

Job Description

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| Group Member: | | Luminate Group Services | |
| Job Title: | | International Recruitment Administrator | |
| Reports to: | | Head of International Recruitment | |
| Job Grade | B | Department | International Recruitment |

ROLE SUMMARY:

This role plays a key part in the agent management process, supporting administration and record keeping, and maintaining an effective direct application portal for agents

The post holder will provide a consistent, high-quality first point of contact for prospective international students and internal stakeholders, offering administrative support across international recruitment, marketing, and operations

This role will support international student recruitment and marketing activity for Leeds Conservatoire and University Centre Leeds.

SPECIFIC ROLE RESPONSIBILITIES:

1. Act as the first point of contact for enquiries received via email, CRM, and other communication channels.
2. Manage the administration and record keeping of contracted agents and oversee the agent application portal. Ensure compliance with data protection laws and UKVI guidance for partner management.
3. Supporting the International Recruitment Team in delivering relevant training to external parties such as agents.
4. Maintain accurate database records of international contacts (schools, agents, and prospective students) and provide general administrative support for the International Recruitment Team Regularly review and update international recruitment webpages, listings, and online resources to ensure information is accurate and up to date.
5. Act as the first point of contact for enquiries received via email, CRM, and other communication channels.
6. Manage the administration and record keeping of contracted agents and oversee the agent application portal. Ensure compliance with data protection laws and UKVI guidance for partner management.
7. Supporting the International Recruitment Team in delivering relevant training to external parties such as agents.
8. Maintain accurate database records of international contacts (schools, agents, and prospective students) and provide general administrative support for the International Recruitment Team Regularly review and update international recruitment webpages, listings, and online resources to ensure information is accurate and up to date.

9. Support the wider International Recruitment Team with internal and external events and activities, such as attendance at recruitment fairs and Open Days.
10. Undertake activity which contributes to and supports the team's conversion strategy.
11. Liaise with external marketing partners (e.g., on Chinese platforms) to ensure consistent branding and accurate messaging.
12. Coordinate visits to the institutions for prospective students, parents, agents, and schools. Liaise with the UK Recruitment Team to assign Student Ambassadors to support these and related activities.
13. Provide support with the collection and preparation of student recruitment data through internal and external databases.
14. Provide support to the International Recruitment Team with the organisation of overseas recruitment trips, including event bookings, email outreach, and logistics for materials delivery.
15. Provide administrative support with regards to finance processes.
16. Carry out any other associated duties as required by the Head of International Recruitment.
17. Whilst overseas travel is not a key aspect of this role, some such travel may be required occasionally. |

CORE RESPONSIBILITIES:

1. Attend and contribute to team meetings, planning days and other departmental staff events.
2. Liaise with external agencies as required.
3. Engage in policy development and review activities.
4. Develop and maintain offline and online information and communication.
5. Participate in relevant student activities and enrolment, which will involve occasional weekend and evening work.
6. Attend and contribute to team meetings and staff development activities, sharing information and best practice.
7. Provide information and data to enable timely reports to be collated.
8. Ability to participate in evening/weekend work as required.
9. Any other duties that are specific to the department.
10. Assistance in the preparation, support and participation of examinations and invigilation across the Group. |

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

Kindness

Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Enjoyment

Fostering environments that enable staff and students to be brave, interact and have fun

Passion

Encouraging all to have aspiration and passion in everything they do.

Ownership

Using our robust business planning model to allow areas to have clear ownership over their vision and performance

Collaborative

Proactively seeking opportunities to create synergies and positive outcomes for all

Creative

Always hungry to learn and looking ahead so we can be responsive

Person Specification

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The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the personal statement section of the application form. Each criteria is marked with whether it is an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach, R = Reference

| Qualifications and Attainments | | |
|--|--|---------------------------------|
| Essential (E) Desirable (D) | Criteria | Method of assessment |
| E | Q1. Level 3 qualifications in English and Maths or equivalent | A / I |
| D | Q2. Degree level qualification or equivalent (or evidence of relevant work experience) | A / I |
| D | Q3. Marketing, CRM, or other relevant qualification Criteria | A / I |

| Experience and Knowledge | | |
|--|---|---------------------------------|
| Essential (E) Desirable (D) | Criteria | Method of assessment |
| E | EK1.Experience of working in a customer service environment | A / I |
| D | EK2. Experience of working in and knowledge of a UK higher education international admissions, recruitment, or marketing or similar setting | A / I |

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| E | EK3. Experience of providing effective administrative support in a busy and demanding environment, including organising international travel arrangements | A / I |
| E | EK4. Experience of managing data, keeping confidential and accurate records using client databases/CRM systems etc | A / I |
| E | EK5. Excellent people skills and the ability to establish positive relationships with a variety of internal and external stakeholders | A / I |
| E | EK6. Experience of working on multiple projects with the ability to keep stakeholders updated and manage own time effectively | A / I |
| D | EK7. Experience of living and working outside the UK and/or competency in a language other than English. | A / I |

| Skills and Competencies | | |
|--------------------------------|---|----------------------|
| Essential (E) Desirable (D) | Criteria | Method of assessment |
| E | SC1. Excellent written and verbal communication skills. Must be proficient at written English and able to create accessible and engaging documents. | A / I |
| E | SC2. Ability to prioritise own workload, use initiative and manage multiple deadlines | A / I |
| E | SC3. High level of attention to detail and confidentiality | A / I |
| E | SC4. Cultural awareness and sensitivity to deal with international students / visitors | A / I |
| E | SC5. A good level of competency in Microsoft Office programmes including, but not limited to, Teams, Powerpoint, Excel, Word. | A / I |
| E | SC6. Willingness to work occasionally out of hours (evenings and weekends) as required as well as across the UK and internationally Click or tap here to enter text. | A / I |

| Behavioural, Values and Ethos | | |
|--------------------------------|--|-------------------------|
| Essential (E) Desirable (D) | Criteria | Method of assessment |
| E | B1. Support and promotion of equality, diversity and inclusion | A / I |
| E | B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in | I |
| E | B3. Commitment to the PREVENT agenda | I |
| E | B4. Commitment to professional standards | I |
| E | B5. Commitment to restorative practice approaches | I |