

## **BISHOP GROSSETESTE UNIVERSITY**

### **JOB DESCRIPTION**

**Title of Post:** Admissions Assistant

**Grade:** Grade 3

**Responsible to:** Admissions Manager

#### **Job summary:**

Under the direction of the Admissions Manager, to assist in the delivery of a first-class admissions service for the University's applicants whilst ensuring accuracy, quality and standards are maintained.

#### **Detailed responsibilities:**

1. To receive and log all student applications to courses and confirming receipt of applications
2. To support the Admissions Officers to process course interview invitations, handle requests for alternative dates, prepare paperwork and host the interview days offering support and guidance throughout.
3. To check offer conditions and the confirm acceptance of offers
4. To assist the Admissions Officers to maintain the accuracy of the applicants' record of the application and decision-making process and following up actions accordingly
5. To process decisions on DBS and Health & Physical Capacity to Teach applications
6. To receive and respond to routine enquiries relating to the work of the Admissions team from staff, students, applicants and members of the public, referring these to appropriate staff as necessary
7. Help to maintain service levels at critical times of the admissions cycle (e.g. A level results week/University open days) by working flexibly at mutually agreed times in advance
8. To deal with queries from enquirers and applicants for designated courses and provide advice and guidance both over the telephone and face to face as appropriate
9. To work closely with the whole of the Student Recruitment & Admissions Office to ensure a consistent, effective and customer focussed service is offered to all enquirers and applicants and that all key information is provided at appropriate points

10. To open and distribute all post timely and promptly.
11. To provide occasional out-of-hours services at Clearing, Open Days, enrolment and other busy periods
12. To provide support to other Student Recruitment and Admissions roles as appropriate
13. To attend appropriate staff development sessions and participate in the annual appraisal process
14. To comply with the University's Health and Safety Welfare Policy, legislation and practice
15. To maintain professional standards in relationships, including non-discriminatory practices
16. To undertake any other duties that may reasonably be required
17. The post-holder must operate within the guidelines, procedures and regulations of the University
18. The post-holder must operate within the University's Financial Regulations, Diversity and Equality Policy and other relevant policies

## ADMISSIONS ASSISTANT

### Person Specification

|   | <b>Core</b>  | <b>Supplementary</b>   |
|---|--|--|
| <b>Education/<br/>Qualifications<br/>and Special Training</b> | A-Level or NVQ3 or suitable equivalent experience  |  |
| <b>Knowledge and Skills</b>                                   | <p>Excellent IT skills (especially word, excel, databases)</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>Understanding of issues relating to HE</p> <p>Experience of using relevant data information packages within HE</p> <p>Knowledge of the UCAS/UTT Admissions Service.</p> <p>Knowledge of DBS process and procedure</p> |
| <b>Experience</b>   | <p>Experience of working within varied and busy office environment</p> <p>Experience of working to deadlines</p>   | Experience of working within Higher Education  |
| <b>Personal Attributes</b>                                    | <p>Conscientious, enthusiastic and self-motivated</p> <p>Ability to adapt to changing demands and have a flexible approach to work.</p> <p>Methodical with an eye for detail</p> <p>Excellent Customer Service Skills being client-centred; willing to offer help and support, approachable.</p> <p>Good communicator e.g. with staff, students, schools and other external contacts</p> |  |

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|  | <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 make routine decisions using pre-set criteria</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> |  |
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