

## Job Pack

# Recruitment Sales Officer

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Thank you for your interest in the position of Recruitment Sales Officer at The Careers Group, University of London. This pack contains all the information you will need to apply. If you find any information missing or have any queries about applying, please contact Alicia Nagar on 020 7863 6007. For more information on our activities, you may wish to visit our website [www.careers.lon.ac.uk](http://www.careers.lon.ac.uk).

This pack contains:

- Remuneration and Benefits details
- Job Specification
- Application Form
- Personal Details Form
- Equal Opportunities Form

To apply for this position, please send your completed **Application, Personal Details and Equal Opportunities Forms only** to:

Alicia Nagar  
HR Administrator  
The Careers Group, University of London  
Stewart House  
32 Russell Square  
London  
WC1B 5DN

We will accept hand-delivered applications to the above address, but not applications by fax or email.

The deadline for applications is **12 noon, Monday 29 March**. We regret that we will be unable to consider late applications.

Interviews will be conducted on **Monday 12 April**. Please make sure you are available to attend on this date.

The Careers Group does not have dedicated personnel staff so we have to keep administration to a minimum. We regret that this lack of personnel staff means that feedback is not usually available at any stage of the selection process.

We look forward to receiving your application!

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The Careers Group, University of London is an equal opportunities employer.



## Remuneration and Benefits

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<b>Position:</b>	Recruitment Sales Officer
<b>Location:</b>	Stewart House, 32 Russell Square, London, WC1B 5DN
<b>Salary:</b>	From £19,245 per annum* including London Weighting (plus commission)
	You will be employed by the University of London (UoL).
<b>Hours:</b>	35 hours per week, Monday-Friday with a one-hour lunch break. During peak periods, the postholder will be expected to work flexibly to meet the requirements of their role.
<b>Overtime:</b>	Non-contractual overtime may be worked, only with the prior approval of the Directors. Overtime is paid at time and a half for work done Monday-Saturday and double time for work done on Sunday. Overtime for part-time staff is paid at basic rate until 35 hours have been worked in the week, at which point the aforementioned rates apply.
<b>Holidays:</b>	25 days annual leave plus Public Holidays and the period between Christmas and New Year. There are also some additional 'University Days' around the Christmas and Easter periods, which are staff holidays.
<b>Season ticket loans:</b>	Permanent staff may apply for an interest-free loan to cover the cost of an annual standard class travel season ticket between home and work.

### JOB SPECIFICATION

**As at** March 2010

<b>Recommended Grade</b>	Level 3	<b>Post Number</b>	FA 53
<b>Name of Incumbent</b>		<b>Section</b>	Communication Services
<b>Job Title</b>	Recruitment Sales Officer		
<b>Job Summary</b>	To successfully sell, primarily by telephone, The Careers Group's Vacancies products and services to employers and graduate recruiters. Products include both online and print advertising.		

### Job Content

#### Duties will include:

- 1 Making contact – primarily by telephone – with employers of graduates and selling the following products and services of The Careers Group:

- Online vacancy advertising on our two online job boards - JobOnline and International JobOnline. This includes vacancy listings, banner advertisements, email shots and other product packages
  - Print advertising in a number of annual publications
  - Other products as required by the Head of Communication Services
- 2 Attaining (and ideally) exceeding targets related to sales and revenues
  - 3 Generating leads for potential new customers through research
  - 4 Recording and invoicing sales on a weekly basis
  - 5 Sending weekly reports detailing income, usage statistics and subscriber numbers to relevant members of staff
  - 6 Authorising appropriate vacancy advertisements on the JobOnline website
  - 7 Answering email and telephone enquiries from students and employers
  - 8 Working with the Head of Communication Services and The Commercial Development Team to develop strategies for marketing and improving The Careers Group Vacancies products and services
  - 9 Undertaking such other tasks as may be required by the Head of Communication Services, Acting Head of Operations or Directors

**Working Relationships:**

The postholder will be accountable to the Head of Communication Services for all aspects of the post and will work closely with other members of the team and with the members of the Commercial Development Team.

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**Person Requirements**

**(E = Essential, D = Desirable)**

**Experience:**

- 1 Experience in telephone sales and cold calling (E)
- 2 Experience of building strong customer relationships (E)
- 3 Experience of managing tasks effectively and to deadlines (E)
- 4 Experience of sales in a graduate recruitment context (D)

**Technical Knowledge/Skills/Aptitude**

- 1 Good IT skills, including knowledge/experience of using Microsoft Office programs (Word, Excel, Outlook) and the Internet (E)
- 2 Knowledge of databases (D)

- 3 Knowledge of UK recruitment (D)

#### **Educational and Professional Qualifications**

- 1 A good standard of education, preferably to degree level or equivalent, obtained by *qualifications or experience* (E)
- 2 Good literacy and numeracy skills, equivalent to GCSE standards in English Language and Mathematics, obtained by *qualifications or experience* (E)

#### **Personal Qualities**

- 1 Excellent written and spoken communication skills (E)
- 2 Professional telephone manner to deal with a range of contacts sensibly and diplomatically (E)
- 3 Ability to work quickly and under pressure to meet targets and deadlines (E)
- 4 Ability to work within a team but also with the minimum of supervision and on own initiative (E)
- 5 Good organisational and prioritisation skills (E)
- 6 Ability to follow procedures (E)
- 7 Meticulousness with attention to detail (E)

#### **Special demands of the role**

The job as currently constituted, may require some lifting and carrying of medium heavy loads, after appropriate training and using such special equipment as may be available or which it may otherwise be reasonable for The Careers Group to provide. Inability to undertake the manual lifting or carrying of loads will not prevent an applicant from being considered for this role.

## Application Form

- Please **answer all sections** and complete the form in either **blue** or **black ink** or **typescript**.
- **Please do not put your name on this form.** Use the Personal Details Form instead.
- **Please do not add any extra sheets or documents.** Use Section D to complete any answers.
- If you are completing this form electronically, this form should be four pages long when you open it. **Please ensure that your answers fit in the spaces provided, so that the form does not exceed four pages in total.**

### FOR INTERNAL USE ONLY

Application Number	Date Received
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### Section A POSITION

Please state the position applied for

### Section B EDUCATION AND QUALIFICATIONS

#### FURTHER AND HIGHER EDUCATION

Please state below details of qualifications achieved at Further and Higher Education level (e.g. degree, HND, 'A' or 'AS' level, or equivalent qualifications)

Qualification/examination	Subject	Result/grade/level obtained

#### SECONDARY EDUCATION QUALIFICATIONS (See note at end of Application Form)

Did you receive GCSEs at least at grade C ( <u>or equivalent level qualifications</u> ) in: (Please circle/delete as appropriate)	English Language?	Yes	No
	Mathematics?	Yes	No

ADDITIONAL RELEVANT QUALIFICATIONS
Please state below details of any relevant (e.g. professional) qualifications

**Section C EMPLOYMENT HISTORY**

Please state below details of your employment history, starting with your current or most recent position			
Dates		Employer	Details of position
From	To	<i>(If possible, please also state address)</i>	<i>(Position/job title, brief summary of duties, reason for leaving)</i>

**Section D      SUPPORTING STATEMENT**

With reference to the **job specification**, please tell us **why you are suitable for this position**, illustrating any relevant skills or experience with **examples**. Please also explain **your reasons for applying** for this position. You may also use this section to add any other information relevant to your application, or to continue any answers from other sections – please indicate this clearly where appropriate.

**Please ensure your supporting statement does not exceed one page.**

**Section E CONTACT DETAILS OF REFEREES (See note at end of Application Form)**

Please provide below contact details of two referees whom we may contact should a recommendation of appointment be made		
FIRST REFEREE	Name	
	Address	
	Telephone number	
	Fax number	
	Email address	

SECOND REFEREE	Name	
	Address	
	Telephone number	
	Fax number	
	Email address	

**NOTES**

**Section B EDUCATION AND QUALIFICATIONS – Secondary Education Qualifications**

If you did not take GCSE qualifications, please indicate whether you have any Secondary Education qualifications in English Language and Mathematics. If you do not have these qualifications, you will still be considered for shortlisting if you can demonstrate in your Supporting Statement with examples that you have gained or used relevant literacy and/numeracy skills in your education and/or employment history (e.g. report writing, money handling etc.)

**Section E CONTACT DETAILS OF REFEREES**

The University requires two references before offering employment. Referees can include previous and current employers/line managers. Academic references are acceptable but usually only as a second reference for applicants who ceased full-time education more than one year ago. Personal references are not normally accepted except in extenuating circumstances. Referees will only be contacted if a recommendation of appointment is made and with your prior consent. Please do not send any testimonials with your application.

**END OF APPLICATION FORM**

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## Personal Details Form

- Please **read the notes at the end of this form** before completing the relevant sections.
- Please **answer all sections** and complete the form in either **blue** or **black ink** or **typescript**.

### FOR INTERNAL USE ONLY

Application number	Date received
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### Section A CONTACT DETAILS

Title (Dr/Mr/Mrs/Miss/Ms/Other – please specify)	Surname	
Forename	Any previous surnames	
Known As		
Address (including postcode)		
Telephone (Home)	Telephone (Work)	Telephone (Mobile)
Email address		

During peak periods, we may send you correspondence by email. Applicants who do not provide an email address will be sent correspondence by post – but please note that due to the postal system, such correspondence will not be received as promptly.

### Section B DATE OF BIRTH (See note at end of Personal Details Form)

Date of birth
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### Section C NATIONALITY/WORK STATUS (See note at end of Personal Details Form)

C1) Are you a British and/or European Economic Area (EEA) or Swiss citizen? (Please tick as appropriate)		C2) If you answered 'No' to C1, do you currently have the right to reside and work in the UK? (Please tick as appropriate)	
Yes	No	Yes	No
C3) If your answer to C2 is YES, please describe any current restrictions on your stay or on your right to work in the UK. (Do not leave blank but state 'NONE' if appropriate)			

### Section D HEALTH (See note at end of Personal Details Form)

Please give an accurate statement of the number of sick days you have taken in the last TWO years and, if you wish, outline the reasons for absence. (Do not leave blank but state 'NONE' if appropriate)
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**Section E ADVERT**

Please tell us how you found about this vacancy

**Section F DECLARATION (Please read the statement below and sign and date)**

I declare that the information contained in my application is, to the best of my knowledge, correct. I understand that a false declaration may result in the withdrawal of any offer of appointment or, subsequent to appointment, to disciplinary action including dismissal. I consent to the University of London using my personal data for the purposes set out in the Data Protection – Consent Notice at the end of this Personal Details Form.

Signature		Date	
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**NOTES**

The information in this form is withheld from the shortlisting and interviewing panel, and does not form part of the selection process.

**Section B DATE OF BIRTH**

Information on the Date of Birth of applicants will be used to confirm your identity before and after appointment and for pension provision purposes.

**Section C NATIONALITY/WORK STATUS**

The University requires information on your right to reside and work in the UK to ensure that your application is suitable for consideration. There are restrictions on the type of work, hours per week and total duration of work that may be undertaken by individuals working in the UK under certain types of visa.

There are no restrictions on the employment of British and/or European Economic Area (EEA) nationals or Swiss nationals in the UK. **Applicants who are British and/or EEA or Swiss nationals should tick YES against question C1.**

*The European Economic Area (EEA) comprises: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Eire (Ireland), Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the UK.*

If you are not a British/EEA/Swiss national, there may be a restriction on your ability to apply and the University's ability to accept or consider your application. For this reason, we ask that you detail on the form whether you are/are not a British/EEA/Swiss national and, if not, for details of any restrictions on your right to reside and work in the UK.

**Applicants who are not British/EEA/Swiss nationals but nevertheless have permanent residency/indefinite leave to remain, should tick YES against question C2.** Your application will have the same status as that of a British/EEA/Swiss national.

**If you currently have the right to reside and work in the UK, but your leave to remain is not permanent or indefinite, or if there are restrictions on the work that you may undertake, you should also tick YES against question C2. Having ticked that box, you should answer question C3, providing details of the restrictions to your stay\*.** If you are unsure of the expiry date of your right to reside and work in the UK or of the restrictions on the work you may undertake, this should be clarified before you sign and submit the application form.

The details you provide should include the nature of your visa and its duration (for example, Student until 31/07/08 or Working Holidaymaker until 01/04/06). The University may need to question you further about the restrictions on your stay and may defer or set aside your application in circumstances where it must either lawfully or for sound business reasons consider applications from applicants without restrictions on their stay\*.

***If you are not a British/EEA/Swiss national and do not have an existing right to reside and work in the UK on either a permanent or limited basis, you should tick NO against question C2.*** Such applicants should be aware that for most vacancies it is a requirement that we first consider applicants with a current right to reside and work in the UK. Consideration of your application may therefore be set aside until these candidates have been considered. In cases where there is no likelihood of success in our applying for a work permit on your behalf, your application might be set aside.

*\* Please note that you are required to give accurate information as to any existing restrictions on your right to reside and work in the UK, including but not limited to the expiry date of your right to reside and work in the UK, even if you expect these to be removed and/or amended. If you state that there are no restrictions and the University subsequently establishes that your rights to work are in fact restricted (e.g. there is an expiry date on your current visa), the University may withdraw the employment offer with immediate effect or, if the discovery is made subsequent to employment the University may take disciplinary action against you up to and including dismissal, on the grounds that:-*

- *You have breached our trust and confidence; and/or*
- *You have breached our equality provisions (in attempting to gain a false advantage over an equivalent candidate); and/or*
- *You have entered into a contract with us under false pretences; and/or*
- *Your contract of employment is illegal.*

## **Section D HEALTH**

The University uses information about an applicant's prior health record to form a view as to the candidate's ability to attend work on a regular basis and to assess whether further medical investigation may be necessary for the health and safety of the prospective employee before an appointment is confirmed.

This information is withheld from the shortlisting panel until the shortlist has been finalised. The panel may then be alerted to the existence of a candidate who has made the shortlist and who has a high/inadequately explained absence history. The panel will then consider whether to proceed to interview. Should the interview proceed, the candidate may be questioned at the interview on their health and attendance record in order that the panel may be satisfied that attendance is likely to be adequate and/or for the University to determine whether further health investigation is necessary prior to confirming appointment.

Applicants should be aware that information on their health record will be requested from their referees and that this information may be disclosed to the interview panel or by the University where further questioning of the applicant at interview is considered necessary. Significant discrepancies between the applicant's personal statement of sickness absence and that indicated by a referee are likely to be investigated at or prior to interview.

## **DATA PROTECTION – CONSENT NOTICE**

The University of London (UoL), which is a Data Controller within the terms of the Data Protection Act 1998 (DPA), collects information about all its staff for various administrative, academic and health and safety reasons. Under the DPA, we need to obtain your consent for this. Since we cannot operate the University effectively without processing information about you, this consent must be given as part of the staff employment procedures.

In signing the declaration on this form, you agree to the UoL processing personal data contained in this form and other data which the UoL may obtain from you or other people, while you are a member of staff at the UoL. You agree to the processing of such data for any purpose connected with your employment or health and safety whilst on UoL premises or for any other legitimate reason.

The UoL will handle all such information in accordance with the DPA and with due regard to confidentiality. Under the DPA you have the right to a copy of the data held about you by the UoL for a small fee. The present policy is to waive this fee for current members of staff. Requests for copies of personal data should be addressed in the first instance to the College or Institute at which you are employed.

Some of the information which the UoL holds about you will be sent to various external organisations that need it to carry out their statutory functions connected with the funding and administration of higher education. The information will be used mainly to produce statistics. This may result in information being published and released to other approved users including academic researchers, commercial organisations and trade unions. Your record will not be used in a way that would permit individuals to be identified.

If you have any concerns about, or objections to, the use of data for these purposes by the UoL, please contact the Data Protection Officer at the University of London, Stewart House, 32 Russell Square, London, WC1B 5DN; email: [data.protection@lon.ac.uk](mailto:data.protection@lon.ac.uk). Requests for all data amendments and deletions should be notified to the Data Protection Officer.

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**END OF PERSONAL DETAILS FORM**

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## Equal Opportunities Form

The University of London is committed to a comprehensive policy of equal opportunities and welcomes applications from all sections of the community.

The diversity policy of the University is that no employee or job applicant shall suffer unfair discrimination on the grounds of gender, race, colour, ethnic origin, nationality, disability, sexual orientation, marital status, parental status, caring responsibilities, age, social origins, political opinion or association, trade union membership and activities, religious or similar philosophical beliefs, or other beliefs/preferences privately held on any matter. The primary consideration in recruitment and selection shall be that the individual meets or is likely to meet the requirements of the job and this assessment will be made on merit and judged by reference to the skills, abilities, qualifications, aptitude and potential of the individual.

To assist us to monitor the effectiveness of this policy, it would be helpful if you would complete the following sections. **The information on this form is withheld from the shortlisting panel, and does not form part of the selection process.**

- Please **read the notes at the end of this form** before completing the relevant sections.
- Please **complete the form** in either **blue** or **black ink** or **typescript**.

### Section A GENDER

Please tick as appropriate	Male		Female	
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### Section B ETHNICITY (Optional – please see note at end of Equal Opportunities form)

<b>WHITE</b>				
White – British		White – English		White – Scottish
White – Irish		Other White Ethnic Group		White – Welsh
<b>BLACK / BLACK BRITISH / BLACK ENGLISH / BLACK SCOTTISH / BLACK WELSH</b>				
Caribbean		African		Other Black Ethnic Group
<b>ASIAN / ASIAN BRITISH / ASIAN ENGLISH / ASIAN SCOTTISH / ASIAN WELSH</b>				
Indian		Pakistani		Bangladeshi
				Other Asian Ethnic Group
<b>CHINESE / CHINESE BRITISH / CHINESE ENGLISH / CHINESE SCOTTISH / CHINESE WELSH</b>				
Chinese		Other Chinese Ethnic Group		
<b>MIXED ETHNIC GROUP</b>				
White and Black Caribbean		White and Black African		White and Asian
				Other Mixed Ethnic Group
<b>UNMONITORED GROUP</b>				
Prefer Not To Say				

**Section C      DISABILITY STATUS (Optional – please see note at end of Equal Opportunities form)**

C1) Do you have a disability? (Please tick as appropriate)	Yes		No	
C2) <b>For disabled candidates only.</b> If your answer to C1 is YES, please provide brief details of your disability.				
C3) <b>For disabled candidates only.</b> If your answer to C1 is YES, please tell us about any specific requirements you may have in the event you are shortlisted for interview.				
C4) <b>For disabled candidates only.</b> We would also welcome suggestions as to how you or the University could overcome any operational difficulties that the job, as currently described, might present to you.				

**NOTES**

**Section A      GENDER**

Please note this section is *compulsory*. Please indicate your gender by ticking either *Male* or *Female*. Pre and post-operative transsexuals are not required to select their gender at birth for this purpose and may if preferred select their gender following reassignment.

**Section B      ETHNICITY**

Under the Race Relations (Amendment) Act 2000, the University has a general duty to promote race equality and good race relations, aim to eliminate unlawful racial discrimination, and promote equal opportunities and good relations between people of different racial groups.

As part of that duty we are required to monitor, by racial group, all employees and applicants for jobs.

Please be assured that this information is acknowledged to be potentially sensitive and is regarded as personal and confidential. While the University shall analyse and, according to its statutory duty, regularly publish data on the ethnicity of its applicants and employees, this shall be done in such a way as not to identify the individual. Nevertheless, if you do not wish to participate in monitoring, you need only tick the box marked 'Prefer Not To Say'.

Those who are participating in monitoring, please note that there are five broad ethnic groups (determined by reference to the Commission for Racial Equality recommendations which itself draws on the National Census categories). These are White, Black, Asian, Chinese and Mixed Race. Applicants should first determine which of these categories apply to them before selecting one of the sub-categories.

Please tick only one of the boxes. If you do not feel that any of the specific sub-categories apply to you, there is a sub-category of 'Other' for each of the broader ethnic groups and you are asked to use that category.

**Section C      DISABILITIES**

The University requires data on the disability status of applicants and employees to monitor its performance against statutory and policy standards regarding unfair discrimination against disabled individuals and to ensure reasonable adjustments are made.

*The University is committed to offering an interview to any applicant with a disability who evidently meets the minimum requirement for that vacancy. Minimum criteria are those indicated in the job specification as*

*essential, required, necessary, pre-requisite or in the case of a range (e.g. 3-5 years experience), the lower end of that range. Disabled applicants are asked to ensure their application clearly demonstrates where and how they meet/exceed the minimum criteria. Applicants who do not*

*The Disability Discrimination Act 1995 defines disability as “a physical and mental impairment which has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities”.*

If you consider yourself to have a disability, as defined by the Disability Discrimination Act 1995, please answer yes to C1, and answer C2, C3 and C4. The disability status of a candidate is withheld from the shortlisting panel until shortlisting is completed. The interview panel are advised of a candidate's disability status at the first stage necessary prior to interview (e.g. if any reasonable adjustments are required for a shortlisted candidate to participate in a selection day).

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**END OF EQUAL OPPORTUNITIES FORM**

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