

It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

Course Enquiries Assistant EHA1363-0621

Reporting to: Course Enquiries Officer

Accountable to: Student Recruitment and Conversion Manager

The Post

The post holder, as a member of the Student Recruitment team, will be required provide an outstanding front line customer experience to enquirers and potential students and support wider student recruitment initiatives.

Duties and Responsibilities

1. To act as a first point of contact for prospective students and key influencers, providing a high level of customer service and representing the University as a professional educational establishment.
2. To receive incoming enquiries about the University's courses and facilities by telephone, e-mail, web and face to face contact. To identify prospective students information needs, offering immediate information and advice where appropriate and to follow up with the despatch of printed information.
3. To promote attendance at appropriate events such as general open days, faculty specific events and taster events, by both telephone and e-mail responses and face to face.
4. To advise enquirers of appropriate study alternatives, such as suggesting conversion or access courses for individuals who require them.
5. To provide events assistance including coordination of monthly and individual campus tours and supporting Open Days and Applicant Visit Days.
6. To maintain the University's Customer Relationship Management system with high quality, accurate and complete information.

7. To be aware of new courses and obtain a clear understanding of target markets and entry requirements, including non-traditional qualifications. To be proactive in anticipating information about these courses which will be sought by enquirers.

8. To be an excellent communicator with colleagues at all levels, internal and external to the University. To work with internal departments to respond to enquirers information needs. In particular, to liaise with academic staff to ensure the accuracy of information being provided to enquirers.

9. To contribute to the development of the Course Enquiries Team to ensure that the quality of service provided to all customers is optimised.

10. To have an understanding of the issues affecting prospective students, for example changes to funding and support mechanisms.

11. To have an understanding of the Data Protection Act 1998, the new General Data Protection Regulation (GDPR) and the Competition and Markets Authority (CMA) legislation ensuring that all processes and procedures are adhered to.

12. To maintain an organised working environment.

13. Other duties in connection with the function of the Course Enquiries Team as assigned by the Course Enquiries Officer or Student Recruitment & Conversion Manager.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 3, Points 11-14
£19,612 - £21,236 per annum

Hours: 36.25 hours per week

It is expected that the post holder will work flexibly according with the demands and responsibility of the job, as evening and weekend work will be required.

In addition there may be a restriction on annual leave being taken during the period when national examination results are published, normally the third week in August through to the start of Edge Hill's academic year.

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

PERSON SPECIFICATION

Course Enquiries Assistant EHA1363-0621

CRITERIA:

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	*Method of assessment (I/A/S/T/P)
Qualifications				
1	A degree or equivalent professional qualification.	*		A
Experience and Knowledge				
2	Proven experience of working within a customer focused environment, delivering tailored information	*		S/I/T
3	Experience of working within a Higher Education setting		*	A
4	Demonstrable understanding of students needs and concerns in relation to Higher Education	*		S/P/I
5	Knowledge and understanding of the Higher Education application process		*	S/I
6	Experience of working within a busy office environment	*		S/I
7	Knowledge of Data Protection and GDPR and the issues surrounding keeping data records		*	S/I/T
Abilities/Skills				
8	An excellent standard of written and spoken English	*		A/P/I
9	Excellent IT and data entry skills with a focus on accuracy	*		T
10	Comfortable communicating using a range of platforms; including phone, written, email, social media	*		S/I
11	Able to organise and prioritise work effectively to meet strict timescales	*		S/I
12	Ability to work using own initiative to solve problems efficiently and effectively	*		S/I
13	Willingness and ability to work as part of a team	*		S/I/T
14	Ability to communicate effectively and efficiently with people at all levels both internal and external to the organisation	*		S/P/I
15	Ability to work flexibly and reliably to meet the needs of the team, including regular and weekend work	*		I

***Method of Assessment**

(I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation)

Please note that applications will be assessed against the Person Specification using this criteria.