

Job Description

Post/Job Title:	Student Recruitment Operations Officer
Ref:	802
Professional Service:	Marketing & Communications
Group/Section:	Student Recruitment, Outreach & Events
Location:	Studland House, Lansdowne Campus
Normal hours per week:	37
Grade:	5
Accountable to:	Deputy Head of Student Recruitment, Outreach & Events
Special Conditions:	Flexible approach and additional hours occasionally required, including evenings and weekends
We are committed to providing a safe environment for all students and staff. This position is required to undertake regulated activity and therefore is exempt from the Rehabilitation of Offenders Act (ROA) 1974 and subject to a satisfactory (enhanced) DBS Disclosure and the requirements of our Safeguarding Policy.	

Job Purpose

This role is responsible for the operational management of the Marketing, Recruitment & Communications (MRC) Student Ambassador Programme and for coordinating key operational functions that support the Student Recruitment, Outreach & Events (SROE) Team.

The postholder will lead the recruitment, training, deployment, compliance and performance monitoring of the MRC Student Ambassador workforce, ensuring ambassadors are effectively utilised across student recruitment, outreach, widening participation, events and marketing activities. Acting as the lead contact for the MRC Student Ambassador Programme, the postholder will ensure the programme is professionally managed, compliant, cost-effective and responsive to departmental priorities.

Alongside responsibility for the Student Ambassador Programme, the postholder will coordinate operational processes that support the efficient delivery of SROE activities, ensuring effective resource management, robust systems and processes, and continuous improvement across the team.

Responsibilities

1. Lead and line manage the MRC Student Ambassador Programme, taking responsibility for the recruitment, induction, training, deployment, performance management, wellbeing and engagement of the student ambassador workforce.
2. Manage ambassador workforce planning and resource allocation, ensuring ambassadors are effectively deployed across student recruitment, outreach, widening participation, events and marketing activities, whilst balancing competing operational priorities and budgets.

3. Act as the lead contact for ambassador employment and compliance matters, ensuring adherence to employment legislation, right-to-work requirements, student visa regulations, working time restrictions and university policies.
4. Manage and monitor the Student Ambassador Programme budget and associated expenditure, producing management information and reports to support planning, evaluation and decision-making.
5. Build effective relationships with stakeholders across MRC, Faculties and Professional Services to understand ambassador requirements, maximise utilisation of the ambassador workforce and support the delivery of departmental objectives.
6. Lead and coordinate operational processes across the Student Recruitment, Outreach & Events Team, ensuring activities are delivered efficiently, effectively and in accordance with university policies and procedures.
7. Oversee operational administration for the team, including financial processes, procurement activity, resource management, event logistics, equipment and asset management. Monitor expenditure, support budget planning and forecasting, and ensure compliance with University financial and procurement regulations.
8. Lead the management of key operational systems, databases and reporting processes, ensuring data integrity, compliance and the provision of accurate management information to support planning, evaluation and decision-making.
9. Take lead responsibility for Health & Safety and safeguarding processes within the Student Recruitment, Outreach & Events Team, including the development, implementation and monitoring of risk assessments, management of safeguarding requirements, incident reporting, maintenance of compliance records and provision of advice and guidance to colleagues.
10. Lead the operational planning and ambassador workforce deployment for strategic student recruitment and outreach activity, including UCAS Exhibitions, Bournemouth UCAS, outreach programmes and other recruitment initiatives, ensuring effective allocation of resources, operational oversight and compliance with university policies and procedures.
11. Act as the principal operational contact for the Student Recruitment, Outreach & Events Team, coordinating responses to information requests, audits, reporting requirements and operational projects, and liaising with key stakeholders across the University to ensure effective delivery.
12. Identify and implement opportunities to improve operational efficiency, service delivery and the effectiveness of the Student Recruitment, Outreach & Events Team through the development of systems, processes and working practices.
13. Undertake any other duties commensurate with the grade of the post as required by the Student Recruitment, Outreach & Events management team.
14. The safeguarding requirements and responsibilities , i.e. to what extent will the role involve contact with children and will they be engaging in regulated activity relevant to children and/or disabled adults.

Organisation Chart

This role reports directly to the Deputy Head of Student Recruitment, Outreach & Events, with dotted-line reporting to the Senior Events Manager and Senior Outreach Manager.

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

Dimensions

The postholder has operational and line management responsibility for the MRC Student Ambassador Programme, comprising approximately 250 student ambassadors employed annually.

The postholder is responsible for all aspects of ambassador recruitment, training, deployment, performance management, welfare, employment compliance and workforce planning.

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.

Information Governance Responsibilities

Data User

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

Challenges

- Managing a large and diverse student ambassador workforce whilst balancing competing institutional priorities and operational demands.
- Ensuring compliance with employment legislation, student visa regulations, safeguarding requirements and Health & Safety responsibilities.
- Managing multiple operational projects, budgets, systems and activities simultaneously within a fast-paced environment.
- Influencing and coordinating stakeholders across the University to ensure effective planning, deployment of resources and successful delivery of strategic recruitment and outreach activity.
- Identifying and implementing process improvements that enhance efficiency, effectiveness and service quality across the Student Recruitment, Outreach & Events Team.

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 bared 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

The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

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.

All employees have an obligation to be aware of and comply with the Universities Sustainability Policy, Climate and Ecological Crisis Action Plan and associated documents, and to ensure that whilst at work that they demonstrate the adoption of sustainable habits or practices and carry out their day-to-day activities in an environmentally responsible manner.

July 2026



Person Specification

Post / Job Title: Student Recruitment Operations Officer		Post No: TBC
School / Service: Marketing & Communications		Date: July 2026
SELECTION CRITERIA		Essential / Desirable
Knowledge (including experience & qualifications)		
Good standard of education e.g. A Levels or equivalent (relevant work experience may substitute for formal qualifications).		E
Significant administrative and operational experience within a complex organisation.		E
Experience of developing, implementing and improving operational systems and processes.		E
Experience of using management information systems, financial systems, CRM platforms and databases.		E
Experience of coordinating, managing or supervising staff, student workers, ambassadors or volunteers.		E
Experience of working with a wide range of stakeholders, including academic staff, professional services and external partners.		D
Experience of working within Higher Education student recruitment, outreach or widening participation.		D
Experience of working with student employment processes, right-to-work checks, student visa regulations or related compliance requirements.		D
Experience of Health & Safety administration, safeguarding processes or risk assessment management.		D
Skills		
Ability to organise and coordinate complex operational processes effectively.		E
Ability to prioritise a demanding workload, manage competing priorities and meet deadlines.		E
Excellent written communication skills, including the preparation of reports, guidance and operational documentation.		E
Excellent verbal communication and interpersonal skills, with the ability to influence and build relationships with stakeholders at all levels.		E
Ability to exercise judgement, solve problems and make decisions independently.		E
Strong IT skills, including Microsoft Office and database/CRM systems.		E
Ability to manage confidential and sensitive information appropriately.		E
Ability to work effectively as part of a team whilst also operating independently.		E
Attributes		
Highly organised with strong attention to detail and accuracy.		E
Proactive, solution-focused and committed to continuous improvement.		E
Resilient and adaptable in a fast-paced environment.		E
Professional, approachable and confident.		E