



Edge Hill
University

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GUIDE
2022

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OF THE YEAR



Graduate School Admissions and Inbox Administrator

Reference: EHA2373-0922
Salary: £21,197 - £22,662 per annum, pro rata
Grade 3, Points 11-14
Contract Type: Fixed Term for until 31/01/2023. Available for immediate start.
Hours: Part Time (14.5 hours per week)
Work Pattern: Monday (full day), Wednesday (half day), Friday (half day)
Location: Ormskirk
Accountable to: Dean of the Graduate School
Reporting to: Graduate School Manager





About the Role

You will be a member of the Graduate School administrative team, located within the University's Graduate School, providing administrative support for the day-to-day activity of the Graduate School. The Graduate School is responsible for research degrees across the University.

The role of Graduate School Admissions and Inbox Administrator includes responsibility for email and telephone communication triage for all Graduate School business and supporting the Research Degree Administrators and Administration Coordinators with Admissions workflows. You will also be responsible for contacting our PGRs and supervisors regularly and scheduling social media posts regularly. With a core priority on the postgraduate researcher experience, it is expected that you will support postgraduate researchers during their studies by dealing with enquiries swiftly and accurately. You must be flexible and responsive to the demands of the team, postgraduate researchers, and academic colleagues to provide an excellent service.

The primary attributes required are:

- Excellent IT, communication, negotiation, and interpersonal skills
- Ability to work to strict and agreed deadlines
- Flexible approach to work and responsibilities
- Organised approach to work
- Attention to detail and the ability to develop workflow guidance
- Ability to form good working relationships across the University
- Ability to work as part of a team
- Ability to think critically and triage varied activity coming into the Graduate School from multiple communication avenues.





Duties and Responsibilities

1. You will be responsible for administration of all Graduate School inboxes, triaging the activity swiftly, liaising with staff responsible for the query, and gathering the response required for all activity to respond centrally. You must be able to assess each communication, critically evaluate each query, and resolve the problem either by responding yourself or liaising with other staff in good time. This role will handle confidential correspondence regularly and so the ability to handle communications in line with GDPR and confidentiality practices is vital.
2. You will be responsible for spotting trends in emails and calls to the Graduate School, using your initiative to compile evidence of these trends, and feeding back to the Graduate School team regularly for review and action.
3. As part of your day-to-day role, you will respond to admissions enquiries and process admissions applications including downloading of applications, scheduling interviews, and sending reminders to attendees. The production of how to guides for admissions purposes will be integral to your role, setting the standard for how each process is implemented. You will be expected to review these processes periodically and present suggested changes to the Graduate School Manager for review.
4. You will be familiar with the Research Degree Regulations and able to assist academic staff, postgraduate researchers, and examiners in gaining advice and guidance regarding the application of the Regulations from appropriate colleagues.
5. You will be familiar with the range of services available to postgraduate researchers and be able to direct academic staff and postgraduate researchers to wellbeing support throughout the institution.
6. You will communicate effectively to all relevant parties across the University to ensure they are aware of changes and developments in relation to research degrees.
7. You will support the administration of the core induction and events requiring attendance to be taken including the Researcher Development Programme.
8. You will be familiar with student records, including liaising and networking with other parts of the University (such as Academic Registry and faculties) to ensure accuracy in the student records system.





9. You will support the Research Degree Administrators and Administration Coordinators to be the student/staff-facing source of information for current and prospective postgraduate researchers, academic staff and managers, alumni, and professional service colleagues by:
 - a. using a range of communication methods including social media, choosing the most appropriate for the task at hand;
 - b. supporting the Research Degree Administration Coordinator in developing and maintaining a range of relevant and accessible resources for students, supervisors, alumni, and administrators including the Research Degree Handbook, Blackboard, newsletters, webpages, and social media.

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





Eligibility

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.

This role is available for immediate start, with a fixed term end date of 31/01/2023.

Work hours and Work Pattern:

Monday (7.25 hours, 8:45am – 5:00pm)

Wednesday (3.6 hours from 10:00am)

Friday (3.6 hours from 10:00am)

14.5 hours in total

Internal staff wishing to apply for a fixed term role as a secondment opportunity must discuss this with their existing line manager before applying.





Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria.

Methods of Assessment include Application Form (A), Supporting Statement (S), Interview (I), Test (T) & Presentation (P).

		Essential	Desirable	Method of assessment (A/S/I/T/P)
Qualifications				
1.	Educated to A-level	*		A
2.	Educated to degree level		*	A
Experience and Knowledge				
3.	Experience in administration	*		S / I
4.	Experienced in the use of Microsoft packages, particularly Outlook, to produce high quality documents	*		S / T
5.	Familiarity of communicating activity to team members, discussing options with staff, negotiating, and processing outcomes to another party	*		S / I
6.	Experience of maintaining high quality, accurate records		*	S / I
Abilities and Skills				
7.	Excellent verbal and written communication skills with experience of producing high-quality, accurate and timely communications, such as minutes, emails, and social media posts.	*		S / I / T
8.	Ability to manage own time effectively, think critically and work to multiple/conflicting deadlines, triaging activity as necessary.	*		S / I
9.	Ability to work independently in a confident manner and as part of a team	*		S / I
10.	Ability to work under pressure, in a solution orientated manner, and use initiative while being proactive	*		S / I





How to Apply

When you are ready to start the formal application process, please visit our [Current Vacancies page](#) and click 'vacancies', search for the role you wish to apply for, and click 'Apply Online'. The online application form can be completed in stages and can be revisited at any time. The form automatically saves as you enter your information and it is simple to move backwards and forwards throughout at any time prior to submission. Help is available at each stage to guide you through the form. Before final submission, you can preview your application and can then choose to refine or submit the form.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11.59pm on this date. Following the closing date, we will contact you by email to let you know whether or not you have been shortlisted to participate in the next stage of the selection process. We try our best to inform all applicants within two working weeks following the closing date.

Application > Shortlisting > Interview > Outcome

For informal enquiries about this vacancy you may wish to contact: Lydia Richardson, Graduate School Manager, at Richarly@edgehill.ac.uk

At Edge Hill University we value the benefits a rich and diverse workforce brings to our community and therefore welcome applications from all sections of society.

