



# Job Description and Person Specification

## Summary

<b>Job title:</b>	Admissions Assistant
<b>Area:</b>	Admissions
<b>Reference:</b>	EHA0963-0924
<b>Grade and 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>	Campus based role. Ormskirk, Lancashire, L39 4QP
<b>Accountable to:</b>	Head of Student Recruitment & Admissions
<b>Reporting to:</b>	Admissions Officer

## **About the Role**

The postholder will be responsible for supporting the provision of a high quality, applicant focused admissions service.

The postholder will be responsible for supporting application processing, using pre-determined criteria to make initial decisions on whether to make an offer to a candidate, or whether to shortlist them for interview for certain programmes. Postholders will also play a pivotal role in supporting the prospective student experience via communications with applicants.

## **Duties and Responsibilities**

1. Providing support to recruitment activity within the Admissions department, working on application processing across a range of programmes and study levels.
2. Making decisions on standard applications against set criteria, referring non-standard queries to Admissions Officer/Admissions Manager as appropriate.
3. Checking to ensure application decisions are consistent and appropriate, referring any queries to the Admissions Officer for review.
4. General application processing including: creation of applicant records, updating and amending applicant/pre-enrolment records, processing of initial and confirmation decisions, sending offers to UCAS, DfE, etc. and providing correspondence to applicants.
5. Maintaining accurate applicant records, to include tracking of outstanding decisions and applicant replies and taking the necessary action as appropriate.
6. Gaining a sound understanding of the various admissions processes (e.g. UCAS, DfE, Direct Application) and Edge Hill's course provision in order to answer enquiries from prospective applicants, applicants and current students and giving advice and guidance on entry qualifications where appropriate.
7. Correspondence with students and prospective students under the supervision of the Admissions Officer.
8. Assistance with the preparation of documentation for applicants, e.g. interview and pre-course information, under the supervision of the Admissions Officer.
9. Responsible for managing own workload to meet internal and external deadlines and those determined by the Admissions Officer/Admissions Manager.

10. Liaison with academic staff in relation to individual applicants including offering advice and guidance on non-standard qualifications.
11. Liaison with academic colleagues and other support services within Edge Hill to co-ordinate arrangements for interviews, workshops and applicant visits.
12. Assistance with enrolment including subsequent coding and input of entry qualifications for statutory returns.
13. Support the welcome and registration process for candidates on interview/audition days, ensuring excellent customer care.
14. Assistance with the administration of DBS and Occupational Health checks for applicants or enrolled students on designated courses, including attendance at some evening and weekend drop-in sessions.
15. Supervision of the work of casual assistants employed as tour guides and for general administrative duties, e.g. Cleaning Assistants.
16. Some Reception/Help Desk work, including face to face information advice and guidance on courses, selection processes and entry criteria.
17. Liaison with the Cleaning Houses (e.g. UCAS, DfE) over individual applicants, to identify and resolve individual problems or issues.
18. Make a positive contribution to the work of the Admissions Service, including responding to customer service requests to initiate changes to customer service processes and be proactive in the review and modification of service delivery.
19. Undertake such other relevant duties and responsibilities, appropriate to the grade, as determined by the department's senior staff. This may include assistance in the delivery of institution-wide responsibilities such as Interview Days, Open Days, Offer-Holder Days, Graduation Ceremonies, Enrollment, 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
- 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.

## Person Specification

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. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

### Qualifications

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
Educated to A Level standard (or equivalent) or have work experience in a busy office environment	Essential	Assessment

### Experience and Knowledge

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
Experience of working in a busy office environment with experience of volume processing, preferably in Further or Higher Education	Desirable	Application, Supporting Statement & Interview
Proven experience of using systems or databases	Essential	Supporting Statement & Interview

### Abilities and Skills

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
Understanding of Higher Education issues and particularly student related issues	Desirable	Supporting Statement & Interview
Ability to ensure accuracy and attention to detail, especially when handling large amounts of complex and detailed information	Essential	Supporting Statement & Test

<b>Criteria</b>	<b>Essential or Desirable Criteria</b>	<b>Method of Assessment</b>
Ability to plan and prioritise own workload, work independently without supervision, and work quickly and reliably under pressure with large volumes of information in order to meet internal and external deadlines	Essential	Supporting Statement & Interview
Ability to develop and maintain accurate tracking and monitoring systems and processes	Essential	Supporting Statement & Interview
Commitment to providing excellent customer service	Essential	Supporting Statement & Interview
Excellent written and verbal communication skills and the ability to build positive working relationships with customers and colleagues at all levels	Essential	Supporting Statement & Interview
Skilled in the use of Microsoft Office (Excel, Word, etc.), email, with ability to learn, embrace and use database systems and digital technology	Essential	Interview & Test
Ability to understand and interpret complex information, e.g. government legislation, UCAS procedures, etc.	Essential	Supporting Statement & Interview
Ability and commitment to work independently without supervision, as well as assisting other team members	Essential	Supporting Statement & Interview
A high degree of self motivation and a positive, flexible approach to the changing needs of the department	Essential	Supporting Statement & Interview
Discretion and the ability to handle sensitive and confidential information with diplomacy and tact	Essential	Interview

## Candidate Guidance and How to Apply

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.

For informal enquiries about this vacancy, you may wish to contact: Glyn Wheeler, Admissions Officer: Postgraduate at [Wheelerg@edgehill.ac.uk](mailto:Wheelerg@edgehill.ac.uk).

When you are ready to start the formal application process, please [visit our Current Vacancies website](#), search for the role you wish to apply for, and select the 'Apply Online' button at the bottom of the job advert. 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 you can move backwards and forwards between individual form sections at any time prior to application 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.

As part of your application, you will be asked to provide details of two referees. Please see our application form for guidance on how to nominate your referees.

Please refer to the advert for the closing date for this vacancy, all applications must be submitted by 11:59pm on this date. Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. Please check your spam/junk mail if you do not receive this email.

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.

If you are offered the post, the offer will be subject to pre-employment clearance. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity and evidence of your qualifications and professional memberships as referenced as essential or desirable in the person specification for this role. You will also be asked to complete onboarding forms including a pre-employment health questionnaire to support the University make appropriate adjustments to support you in the role. The University will also contact the referees you have nominated. Please note that you may be asked for alternative or additional referees as we seek references that cover your previous three years of employment history. Following successful completion of pre-employment clearances (including an Enhanced Disclosure and Barring Service check, as relevant, please see job advert) a start date will then be arranged with you.