Job Description – Admissions, Recruitment and Retention Officer – PGCE Wales

Grade 5
Reports to: Senior Manager, PGCE Wales

About the role

The Open University has developed a bespoke programme for Wales, available bilingually, and designed to equip teachers with the knowledge and skills needed to deliver the new education curriculum in Wales. A pilot scheme will start in April 2020 for a small cohort of students to undertake work-based teacher training in science. In the following October, further subjects will be added, in addition to a Primary teacher training route.

This role is an exciting opportunity to be part of this project, providing specialist recruitment advice and support for potential students in the OU in Wales. The successful candidate will work closely with the PGCE Director and the Senior Manager to facilitate the smooth running of the PGCE Wales offering.

Key responsibilities

Key duties will include;

- To provide bespoke support over and above that of the Student Recruitment and Support Centre to respond to and address specific PGCE related student queries via email and telephone;

- To support with specific recruitment and enrolment administrative processes for prospective student teachers including arranging interviews, making reference requests and processing DBS checks;

- Take a lead role in setting up and maintaining administrative systems to support each new academic year for the PGCE Programmes, specifically in terms of database management from a variety of sources, and checking the accuracy of the data;

- Support interview and selection days by assisting with the collation, preparation and dispatch of student applications and supporting materials to panel members and venues;

- Responsible for progress-chasing and gathering the required entry documentation for each student coming onto the programme (in particular, checks) including Disclosure and Barring Service (DBS), prior qualifications, and occupational health);

- Check initial registrations and checklists before processing with the specialist Partnerships team in Student Registrations, and providing accurate and timely provisional booking information to that team to enable corporate and individual reservations to be made on the main student database (CIRCE);

- Process medical questionnaires; ensure cheques and invoices are received and processed;

- Use judgement and initiative when answering telephone queries from sponsors and students on degree entry, selection processes and study;

- Track documentation at its various stages with the University, including keeping a log on a tracking database;

- Maintain own filing system to ensure speedy retrieval, and be responsible for the data image processing (DIP) of students’ documentation;
Type and send emails/letters to enquirers, sponsors and students;

Ensure the student relationship management system (VOICE) and the PGCE Enquiries mailbox queries are answered appropriately;

Access and use various IT-based University systems including databases to access and update information on students; sponsors; practice assessors; and agency contacts;

Work generally within the Programme supporting the team to ensure the smooth running of the Programme, using a high level of integrity and confidentiality;

Attend meetings, provide support and take minutes if required (including external meetings);

Work with Excel spreadsheets as required to provide information to a variety of users, both internal and external to the University;

Ensure that all confidential materials and communications are kept secure with restricted access of files, keeping a relevant inventory;

Co-operate with other colleagues to ensure: telephones are not left unattended, absences are covered, and assistance is given during busy periods;

Comply with health and safety regulations.

Skills and experience

Education, qualifications and training

Educated to GCSE level, or equivalent including English and Maths

Essential:

Fluent in both English and Welsh medium, both in oral and written communications;

Track record of working in a customer focused environment;

Experience in developing and following administrative procedures, processes and instructions

Excellent written and oral communication skills including having the confidence and ability to deal with a range of external contacts and to use discretion in dealing with others;

Ability to take meeting notes/minutes;

Good organisational ability with a high level of attention to detail;

Excellent telephone manner and communication skills including questioning, listening and interpreting;

Awareness of confidentiality issues when handling issues/papers and student records of a sensitive nature;

Ability to prioritise conflicting demands on time to meet deadlines;

Ability to work in, and promote a team environment as well as working independently to use initiative to resolve problems/queries;

Excellent IT proficiency in Microsoft Office;

Ability to deal with complex information and processes, digesting new information quickly;

Ability to work well under pressure and respond to change in a flexible and positive manner;
• Willingness to travel occasionally to other OU offices and external venues, to support OU Selection Days;
• Knowledge of and commitment to Equal Opportunities policies and practices; and a strong commitment to excellence in working with a diverse student population.

Desirable:
• Experience in a student recruitment field;
• Understanding of the teaching landscape in Wales.

The Open University is an Institution that strives to create an academic climate in which diversity is embraced by maintaining and respecting the dignity, respect and civility of individuals from all backgrounds, identities, cultures and experiences. The programmes in the Faculty of Wellbeing, Education, and Language Studies play an integral role in achieving the University’s widening participation and social justice mission. We strive to recruit, retain and develop the careers of a diverse pool of students and staff, and particularly encourage applications from all underrepresented groups.