JOBTITLE: MBA ADMISSIONS AND RECRUITMENT COORDINATOR - OPERATIONS (SECONDMENT COVER)

REPORTSTO: HEAD OF MBA RECRUITMENT & ADMISSIONS

Background

The Cambridge MBA is a major teaching programme at Cambridge Judge Business School. It is the primary means by which the School has been able to grow and establish its reputation. The MBA class size is currently 206 students. Our focus in the coming years is to raise the quality of the student body in an increasingly competitive environment.

Annual income generated is currently £11 million. The MBA office is responsible for all organisational aspects of delivering the MBA programme, including marketing, admissions, teaching materials, coordination of faculty and other internal and external input to the programme, feedback, examinations, student welfare and careers advice.

Our total fees are £53,000 for a one-year programme, and our students are experienced professionals who demand a level of quality and service commensurate with the programme fee and with their experience of standards in the corporate world.

The role

The role plays a key part in the admissions process and promoting the MBA. The MBA Admissions office is responsible for all organisational aspects of delivering the admissions process. All applications for the MBA programme are made direct to, and processed by, the MBA Admissions office at the Business School and not handled by the Board of Graduate Studies.

The focus of the role is very much on relationship and experience management, as well as the process driven activities regarding the MBA application process. The role holder is responsible for the successful delivery of six on-campus interview day events across the year, which are the most important conversion tool across our admissions pipeline. Each day comprises a pre-interview dinner at a College, careers consultations, faculty interviews, a networking lunch with current students and a city tour of Cambridge. The role holder also has responsibility for managing relationships and the effective implementation of two digital communication channels in the admissions process: Kira talent (online interviewing platform) and Unibuddy (peer-to-peer communications platform).
Main responsibilities

Admissions administration

- Processing applications from the time they arrive and until they are assessed, including receiving and acknowledging application documentation and ensuring it is complete and accurate.
- Corresponding with applicants and referees including following up and monitoring of references and other documentation. Bringing to the attention of Head of MBA Recruitment and Admissions if there are serious concerns with any application.
- Arranging schedule of six on-campus interview days and Skype interviews (approximately 400 interviews per year). This includes liaison with senior faculty colleagues, current students and candidates. The role holder is also expected to take a 'front of house' role on the day, providing top quality customer service to represent the School and the University.
- Liaising with faculty to confirm availability and providing information regarding interview candidates and arrangements for the interviews. Collating faculty feedback regarding interview candidates.
- Ensuring the management of the interviews, booking rooms for interviews and careers sessions. Making the arrangements for associated events such as lunch and afternoon tea. Liaising with current MBA students to ensure attendance.
- Organising six pre-interview day dinners at a Cambridge College. Interacting with the Colleges to ensure correct choice of venue and requirements for event. Liaising with interview candidates and current students regarding attendance.
- Verifying interview candidates' academic transcripts and liaise with the International Student Office to ensure that each admitted student has the appropriate visa and CAS number where necessary.
- Managing the the enquiries and admissions mailboxes, ensuring all questions and student issues are resolved promptly and professionally.
- Organising two pre-orientation registration days for enrolled students, this involves liaising with key internal and external MBA stakeholders, such as the MBA programme, marketing and careers teams, Prodigy Finance, the International Student Office and the School's External Engagement team, to ensure that all aspects of logistics and operations for the day are arranged; scheduling and communicating with the incoming enrolled students to ensure they are aware of the details of the day.

Marketing

- Promoting the Cambridge MBA to high quality, demanding professional applicants by hosting webinars and Skype chat sessions with prospective students.
- Arranging and hosting visits for top potential candidates on an ad-hoc one-to-one basis.
- Delivering presentations about the MBA programme to prospective applicants.
- Attending circa five promotional events per year (some independently), including open days and international events with external MBA recruitment fairs.
• Identifying strong candidates and follow-up with those met at promotional events to provide more information about the MBA programme; building and maintaining strong relationships to encourage high quality applications.

• Cultivating and developing relationships with current students to encourage their participation in on-campus events and online initiatives such as webinars to persuade and convert MBA enquirers to applicants.

• Cultivating and developing relationships with alumni to encourage their involvement in MBA promotion, for example, by attending fairs and promotional events, providing stories/blog posts for promotional purposes and contacting offer candidates to share their MBA experience and encourage enrolment.

• Responsibility for the current student ambassador programme in collaboration with our external peer-to-peer student engagement platform 'Unibuddy'. This includes selecting and managing student ambassadors and regular monitoring of the platform itself. The role holder will provide feedback on processes and make recommendations for improvements.

Candidate selection

• Independently reviewing approximately 300 MBA applications per year, recommending individual outcomes, considering the agreed targets and desired profiles.

• Conducting reference and academic checks to ensure candidates have provided accurate information and exploring any areas of weakness or concern in the application.

• Attending the Admissions Committee meeting after each application round and providing feedback on individual candidates.

• Reviewing scholarship application videos and actively participate in Scholarship Committee meeting after each application round.

Events organisation & management:

• Setting the overall standards for service across the entire interview process, including the organisation of six on campus interview events throughout the year, as well as circa 200 Skype interviews.

• Independently organising two pre-orientation registration days for enrolled students, this involves liaising with key internal and external MBA stakeholders, such as the programme, marketing and careers teams, Prodigy Finance, the International Student Office and the School’s External Engagement team to ensure that all aspects of logistics and operations for the day are arranged; scheduling and communicating with the incoming enrolled students to ensure they are aware of the details of the day.

• Independently setting agenda for interview events and providing each candidate and faculty member with a personalised schedule to ensure that they are well-informed about the schedule and process.

• Responsible for allocating staff resources for interview process, seeking support from the wider MBA team where required and providing pre-event briefing.
• Liaising with faculty members, current students and careers consultants whose presence is required on the interview day.

• Identifying Colleges, liaising with them on all aspects of the dinner arrangements (including financial negotiation); co-ordinating accommodation arrangements with Westminster College and transport for those staying there.

• Responsible for the management of three interns per year and temporary staff in the team on rotating bases with the other team members.

Candidate welfare and enrolment

• Along with the other MBA Recruitment and Admissions Coordinators, be the first point of contact for enquiries regarding the programme and advising candidates on their suitability for the programme.

• Monitoring of students using the community platform that enables incoming students and current students to interact with each other. Proactively providing relevant information to incoming students and dealing with any queries raised to ensure that incoming students have the correct information and also the correct impression of the School.

• Resolving queries about the enrolment process for accepted candidates, advising candidates of suitable College options and co-ordinating the submission of their application papers.

• Facilitating and co-ordinating liaison between MBA candidates and their Colleges, primarily working with the Senior Tutor and Admissions Secretary at each College.

• Scrutinising and verifying financial documents provided in a range of currencies to ensure the necessary funds are available for a candidate to take up their place.

Liaise with external stakeholders

• Main point of contact for the International Student Office for student visa regulations. Conducting due diligence to ensure that all admitted students comply with the relevant visa regulations and provide accurate information regarding incoming students to the International Student Office. Monitor the CAS statements via CamSIS to ensure that visa applications are submitted.

• Spotting any visa irregularities (e.g. unused CAS numbers, failure to meet language requirements) and highlighting cases to the School’s Points Based Immigration (PBI) office where necessary.

• Liaising with Colleges to ensure placement of MBA students and subsequent enrolment information.

• Liaising with the School’s Finance Office regarding the deployment of the tuition fee invoices as well as monitoring the tuition fee payments and following-up with outstanding payments where necessary.

• Liaising with scholarship committees (currently St Catherine’s, Gates and Cambridge Trust) to ensure that only the most qualified and relevant candidates are put forward for these scholarships.

• Liaising with the Language Centre to arrange assessment of candidates to ensure they meet required University and UKVI standards.

• Managing the LinkedIn group for incoming students, this includes administering group membership as well as monitoring and contributing to discussion topics.

• Managing the relationship with Unibuddy, our peer-to-peer student engagement platform provider.
• Managing the relationship with Kira Talent, our video assessment tool provider.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to demonstrate how your own experience meets these requirements in the ‘suitability for the role’ section of the online application form.

• Degree level education or equivalent.
• Previous office experience.
• Excellent organisation and prioritising skills - particularly in organising, participating in and delivering events.
• Excellent oral and written communication skills, including presentation skills and the ability to act as an ambassador for Cambridge Judge Business School and the University of Cambridge.
• Experience in a customer-facing role and/or customer relationship management.
• Knowledge or interest in higher and further education, particularly the MBA market. In addition a willingness and interest to participate in international MBA conferences and other professional activities.
• Knowledge of or willingness to learn about student profiles and desirable characteristics for admission and post-MBA employment.
• Ability to keep abreast of national (and international) developments in admissions practice and policy.
• Financial awareness including budget monitoring and the ability to manage University credit card expenses and ensure compliance with University purchasing procedures.
• Experience of working with people from other countries and cultures; ability to deal with a wide range of people and cultures at all levels within and outside the organisation.
• Experience of building and maintaining effective working relationships with stakeholders at all levels.
• Excellent interpersonal skills, with a record of influencing and motivating others.
• Competence in using Microsoft Office suite.
• Ability to work both independently and within a small team setting.
• Ability to act on own initiative and quickly learn office and recruitment processes.
• Ability to work with accuracy and to deadlines.
• Ability to work under pressure, think on your feet and use own judgement.
• Ability to work with sensitivity and discretion, particularly in handling confidential information and ensuring compliance with data protection principles.
• Willingness to travel internationally alone, sometimes for extended periods and to also work non-standard hours during busy recruitment periods, including weekends.
Desirable

- Experience and knowledge of UK Visas and Immigration Tier 4 regulations and compliance requirements is beneficial but not essential.
- Experience of marketing/sales, and/or planning events, including overseas events.
- A good working knowledge of and ability to research and identify funding sources available for students.
- An understanding of the higher and further education environment including international qualifications and universities.
- Experience of using databases; it would be an advantage to have knowledge of Microsoft Dynamics for admissions management and experience in using CamSIS.
- Experience of working in a top tier higher education establishment in a client facing role is highly desirable.
- Additional language skills would be an advantage.

Benefits

This is a full-time position working 36.5 hours per week. Holiday entitlement is 28 days per annum plus eight days of public holidays. The salary will be in the range £28,660-£34,189 per annum.

This position is until 3 August 2019 or until the return of the permanent post holder whichever is sooner. Internal applicants wishing to undertake a secondment are welcome to apply.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world's oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees' work-life balance. In addition we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.
Application arrangements

To submit an application for this vacancy, please search for this position on the University's Job Opportunities website at www.jobs.cam.ac.uk and click on the "Apply online" button at the bottom of the relevant job description. This will route you to the University's Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 21 March 2019.

Applicants are required to provide details of three referees. These will not be contacted unless the applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

The University has various diversity networks which help it to progress equality; these include the Women's Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall’s Workplace Equality Index 2011.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact, a member of Cambridge Judge Business School’s HR team who are responsible for recruitment to this position, on (01223) 768497 or by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.