

JOB DESCRIPTION

Job Title	Recruitment and Admissions Officer, Early Career Programmes		
Reports to	Recruitment and Admissions Manager – Operations, Early Career Programmes		
Department	Degree Education & Career Centre		
Job Family	Relationship	Level	2

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

London Business School is a top global business school. We operate in a fast moving, highly competitive international marketplace.

The Degree Education portfolio represents over 50% of London Business School's revenues. We have a number of programmes ranked highly in the Financial Times and Business Week business education rankings. The department also plays an essential role in supporting the School's brand and reputation. The Early Career Programmes comprise the suite of programmes aimed at recent graduates and include the Masters in Management, Global Masters in Management, Masters in Financial Analysis and Masters in Analytics and Management.

Recruitment and Admissions are a department of over 50 staff tasked with all aspects of the customer sales and selection experience from enquiry to enrolment. The Early Careers Recruitment and Admissions Team is part of this group and is responsible for recruiting and converting world-class students from around the world.

Job Purpose

The jobholder is responsible for processing Early Career Programme applications within deadlines and providing a high level of customer service throughout the admissions cycle. This includes processing and management of candidate applications, assisting in advising and guiding candidates through the admissions process, managing fees, sending admissions decisions, responding to enquiries, as well as ad hoc general administration tasks. The jobholder will also provide overall logistical support to recruitment and admissions activities.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Processing applications and fees

- Monitoring and operation of the School's online application system, ensuring applicant details and decisions are entered accurately throughout the admissions cycle
- Manage the online processing of all applications
- Ensure accurate and up to date online filing of applicant documentation received by post and email.
- Data entry of application results, including GMAT, GRE and English test scores.
- Manage fee deposits received by admitted students, working closely with the School's accounts department ensuring all information is accurate and up to date.

Admissions Support

- Manage Early Careers Admissions inboxes and respond to queries within advertised SLA
- Respond to candidate queries by phone, email and in-person as needed
- Manage coordination of admissions interviews, as well as scheduling interviews abroad, processing interview score sheets as needed
- Complete reference checks
- Manage sending and recording of Terms and Conditions, Disclosure Statement via DocuSign and university transcripts from accepted candidates
- Issue CAS and offer support to candidates regarding UKVI Visa issues
- Support application reviews and shadow candidate interviews, as set by line manager
- Support and attend Early Careers yield activities throughout the year.
- Other ad hoc tasks as requested by the Recruitment and Admissions Manager

Recruitment Activities

- Support Recruitment Team with enquiry responses and CV reviews when necessary
- Develop knowledge of London Business School offering and use it to make initial match to prospective stakeholder needs.
- Attending selected marketing and conversion events, helping with logistics and networking with candidates.

Collaboration and Support

- Work collaboratively with colleagues to help deliver team objectives and meet or exceed targets and metrics.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the department.

KPIs

- High-quality service provided to prospective or current student/client/stakeholder.
- Timely response to and resolution of enquiries, requests and issues.
- Meeting or exceeding targets and metrics.
- Contribution to the achievement of team targets.
- Accuracy and integrity of data in business systems.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from stakeholders.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent.
- May hold vocational qualification.
- Excellent customer service skills.
- Experience of working in a customer facing environment.
- Proven track record of delivering against Key Performance Indicators or metrics.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of software related to own area of specialism.
- Proactive approach to relationship development with colleagues and stakeholders.
- Good attention to detail.
- Good time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes.

Resources including team management

N/A

Staff	N/A
Budgets	N/A
Date Updated	November 2021