas. It uniquely positions the Faculty among Sheffield’s peer institutions.

**The Department of Journalism Studies** is one of the major journalism research and teaching establishments in the UK. We are committed to a teaching and research programme that takes an increasingly interdisciplinary approach to the fields of journalism, politics, communication and digital media.

Our staff are drawn from journalism and academic as well as a number of areas within professional services. We have an excellent network of national and international contacts both in journalism and in the academic world. We have a thriving international community of postgraduate research students, taught postgraduates and undergraduates. Our alumni are working in newsrooms in the UK and abroad as reporters, editors, producers, presenters while others have gone on to academic careers. We have topped the National Student Survey in our field on five occasions and every major UK university league table places us in the top five.

Our undergraduate programme is one of the most applied for in the country and is accredited by the NCTJ and PPA. Our applied postgraduate programmes are also industry accredited and our students regularly win prestigious prizes for their journalism.

For more details about the department please see [http://www.sheffield.ac.uk/journalism](http://www.sheffield.ac.uk/journalism) or follow us on twitter @sheffjournalism.

### Job Description

The Department of Journalism Studies seeks to appoint an Admissions and Programme Assistant. This post serves a vital role in supporting the recruitment of undergraduate and postgraduate students to our programmes.

You will work closely with academic programme selectors to ensure the timely and effective processing of all applications, supporting recruitment initiatives activities and events including all Open Days as required and working closely with members of the Recruitment and Admissions team, especially at peak times.
You will be a highly organised administrator with a friendly and approachable manner and display a willingness to work both independently and as part of a team, have a flexible and positive approach to work, an innovative attitude to change, excellent communication, IT and time management skills. Applicants should be able to demonstrate the ability to manage a busy workload and meet strict deadlines. A positive approach to innovation and change is essential in this post.

Due to the changing nature of Higher Education, the balance or focus of this role may change over time.

**Main Duties and Responsibilities**

- Be first point of contact for all queries relating to undergraduate and postgraduate recruitment and application with a clear understanding of the application regulations and processes, and the basic structure and delivery of taught programmes.
- Respond to enquiries from applicants about the programmes taught in the Department of Journalism Studies.
- Track progress of applications, contacting applicants/referees for further information where necessary, inviting candidates for interview and following up with Programme Selectors.
- Undertake agreed statistical analysis of applications and admissions data, and provide results to Programme Selectors and other key staff.
- Liaise with Student Recruitment and Admissions to ensure status of applications is correct and up to date.
- Organise and attend recruitment events such as open days, including arranging room bookings, materials, catering and participants, as appropriate.
- Provide support to the Marketing Officer in the preparation of marketing materials including brochures, social media and conversion emails and newsletters.
- Recruit and manage the work of the Department’s Student Ambassadors, including setting up myJobshop.
- Support student experience events where these will support the business of student recruitment (for example, careers, alumni, socials, intro week).
- Act as lead administrator for HEAR.
- Maintain effective computer-based and paper filing systems.
- Provide cover and support for general department enquiries when needed.
- Service the Department’s Health & Safety Committee, including requesting agenda items, preparing and circulating the agenda and papers, writing and distributing minutes, and monitoring and recording progress on actions arising from these minutes.
- As a member of our Professional staff, you will be expected to demonstrate a commitment to the professional behaviours set out in the Sheffield Professional Framework. Please follow this link for further information: [Sheffield Professional Framework](#).
- As a member of staff you will be encouraged to make ethical decisions in your role, embedding the University sustainability strategy into your working activities wherever possible.
- Any other duties, commensurate with the grade of the post.

**Reward Package**

**Terms and conditions of employment:** Will be those for Grade 4 staff.

**Salary for this grade:** £19,612 - £21,814 per annum. Potential to progress to £23,754 per annum through sustained exceptional contribution.

**This post is** open ended.
This post is full-time:
This role has been identified as a full-time post, but we are committed to exploring flexible working opportunities with our staff which benefit both the individual and the University (See www.sheffield.ac.uk/hr/guidance/flexible/arrangements). Therefore, we would consider flexible delivery of the role subject to meeting the business needs of the post. If you wish to explore flexible working opportunities in relation to this post, we encourage you to call or email the departmental contact listed below.

If you join the University you will have access to a Total Reward Package that includes a competitive salary, a generous Pension Scheme and annual leave entitlement, as well as access to a range of learning and development courses to support your personal and professional development. You will have access to your own personalised portal where you can also access a comprehensive selection of benefits and offers to suit your changing lifestyle needs, for example financial wellbeing, travel options, shopping and cinema discounts.

To find out more visit www.sheffield.ac.uk/hr/thedeal

The University is committed to tackling the global climate emergency. Our sustainability strategy forms an integral part of all we do. We strive to embed this in all areas of university life, from our students’ education, the globally impacting international research we contribute, to campus life.

We aim to empower staff to work sustainably by giving them the knowledge to make ethical decisions at work and home. Staff have the opportunity to be involved in impactful sustainability projects through the nationally recognised Green Impact scheme.

Staff have access to excellent green benefits including the cycle to work scheme with discounts and free secure bike storage, as well as many greener choices across campus.

If you have an interest in this area, the university will strive to passionately support you in these commitments. Check out www.sheffield.ac.uk/sustainability for more information.

We are committed to making the University a remarkable place to work and we support this through a number of sector leading services such as Juice.

Our innovative Health and Wellbeing service, Juice, encourages and supports staff to maintain their own positive health and wellbeing through a broad range of inclusive services and activities.

To find out more visit www.sheffield.ac.uk/juice

Our leadership development has been designed to ensure that our leaders have the knowledge, skills and behaviours needed by the University.

To find out more visit www.sheffield.ac.uk/hr/sld/impact
Inclusion at Sheffield is everyone’s responsibility. Our vision is to build a University community that actively attracts, engages and develops talented individuals from many different backgrounds.

We are proud of our award-winning equality, diversity and inclusion action, and 90% of staff tell us they are treated with fairness and respect (staff survey 2018). We continue working to create a fully inclusive environment where everyone can flourish.

To find out more visit www.sheffield.ac.uk/inclusion

We are the only university to feature in the Sunday Times 100 Best Not-for-Profit organisations to work for 2018. In our staff survey (2018) 92% of staff said they were proud to work for the University and 83% of our staff would recommend the University as an excellent place to work. To find out more about what it’s like to work here visit remarkable.group.shef.ac.uk

Selection – Next Steps

Closing date: For details of the closing date please view this post on our web pages at www.sheffield.ac.uk/jobs

Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. Please note that due to the large number of applications that we receive, it may take up to two working weeks following the closing date before the recruiting department will be able to contact you.

For more information on our application and recruitment processes visit www.sheffield.ac.uk/jobs/info

Informal enquiries

For informal enquiries about this job and the recruiting department, contact: Laura Pitts onlpitts@sheffield.ac.uk or on 0114 222 2499.

For administration queries and details on the application process, contact the lead recruiter: Georgina Gear on ggear@sheffield.ac.uk or on 0114 222 24257.

For all online application system queries and support, visit: www.sheffield.ac.uk/jobs/applying

Creating a remarkable place to work

We build teams of people from different heritages and lifestyles from across the world, whose talent and contributions complement each other to greatest effect. We believe diversity in all its forms delivers greater impact through research, teaching and student experience.

We are consistently ranked in the top 100 of the world’s universities, but there’s so much more to us than that. By joining the University, you will be joining award-winning teams and departments who are all working together to make the University of Sheffield a remarkable place to work. Learn more here.