

**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:**

## **Admissions Assistant 2 x posts, Fixed Term for 12 Months EHA0957-0921**

**Responsible to:** Admissions Officer

**Responsible for:** No line management responsibility

**Accountable to:** Head of Admissions

### **The Post**

The post holder will provide first rate administrative support in connection with the student recruitment process (Admissions), undertaking a key role in providing outstanding customer service both internally and externally.

### **Main duties and responsibilities:**

- 1 Administrative support to the Admissions Team, including maintenance of filing systems and sorting of mail, with specific responsibility, as required, for Faculty of Health **or** Education **or** Arts & Sciences **or** Postgraduate and PGCE **or** Access Programmes
- 2 Applications data input including: creation of applicant records, updating and amending applicant/pre-enrolment records, processing of initial and confirmation decisions, sending offers to the Clearing Houses (UCAS, UTT, UCAS PG, etc) and to applicants.
- 3 Assisting in the maintenance of accurate electronic and paper applicant records, to include tracking and follow-up of outstanding decisions and applicant replies.
- 4 Developing own knowledge and understanding of the various admissions processes (e.g. UCAS, UTT, Direct Application) and Edge Hill's course provision in order to answer general enquiries from prospective applicants, applicants and current students and in particular giving advice and guidance on entry qualifications where appropriate.

- 5 Correspondence (standard letters and emails) with prospective applicants, applicants and current students under the supervision of the Admissions Officers.
- 6 Assistance with the preparation of information and documentation for applicants, e.g. interview invitations, Applicant Visit invitations, pre-course information, etc, under the supervision of the Admissions Officers.
- 7 Responsible for managing own workload to meet internal and external deadlines as advised by the line manager.
- 8 Liaison with academic staff in relation to individual applicants including offering advice and guidance on non-standard qualifications within own area of expertise.
- 9 Liaison with academic staff and service area staff within Edge Hill to assist in the co-ordination of arrangements for interviews/auditions/applicant visits.
- 10 Assistance with enrolment, as required, including subsequent data entry for HESA and other statutory returns.
- 11 Assistance with DBS checks for applicants or enrolled students on designated courses, including attendance at some evening and weekend drop-in sessions.
- 12 Reception/Help Desk work on a rota basis, including face-to-face information, advice and guidance on courses, selection processes and entry criteria within own area of expertise.
- 13 Liaison with the UCAS, UTT and UCAS PG over individual applicants, to identify and resolve queries or issues.
- 14 Make a positive and valuable contribution to the work of the Admissions Service.
- 15 Undertake other relevant duties and responsibilities, appropriate to the grade, as may be determined from time to time by the Head of Admissions or the Admissions Manager. This will include assistance in the delivery of institution-wide activities such as Interview Days, Open Days, Graduation ceremonies, Enrolment, etc.

**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 2, Points 7-11  
£18,529-20,092 per annum

**Hours:** 36.25 hours per week.

**It is expected that the post holder will work flexibly according to the demands and responsibilities of the job. Some weekend and evening work is expected.**

**It is important to note that the period from early to mid August to the end of September is a crucial period in the Admissions cycle and therefore no annual leave can be taken during this time.**

## PERSON SPECIFICATION FORM

### Admissions Assistant EHA0957-0821

#### CRITERIA:

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

		Essential	Desirable	*Method of assessment (V/A/S/T/P)
<b>Qualifications</b>				
1	Educated to A level, BTEC National standard or equivalent, or to have relevant work experience	*		A
2	CLAIT/IBT2/ECDL qualification, or equivalent	*		A
<b>Experience</b>				
3	Experience of working in a busy office with a focus on volume processing	*		S/I
4	Experience of working in Further or Higher Education		*	A/I
5	Previous experience of using databases	*		S/I
<b>Knowledge and Skills</b>				
6	Understanding of Higher Education issues and particularly student related issues		*	S/I
7	Ability to ensure accuracy and attention to detail, especially when handling large amounts of complex and detailed information in order to meet internal and external deadlines	*		S/I
8	Ability to understand and interpret complex information, e.g. government legislation, UCAS procedures, etc	*		I
9	Ability to develop and maintain accurate tracking and monitoring systems and processes	*		S/I
10	Excellent demonstrable keyboard and ICT skills, including experience of using Microsoft Office (Excel, Word, etc), databases, email and internet	*		T
11	Excellent interpersonal skills and the ability to communicate effectively, both orally and written, at all levels	*		I/T
12	Commitment to work independently as well as part of a team	*		S/I

13	Ability to plan and prioritise own workload and assist other team members as required	*		S/I
14	Excellent, demonstrable customer care skills and a commitment to providing outstanding customer service	*		S/I
<b>Additional criteria</b>				
15	Self-motivation and a positive and flexible approach to the changing needs of the department	*		S/I
16	Discretion and the ability to handle sensitive and confidential information with diplomacy and tact	*		S/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.