

Job Description

Job title	Admissions Assistant
School / department	Marketing
Grade	3
Line manager	Head of Admissions

Main purpose of the job

Provide assistance to the admissions team including handling enquiries and applications, using the university's student records database. Deliver a courteous and efficient service for applicants in their seamless journey from enquirer to applicant to student. Provide a professional service to key stakeholders including the universities schools and other departments.

Key areas of responsibility

- Provide excellent customer service to applicants at all times; assisting with face to face enquiries, answering telephone calls and responding to all emails and queries in a timely manner.
- Process applications in accordance with service level agreement.
- Recording of data onto the university student records system.
- Scanning and uploading of documents onto the student records system.
- Liaise with schools regarding application decisions.
- Assist with the administration of DBS (Disclosure & Barring Service) checks, including recording DBS information onto the student records database.
- Proactively chase up applicants for missing/additional information to support applications.
- Proactively chase up schools for outstanding application decisions in a timely manner.
- Invite applicants to the university using the student records database, including interviews, auditions, selection days, experience days, open days and pre-enrolment days.
- Support enrolment activities.
- Undertake general administrative duties.
- Adherence to all university policies and procedures and to the Data Protection Act.
- Assist with ad hoc project work when required.
- Undertake other relevant duties as may be required in the interests of the university at the request of the Head of Admissions.

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	Educated to A Level (or equivalent) standard.	A first degree or equivalent in a relevant area.
Knowledge and experience	<p>Knowledge of relevant legislation such as Equality Act, Data Protection Act, Freedom of Information Act.</p> <p>Previous experience of working in a customer service orientated environment.</p> <p>Previous experience of working in an administrative role.</p> <p>Experience of data inputting.</p>	<p>Knowledge and experience of admissions processes and procedures in higher and further education.</p> <p>Knowledge of UK, EU and International qualifications.</p>
Specific skills to the job	<p>Excellent customer service skills.</p> <p>Excellent IT skills (including MS Office).</p> <p>Ability to plan, and prioritise workload.</p> <p>Excellent interpersonal and communication skills.</p> <p>Excellent time management and organisational skills.</p> <p>Strong administrative skills with attention to detail.</p>	Experience of using a student records system.
General skills	<p>Excellent customer relationship skills.</p> <p>Self-motivated with flexible, proactive approach to work.</p>	

	Willingness to commit to the University's vision and values.	
Other	<p>Ability to respect a high level of confidentiality at all times.</p> <p>Able to work outside of normal business hours when required.</p> <p>Ability to work at all University sites as required.</p> <p>Positive approach to self-development.</p>	
Disclosure and Barring Scheme	This post does not require a DBS check	
<p>Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.</p> <p>Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.</p>		