

Job Description

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| Position: | Admissions & Customer Service Assistant |
| School/Service: | Marketing, Recruitment & Admissions |
| Reference: | MRA- 202/P-MRA-203/P |
| Grade: | Grade 3 |
| Status: | Fix-term |
| Hours: | Full-Time (36.25 hours per week) |
| Reporting to: | Admissions and Operations Manager |

Main Function of the Position:

To contribute to the delivery of an efficient and effective Admissions Service for applicants and University staff. To respond to enquiries from potential students and applicants and provide excellent customer service via email and telephone. To support in processing applications from certain groups of applicants under guidance from the Admissions Manager and Admissions Officers.

Principal Duties and Responsibilities:

1. Carrying out duties relating to the delivery of the University's Admissions Service in accordance with the University's Admissions Policy, QAA Code of Practice, OFS and other related policies.
2. To undertake admissions tasks using electronic systems (SITS, CRM and other systems) within agreed standard operating procedures.
3. Under guidance from Admissions Managers and Officers to contribute to the day-to-day operational activities of the team by supporting in the processing of applications against set admissions criteria, assessing for interview and communicating outcomes to applicants.
4. To respond to potential students and applicant enquiries via telephone, email and other routes in accordance with established standard operating procedures.
5. To deliver excellent customer service to applicants and future students and ensure that their enquiries are dealt with in an efficient and effective manner.
6. To support the admissions process in carrying out administrative duties including checking applications, uploading qualifications, data checking, follow-up communications.
7. To liaise with internal stakeholders and respond to queries regarding their applicants or offer holders, providing updates as required.
8. To be responsible to the Admissions Manager, the Executive Director in ensuring that data handling and recording is completed in line with standard procedures to provide quality management information, HESA data reporting and day to day data requests.
9. Working as a team to ensure the integrity and validity of all applicant related data on SITS and CRM.
10. Contribute to the efficient and effective operation of Confirmation and Clearing ensuring UCAS clearing procedures are adhered to.
11. To provide support to the Admissions Managers and UKVI Compliance Team to deliver all aspects related to the admission of new students during the enrolment process, ensuring compliance and relevant regulations are adhered to.

12. Supporting the wider team in undertaking conversion activities for offer holders.
13. Assisting in University events including clearing and open days as and when required.
14. Attend relevant meetings related to the admissions process including external conferences and training sessions. To include responsibility for own understanding of admissions issues within the sector.
15. Working flexibly as part of the team including some evening and weekend work at peak times.
16. From time to time undertake other such duties as may be required by the Executive Director and Admissions Managers and which are commensurate with the role.
17. Ensure a safe working environment and abide by university health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary, update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Please note that this appointment may be subject to Disclosure and Barring Clearance

Person Specification

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| Position: Admissions & Customer Service Assistant | | Reference: MRA-202/P-MRA-203/P | |
| School/Service/Centre: Marketing, Recruitment & Admissions | | Priority | |
| Criteria | | (1/2/3) | Method of Assessment |
| 1 Qualifications | | | |
| 1 a) | Educated to Level 3 standard or equivalent, including GCSE Grade 4/5 or C or equivalent in Mathematics and English | Priority 1 | Application Form/Documentati |
| 1 b) | Gained or working towards a degree qualification or equivalent | Priority 2 | Application Form/Documentati |
| 2 Skills / Knowledge | | | |
| 2 a) | Awareness of the requirements associated with operating within a customer service environment | Priority 1 | Application Form/Interview |
| 2 b) | Strong keyboard and office IT skills | Priority 1 | Application Form/Interview |
| 2 c) | Knowledge of IT systems and ability to learn new software | Priority 1 | Application Form/Interview |
| 2 d) | Highly numerate and literate | Priority 1 | Application Form/Interview/ |
| 2 e) | Ability to meet deadlines and prioritise work | Priority 1 | Application Form/Interview |
| 2 f) | Be able to communicate effectively with colleagues, students and external contacts, both verbally and in writing | Priority 1 | Application Form/Interview |
| 3 Experience | | | |
| 3 a) | Data entry experience | Priority 2 | Application Form/Interview |
| 3 b) | Evidence of some office related experience | Priority 2 | Application Form/Interview |
| 4 Personal Qualities | | | |
| 4 a) | Be customer focussed | Priority 1 | Interview |
| 4 b) | Enthusiasm to acquire new knowledge and skills from experienced team members and through staff development | Priority 1 | Interview |
| 4 c) | Engage and work with the team using own initiative to meet appropriate goals | Priority 1 | Interview |
| 4 d) | Be able to communicate effectively with applicants and staff | Priority 1 | Interview |
| 4 e) | Ability to work flexibly to meet the requirements of the post | Priority 1 | Interview |
| 4 f) | Show sensitivity to individual differences | Priority 1 | Interview |
| 4 g) | Be accurate with meticulous attention to detail | Priority 1 | Interview |
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| | | (1/2/3) | Method of Assessment |
| Criteria | | | |
| 5 a) | Willing to undertake staff development, which may take place outside the University | Priority 1 | Application Form/Interview |
| 5 b) | Commitment to the University's policy on equal opportunities and diversity | Priority 1 | Application Form/Interview |

Note:

1. **Priority 1** indicates **vital** criterion - a candidate would be unsuccessful if unable to satisfy Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - candidates failing to satisfy a number of these are unlikely to be successful.
3. **Priority 3** indicates criterion **not specifically required** for the post but in a competitive situation may be used to select candidates who cannot be separated on priorities 1. and 2.