

## Job Description

<b>Post/Job Title:</b>	<b>Schools Liaison Coordinator (Operations)</b>
<b>Ref:</b>	<b>POSN108921</b>
<b>Location:</b>	<b>Studland House, Lansdowne Campus</b>
<b>Professional Service:</b>	<b>Marketing &amp; Communications</b>
<b>Group/Section:</b>	<b>UK Marketing &amp; Student Recruitment</b>
<b>Normal hours per week:</b>	<b>Part-time</b>
<b>Grade:</b>	<b>4</b>
<b>Accountable to:</b>	<b>Schools Liaison Manager</b>
<b>Special Conditions:</b>	<b>Flexible approach and additional hours occasionally required</b>

### Job Purpose

This pivotal role supports the strategic goals of Bournemouth University's Schools Liaison & Partnerships (SLP) Team by providing high-level operational and administrative coordination. The postholder will be instrumental in the seamless planning, execution, and evaluation of activities designed to inspire and engage target learners, contributing to the university's student recruitment objectives and Access & Participation Plan (APP) commitments.

As the central point of contact and lead for all administrative processes, this role combines operational excellence with a proactive approach to identifying inefficiencies, enhancing team performance, and maintaining high standards across all engagements with internal and external stakeholders. The postholder will also be expected to lead on key problem-solving initiatives, particularly within event logistics, resource management, and process improvements.

### Responsibilities

1. Serve as the primary contact for the SLP Team, managing communications, event logistics, and enquiries to ensure timely and professional responses.
2. Identify and address operational inefficiencies in administrative processes, proactively leading initiatives to improve team performance and service delivery. This includes managing key systems, such as the Higher Education Access Tracker (HEAT), and ensuring consistent compliance with university policies.
3. Lead on implementing and upholding robust administrative procedures to support consistent service delivery and compliance across all team activities.
4. Monitor and refine shared digital resources, ensuring version control and the accessibility of essential information for team collaboration and external use.
5. Lead on CRM management for the SLP team, coordinating contact management and communications with colleagues across the department, and create simple, targeted communications for schools, colleges, and key stakeholders.
6. Manage financial processes such as raising purchase orders, processing invoices, and maintaining accurate records for budget reporting.
7. Oversee logistical arrangements for events, including room bookings, catering, and travel, ensuring efficient use of resources.

8. Take responsibility for managing SLP equipment, including high-value IT assets, merchandise, and physical resources; oversee stock tracking, monitoring, and record-keeping while acting as the main contact for resource sharing and allocation.
9. Build effective relationships with a diverse range of internal and external stakeholders, acting as an ambassador for the university in communications with schools, colleges, and prospective students.
10. Lead on recruitment, training, and oversight for part-time staff, including student ambassadors, for the SLP team, ensuring high-quality delivery and compliance with student visa regulations.
11. Maintain compliance with safeguarding protocols, including Disclosure and Barring Service (DBS) checks and training.
12. Act as the team's Health & Safety Coordinator, conducting risk assessments and ensuring compliance with university policies.
13. Provide on-the-day support to key events (e.g. Open Days, Graduation ceremonies), as required.
14. Undertake any other activities as required by the Schools Liaison Manager(s) and Schools Liaison & Partnerships Manager.

### **Organisation Chart**

This role reports directly to the Schools Liaison Manager, working under the direction of the Schools Liaison & Partnerships Manager.

M&C is responsible for the University's strategic marketing, student recruitment, information and research, and corporate and internal communications.

### **Dimensions**

The postholder does not have regular line management responsibility for staff but will occasionally supervise temporary staff and will regularly need to work cooperatively with other administrative staff within M&C and across the University.

### **Contacts**

**Internal** Students, all levels of staff across Faculties and Professional Services.

**External** Prospective students and other clients, staff from other Higher and Further Education Institutions, staff from schools and colleges, careers leaders, other key influencers, UCAS, government agencies and local authorities.

### **Challenges**

- Effectively managing competing priorities and tight deadlines while maintaining a high level of accuracy and service.
- Leading initiatives to improve administrative processes and enhance operational efficiency within a fast-paced environment.

### **Information Governance Responsibilities**

#### **Data User**

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

### **Safeguarding and Regulated Activity**

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

### **Additional Information**

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Equality & Diversity Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

**August 2025**

## Person Specification

Post / Job Title: Schools Liaison Coordinator (Operations)		Post No: POSN108921
School / Service: Marketing & Communications		Date: December 2024
<b>SELECTION CRITERIA</b>	<b>Essential / Desirable</b>	
<b>Knowledge (including experience &amp; qualifications)</b>		
Good standard of education e.g. A levels or equivalent to include GSCE Mathematics/Science (work experience will also be applicable and can substitute for qualifications)	E	
Experience of providing administrative support to a specialist team	E	
Significant administrative experience	E	
Experience of working in a large and complex organisation, liaising with staff at all levels	D	
Experience in developing, maintaining and enhancing office systems	E	
Experience in using management information systems, financial and other databases	E	
Experience of organising events / making logistical arrangements	D	
<b>Skills</b>		
Ability to organize administrative processes effectively in a complex environment	E	
Ability to prioritise own (demanding) workload and meet deadlines	E	
Excellent written communication skills (e.g. drafting letters, reports, minutes, handbooks)	E	
Excellent verbal communication and customer service skills (e.g. when answering phone, dealing with face to face enquiries)	E	
Verbal and interpersonal skills sufficient to communicate effectively, courteously, confidently and professionally	E	
Proficient user of IT systems, including Microsoft Office	E	
Ability to work effectively in a team	E	
Ability to establish effective working relationships with a wide range of stakeholders	E	
<b>Attributes</b>		
Attention to detail and accuracy	E	
Organisational flair	E	
Proactive and uses initiative	E	
Professional and outlook and approachable	E	
Commitment to delivering Service Excellence	E	