

Contract Type:	Fixed Term - 12 months
Location:	West Midlands
Hours:	Full-Time
Level:	Coordinator
Salary:	£21,460

Recruitment Coordinator - Admissions Team

Purpose of the team

The Recruitment department leads the process of recruiting participants , and holds responsibility for building a diverse and sustainable pool of talented leaders. The Admissions team is a specialist team dedicated to ensuring applicants are supported throughout the application process by keeping them informed and engaged throughout their journey towards the Summer Institute. The team is led by an Admissions Manager and is based in the West Midlands office.

Purpose of the role

The Recruitment Coordinator is responsible for supporting the Admissions team, acting as a first point of contact for incoming queries. The Recruitment Coordinator also communicates with applicants at all stages of the recruitment process which supports the smooth operation of the recruitment processes.

At this level you will:

- Report to Admissions Manager.
- Provide administrative support to the Admissions team.

Your responsibilities include:

- Managing the high volume FAQ inbox and telephone line; dealing with first line queries and forwarding communications to the correct colleagues.
- Supporting with the Management of the AC scheduling process.
- Delivering accurate information to applicants in line with correct messaging.
- Ensuring effective internal communication with other teams in the GR department to allow for the best possible candidate experience.
- Maintaining accurate records of all communications on our online customer relationship management (CRM) system.
- Representing Teach First in a professional manner both internally and externally at all times
- Supporting with ad-hoc projects and champion department/organisation wide initiatives as required.
- Adhoc support to colleagues with Admissions team as needed.
- Communicating with candidates at all stages of the recruitment process through social media.

The critical responsibilities of this role are described above. They may be subject to reasonable changes from time to time in line with business need. As part of the role you may be required to

travel to other UK locations from time to time. You will also be required to attend away days/retreats and the annual "Offsite" event which is mandatory for all employees.

Person Specification

Essential skills and experience:

- **Self-Management:** Excellent organisation, prioritising and planning skills and able to work effectively independently and on own initiative.
- **IT literate** - proficiency with MS office, Outlook, Excel and ability to develop knowledge and proficiency of Teach First's relationship management system.
- **Process management** - complies with relevant processes and operating procedures and makes simplifications wherever possible with an ability to deal with high volumes and working to short deadlines.
- **Relationship Management:** Exceptional relationship-building skills; the ability to establish effective relationships with people from all backgrounds (including prospective applicants, incoming participants and Teach First employees).
- **Communication and Influencing:** Excellent written and verbal communication skills. Experience of creating and implementing successful communications plans.
- **Prioritisation:** Ability to plan and prioritise own workload in a fast-paced environment with challenging results based targets.
- **Problem Solving:** Working independently to identify challenges and implement solutions to significant challenges .
- **Accuracy and attention to detail:** Able to maintain attention to detail and work accurately within a busy environment. Including following processes and delivering accurate (correct) messages to candidates and internal colleagues.

Desirable skills and experience:

- **Knowing the market:** Knowledge and preferably experience of UK Universities (type & education system). Knowledge of routes in to teaching.
- **Collaboration:** Experience of working in a large team in a fast paced, busy environment and with tight deadlines with the ability to be flexible and adapt to unexpected changes in portfolio priorities and tasks.

All our employees are expected to model [our values](#) and help others to do so.