



## Course Enquiries Assistant

<b>Reference:</b>	EHA1363-0324
<b>Salary:</b>	£22,681 - £24,248 per annum Grade 3, Points 11–14
<b>Contract Type:</b>	Permanent
<b>Hours</b>	Full Time (36.25 hours per week)
<b>Location</b>	Ormskirk
<b>Accountable to:</b>	CRM and Enquiries Manager
<b>Reporting to:</b>	Course Enquiries Officer



## About the Role

Based within the Admissions, CRM and Enquiries Team, the main focus of this role is to provide an outstanding, front line customer experience to prospective students and key influencers. The post holder will be responsible for handling incoming enquiries from different audiences across various channels including phone, email and face to face, providing tailored information and advice as needed. This role will also support the promotion and delivery of key events throughout the recruitment cycle including general open days, campus tours and subject specific events.

## 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 by telephone, email, face to face contact, via web chat platforms and social media. To identify prospective students information needs, offering immediate information and advice where appropriate and to follow up with the despatch of 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 events.
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 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 CRM and Enquiries 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
- g) Proactively consider accessibility and ensure appropriate quality assurance of templates, documents and published outputs using software such as Microsoft Accessibility checker and Blackboard Ally

## 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.





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)
<b>Qualifications</b>				
1.	Educated to degree level or to have relevant work experience	*		A
<b>Experience and Knowledge</b>				
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		*	S,I
4.	Demonstrable understanding of students needs and concerns in relation to Higher Education	*		S,I,T
5.	Knowledge and understanding of the Higher Education application process		*	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		*	I
<b>Abilities and Skills</b>				
8.	An excellent standard of written and spoken English	*		S,I,T
9.	Excellent IT and data entry skills with a focus on accuracy	*		S,I,T
10.	Comfortable communicating in-person and using a range of platforms including phone, email and 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	*		I
14.	Ability to communicate effectively and clearly with people at all levels both internal and external to the organisation	*		S,I
15.	Ability to work flexibly and reliably to meet the needs of the team, including regular and weekend work	*		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: Pippa Courtley, Course Enquiries Officer at [courtlep@edgehill.ac.uk](mailto:courtlep@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.*

