

BISHOP GROSSETESTE UNIVERSITY

JOB DESCRIPTION

Title of Post: Enquiries Assistant

Grade: Grade 3

Responsible to: Enquiries Officer

Job summary:

To deliver a first class service to applicants and enquiries to the university whilst ensuring accuracy, quality and standards are maintained. Under the direction of the Student Recruitment Manager and line management of the Enquiries Officer undertake, co-ordinate and administer on campus events, including interview days, open days and offer holder days

Detailed responsibilities:

1. To offer a first class service to deal with enquiries in person, by telephone, by email, letter or online and instant messenger in a customer focussed manner.
2. To maintain accurate paper and electronic student recruitment and enquiry records ensuring processes and procedures are kept up-to-date.
3. To oversee and organise the Applicant Centre reception desk at all times, including organising cover during absence.
4. To maintain the accuracy of the enquiry system and record interaction with enquiries accurately and in a timely fashion.
5. To provide occasional out-of-hours services at Clearing, Open Days, interview and offer holder days, enrolment and other busy periods
6. To assist with the preparation, organisation and execution of undergraduate interview, offer holder days, Open Days, recruitment events and WP activities both on and off campus. including both on and off campus activities which may include travel and overnight stays and occasional weekends.
7. To work with the Student Recruitment Team to promote the University and its courses to identified audiences appropriately.
8. To co-ordinate sending of University materials such as prospectuses and ensure this is done in a timely and effective manner using other members of the team or student ambassadors when required
9. Oversee and support the smooth operation of Student Ambassador call centres when necessary, covering evening supervision when necessary.

10. To support the Student Recruitment Officers as appropriate at events.
11. To support with the organisation of resources and ensure stock levels are maintained.
12. Collaborate with colleagues both within the team and the wider University to ensure more complex enquiries are dealt with correctly.
13. To provide support to other Student Recruitment and Admissions roles as appropriate
14. To attend appropriate staff development sessions both on and off campus and participate in the annual appraisal process
15. To comply with the University's Health and Safety Welfare Policy, legislation and practice
16. To maintain professional standards in relationships, including non-discriminatory practices
17. To undertake any other duties that may reasonably be required
18. The post-holder must operate within the guidelines, procedures and regulations of the University
19. The post-holder must operate within the University's Financial Regulations, Diversity and Equality Policy and other relevant policies

Enquiries Assistant

Person Specification

	Core	Supplementary
Education/ Qualifications and Special Training	A-Level or NVQ3 or suitable equivalent experience	
Knowledge and Skills	<p>Excellent IT skills (especially word, excel, databases and CRM)</p> <p>Effective office skills including preparation of correspondence and other documents, filing etc.</p> <p>Excellent customer service skills including phone and face to face</p> <p>Ability to liaise with outside agencies and with University staff at all levels on routine matters</p> <p>Knowledge of the UCAS and higher education application processes</p> <p>Ability to communicate appropriately and effectively via phone, email or in person with a variety of audiences.</p>	<p>Understanding of issues relating to HE</p> <p>Experience of using relevant data information packages within HE</p> <p>Application process</p> <p>Knowledge of DBS process and procedure</p> <p>Knowledge of widening participation</p>
Experience	<p>Experience of working within varied and busy office environment</p> <p>Experience of working to deadlines</p> <p>Experience of using a CRM system</p> <p>Experience working in a customer service environment dealing with enquiries both face to face</p>	<p>Experience of working within Higher Education</p> <p>Experience of working with young people</p>

	<p>and on the telephone</p> <p>Experience of liaising with a variety of contacts in a range of organisations.</p>	
Personal Attributes	<p>Conscientious, enthusiastic and self-motivated</p> <p>Excellent Customer Service Skills</p> <p>Flexibility in approach to work and willing to undertake further training as required</p> <p>Be able to use own initiative to solve day-to-day problems</p> <p>Ability to plan and organise own workload</p> <p>The post is generally office based but there may be occasions where travel to attend training or conferences is required</p> <p>Good confident communicator both written, face to face and on the telephone e.g. with staff, student ambassadors, schools, enquirers and other external contacts.</p>	