

Job Description & Person Specification

Last updated: 27th April 2018

JOB DESCRIPTION

Post title:	Admissions Assistant		
Academic Unit/Service:	Global Recruitment and Admissions		
Faculty:			
Career pathway:	MSA	Level:	2a
*ERE category:			
Posts responsible to:	Admissions Team Supervisor		
Posts responsible for:	n/a		
Post base:	Office-based		

Job purpose
To receive and respond to admissions enquiries from applicants and their supporters, schools and colleges, University agents, and others. To undertake efficiently and accurately a number of standard administrative processes in support of the wider admissions team, for example the creation of standard letters and documentation, verification of qualifications, and similar. To update application records in line with establish procedures.

Key accountabilities/primary responsibilities	% Time
1. To respond accurately and in a timely manner to enquiries from applicants and their supporters and from other internal and external stakeholders, judging when to pass more complex enquiries on to the Admissions Co-ordinators or other team members. To contact applicants or their supporters in order to obtain necessary information to inform the admission or other decision on their application.	40 %
2. To undertake, efficiently and accurately, a range of standard administrative processes in support of the wider admissions team in line with defined procedures. For example, to prepare and send standard letters and documentation, to verify qualifications with the awarding body, to upload received documents to applicant files, and to update applicant records.	40 %
3. To contribute to other activities of the Admissions Service, including, for example, in supporting the University's Confirmation and Clearing hotline, or by assisting visitors to the University's Open Days and Applicant Visit Days.	15 %
4. To participate in University-wide activities (such as Graduation).	5 %

Key accountabilities/primary responsibilities	% Time
5. Any other duties as allocated by the line manager following consultation with the post holder.	

Internal and external relationships
<ul style="list-style-type: none"> • Academic and professional services staff • Applicants and their supporters • Students (including Student's Union representatives) • School and College staff • Staff of other universities and of sector agencies (eg. UCAS)

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to NVQ level 2, GCSE, or City and Guilds.</p> <p>Previous work experience within an administrative or office-based role, and/or in a customer service environment.</p> <p>Able to demonstrate a sufficient knowledge of work systems, and standard IT packages.</p> <p>Ability to produce clear, accurate and concise written documentation.</p> <p>Experience of handling, or an understanding of how to handle, sensitive personal information.</p>		Application and interview
Planning and organising	<p>Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.</p> <p>Able to work well both individually and within a team.</p>		Application, interview and references
Problem solving and initiative	<p>Able to solve a range of problems by responding to varying circumstances, whilst working within standard procedures.</p> <p>Able to identify where tasks could be undertaken more efficiently or effectively and to propose solutions to line manager.</p>		Application, interview and references
Management and teamwork	<p>Able to contribute to team efficiency through sharing information and constructively supporting others.</p> <p>Able to adapt well to change and service improvements.</p> <p>Able to work flexibly and adapt work routines as required by the annual cycle.</p>		Application, interview and references

Communicating and influencing	<p>Able to seek and clarify detail.</p> <p>Able to elicit information to identify specific customer needs.</p> <p>Able to explain procedures and provide assistance where necessary.</p> <p>Able, pro-actively, to provide relevant information to applicants and to be an advocate for the University.</p> <p>Able to demonstrate own duties to other colleagues as required.</p>	Experience of providing advice on administrative procedures to colleagues or external customers.	Application, interview and references
Customer experience	Commitment to, and experience of delivering, a high quality customer experience.		Application, interview and references
Special requirements	<p>Able to work occasional evenings and weekends.</p> <p>Able to take leave outside key dates in the annual cycle.</p>		Application and interview

JOB HAZARD ANALYSIS

Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			