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 **Role Profile – Part 1**

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| **Job Title:** | **Graduate Intern – First Choice Project - University of Sunderland** |
| **Reference No:** | UNI4/AC/436 |
| **Reports to:** | Student Recruitment Officer |
| **Salary:** | £18,000 pro rata per annum |
| **Length of Contract:** | 12 Month Fixed Term Contract |
| **Working Hours:** | Monday to Friday, hours to be confirmed |
| **School / Service:** | Home Student Recruitment Service |
| **Location:** | University of Sunderland, City Campus |
| **Main Purpose of Role:** | To provide a direct link between the University and schools / sixth form colleges both regionally and nationally towards ongoing engagement of teachers, advisers and pupils in the First Choice project. The role will have a particular focus on the Progression Scheme included in the First Choice project, and will be responsible for delivering a range of activities to students. |
| **Key Accountabilities:** | * To support the Home Student Recruitment Team in developing and delivering a programme of recruitment events both on and off campus, based primarily around the First Choice Project but across other student recruitment activity areas as required
* To represent the University by visiting schools and sixth forms and promoting / encouraging engagement in the project
* To lead and support visits to the University’s Sunderland campus by engaging with First Choice schools and sixth form colleges including students, teachers and advisers
* To support organisation and delivery of events for pupil-facing project activity, particularly relating to the Progression Scheme
* To prepare and deliver interactive workshops, presentations and activities on-campus and in First Choice schools / sixth form colleges for pupils in years 12 and 13
* To support evaluation of the First Choice project by capturing participants’ feedback at events
* To work with multiple teams across the Home Student Recruitment Service and the wider university, to ensure effective delivery of activities
* To proactively develop and maintain relationships with First Choice schools and sixth form colleges using appropriate communication channels
* To work towards team targets for engagement in the First Choice project
* To provide IT and administrative support, including maintaining accurate records and data
* To represent the University at Higher Education exhibitions as needed, by informing prospective students about the University of Sunderland student experience
* To support the wider Home Student Recruitment Service at business critical periods, including at key recruitment events such as Open Days
* Any other duties as commensurate with the grade of the post
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| **Special Circumstances:** | A flexible approach is required. This post will require occasional weekend and evening work along with some unsociable hours at key periods during the year. Enhanced DBS clearance will be required for this position. Occasional regional and national travel will be required which may include overnight stays.A full clean driving license and access to own car for work purposes is essential. |

**Role Profile – Part 2**

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| **Part 2A****Qualifications and Professional Memberships:****Experience:****Key Knowledge and Expertise:** | **Essential:****Qualifications and Professional Memberships:*** Relevant University of Sunderland First Degree or equivalent

**Experience:*** Demonstrable experience of customer focused delivery
* Demonstrable experience of relating easily to a range of people including: young people in schools and colleges, teachers, parents, University undergraduates, University staff
* Demonstrable experience of building relationships with customers / stakeholders e.g. via phone calls, emails and face to face dialogue
* Demonstrable evidence of enthusiasm and positive approach to the University of Sunderland, and University life

**Knowledge and Expertise:*** Excellent communication skills
* Excellent organisational skills
* An understanding of barriers young people may face in entering Higher Education
* Ability to communicate with key pupils in age-groups identified for this project
* Management of competing priorities for delivery under pressure
* Excellent MS office skills, particularly use of Excel and MS Word
* Good numeracy skills
* Good writing skills
* Ability to maintain and update databases accurately
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| **Desirable:*** Marketing skills and knowledge
* Awareness of current developments in Higher Education including issues relating to widening participation, student finance, and appropriate access routes
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| **Part 2B Competencies** | **Communication** * Routine information is provided clearly and concisely
* Notice is taken when information is being given
* Responds appropriately to requests for information
* Information and messages are conveyed accurately and promptly
* Messages are conveyed accurately
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| **Initiative and Problem Solving*** Analyses problems to identify their cause
* Takes action to prevent recurrence of problems
* Considers possible solutions to identify those which offer wider benefits
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| **Service Delivery*** Provides accurate and timely information
* Correctly refers customers elsewhere
* Has accurate knowledge of services available in own and related areas of work
* Adapts services and systems to meet customers’ needs and identifies ways of improving standards
* Learns from complaints and takes action to resolve them
* Actively promotes services
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| **Work Environment*** Follows good practice guidance and complies with health, safety and welfare policies
* Accepts responsibility for the effect actions may have on others
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| **Decision Making*** Makes timely and considered decisions by gathering sufficient data
* Considers the impact of decisions on own area of work, that of others and the Institution as a whole
* Knows when a decision is beyond the role’s level of responsibility and when to refer to others
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| **Planning and Organising*** Prioritises work to achieve objectives to the standards expected
* Proactively works with others achieve their and the team’s objectives
* Takes steps to reduce the waste of resources
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| **Teamwork and Motivation*** Contributes to the work of the team
* Provides support, assistance and cover to other members of the team
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| **Date Completed:** | 04/05/2021 |