

JOB DESCRIPTION

Job Title: Admissions Assistant

Grade: SG3

Department: Student Recruitment and Admissions

Responsible to: Admissions Supervisor

Responsible for: N/A

Key Contacts: Admissions Officers and fellow staff within the Admissions team, staff within the wider Marketing and External Relations Directorate, and staff with responsibility for admissions and/or student recruitment within Faculties and partner colleges.

Standard Occupational Classification (SoC code):

Non-Contractual Nature of Role Profile:

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE

Support the work of the admissions office by carrying out a range of routine admissions related tasks. This will involve working across all applicant groups, including Undergraduate, Postgraduate, Home and International, to support the team in delivering a consistently high quality of service to all applicants. The post holder will also process and resolve standard applications by following entry criteria guidance.

KEY ACCOUNTABILITIES

Team Specific:

- Carry out routine admissions related tasks which require learning certain processes with set standards, following guides, or referring to what has been done before, including, but are not limited to:
 - Capture and record accurate enquiry data.
 - Processing an applicant's acceptance, deferral or rejection request.
 - Attaching applicant responses to applicant records.
 - Completing data entry onto Banner forms so as to add required qualifications, offer details, and any other necessary details to an applicant's record, using standard coding.
 - Issuing applicant communications (including requests for further information, interview, test and offer emails).

- Documenting and updating admissions interview and test records with information on dates provided by faculty and responses from applicants.
- During clearing completing UCAS self-release requests and running and working through the matched and unmatched report of referred clearing applicants.
- Provide day to day customer service resolving standard non-complex enquiries and applications (e.g. Home applications with traditional qualifications) by choosing from a limited number of options (e.g. offer, alternative offer, or reject) applying knowledge acquired after a short period of training and by following detailed entry criteria guidance, and recognising when an application is non-standard and complex (e.g. Overseas applications or non-traditional qualifications) and should be referred to others.
- Perform basic admissions checks or establish basic facts to support answering enquiries and the processing of an application consistent with provided training, guides or what has been done before, e.g.:
 - monitoring of ambassadors and their customer service performance on Enquiry Management Channels against agreed process manuals and SLAs.
 - checking qualifications and residency and visa documents provided by an applicant are consistent with what has been asked for and taking appropriate action.
 - checking the difference between an offer and entry criteria when inputting an offer into Banner, and reporting any mismatch, failure or anomaly.
- Respond to internal or external contacts requiring information or an admissions service by following training, templates and what has been done before. Respond to requests and refer the contact to the right person if necessary, and recognise when a enquiry or problem should be referred to others
- Perform routine tasks with set standards or procedures within set IT systems (Openscape, Livechat, CRM and Gecko), including reporting of enquiry management operations or populating answer for the chat bot, or scheduling events/emails.
- Advise or guide new starters working in the same role or unit on standard information or procedures, or using routine equipment (for example Clearing)

Managing Self:

- Awareness of own world view, positive attitudes towards cultural differences, and knowledge of different cultural practices.
- Show consideration to others and refer to relevant people if necessary.
- Have sufficient knowledge or expertise to undertake day to day work without direct or continuous reference to others.
- Keep colleagues informed of work and progress with tasks, to ensure coordination of effort and that work is done effectively.

- Plan, prioritise and organise your own work to achieve agreed objectives.

Core Requirements:

- Adhere to the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours and location, to ensure that Student Recruitment and Admissions delivers the required level of service (for example be available to work without taking holiday leave, and on different campuses as required, throughout the Confirmation & Clearing and registration period).

The role, although based at the Avery hill campus, is expected to work across all 3 sites (Avery Hill, Greenwich and Medway) as and when required, and requires travel to events off campus across the UK.

Restricted annual leave in place throughout Confirmation and Clearing period.

Freedom of speech and academic freedom:

In any matter falling under this job description, the university will have particular regard to, and place significant weight on, the importance of freedom of speech within the law, academic freedom and tolerance for controversial views in an educational context or environment. The University's commitments to freedom of speech and academic freedom are set out in the [Freedom of Speech Code of Practice](#). In the event of any conflict between this job description and the Freedom of Speech Code of Practice, the Freedom of Speech Code of Practice will take precedence.

KEY PERFORMANCE INDICATORS:

- Timeliness of task completion within agreed service levels
- Accuracy of all aspects: including offer details, coding and data entry
- Satisfaction of all 'customers': applicants, Faculty colleagues, Office colleagues

KEY RELATIONSHIPS (Internal & External):

- Admissions Officers and fellow staff within the Admissions team
- Staff within the wider Marketing and External Relations Directorate.
- Staff with responsibility for admissions and/or student recruitment within Faculties and partner colleges

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Providing excellent customer service
- Experience of data entry to create, organise and maintain accurate electronic records
- Managing own workload with minimal supervision to meet internal and external deadlines
- Consistently following existing process, procedures or guides
- Awareness of UK level 3 qualifications

Desirable Criteria

- Working in higher education, or similar environment
- Knowledge of UCAS and other HE admissions systems

SKILLS:

Essential Criteria

- A range of IT skills (Microsoft packages & database) and ability to work with new or bespoke systems after training
- Good communication skills; able to receive, understand and convey straightforward information in a clear and accurate manner
- Methodical and process orientated; able understand the use of established practices/procedures/techniques and follow them
- Attention to detail
- Using cultural competence to inform cross-cultural working

Desirable Criteria

- Skilled using Banner, or similar IT record systems

QUALIFICATIONS:

Essential Criteria

- Level 3 or equivalent

Desirable Criteria

- Degree or equivalent

PERSONAL ATTRIBUTES:

Essential Criteria

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- N/A