

Professional Services Job Description

Job Title:	Applicant Enquiries Assistant
Ref No:	MKG511
Campus:	Hendon
Faculty/Service:	Student Recruitment, Marketing & Communications
Grade:	4
Salary:	£28,840 per annum rising to £32,335 per annum each year inclusive of Outer London Weighting.
Hours:	35.5 hours per week. Actual daily hours by arrangement
Period:	Permanent
Reporting to:	Applicant Enquiries Officer

Reporting to Job Holder: N/A

Overall Purpose:

The Applicant Enquiries Assistant post plays a key role in the recruitment and conversion of prospective students, providing support, advice and guidance to enquirers and offer-holders. Working alongside admissions offers, you will provide an excellent service to ensure a smooth applicant experience that demonstrates the values and vision of Middlesex University, London.

Principal Duties:

- To provide an excellent experience to enquirers and applicants from the first point of contact until enrolment, ensuring prospective students feel actively engaged and supported throughout their Middlesex student journey.
- Ensure that advice and guidance is clear, accurate and relevant at all points of the application cycle.
- Advise enquirers/applicants on the suitability UK and international qualifications and English language equivalency for university entry.
- Provide information about the university's full portfolio of courses, including undergraduate, postgraduate taught and research programmes, continuing professional development (CPD) and degree apprenticeships. Including programme unique selling points (USP), entry requirements and shortlisting.
- Advise on the principles of residential category status and tuition fees and funding.
- Provide appropriate information about Student Route visa requirements and the process for issuing Confirmation of Acceptance for Studies (CAS).
- Ensure advice and guidance adheres to university policy and process and is compliant with external regulatory requirements e.g. UK Visas and Immigration (UKVI), CMA, Quality Assurance Agency for Higher Education (QAA).
- To support in the shortlisting of applicants for interviewing and portfolio-based courses.

- Work collaboratively with the wider applicant services and recruitment teams to provide prompt and effective resolutions to applicants and offer-holder enquiries, in accordance with key metrics.
- To work under the direction of Application Enquiries Officer to achieve team targets and deadlines in relation to enquiry handling, follow-up and resolution.
- Ensure that information and data is accurately captured in Customer Relationship Management (CRM) and student information systems in line with data quality standards.
- To be a key part of the University's Confirmation & Clearing operation, with efficient, accurate offer-making and supervision of front-line Clearing support teams.
- To work to individual and team-level objectives and contribute to the continuous improvement of Admissions process.
- To work flexibly to support other areas of the Applicant Services team as necessary to ensure continued and efficient service delivery.
- Support the wider objectives of the Student Recruitment, Marketing & Communications directorate, the Access and Participation Plan and the university Strategy 2031.
- Demonstrable commitment to fairness and the principles of equality and inclusion.
- You will occasionally be required to work out of hours, including weekends for key events such as Confirmation and Clearing.
- You may be required to support other tasks across the Student Recruitment, Marketing & Communications directorate, such as University Open Days, Universities and Colleges Admissions Service (UCAS) recruitment events and any other duties or responsibilities commensurate with the grade of the post.

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

Person Specification

Job Title: Applicant Enquiries Assistant

Your supporting statement on your application form will be assessed to see how you meet each of the following selection criteria.

SELECTION CRITERIA:

Education/Qualifications

Essential:

- Educated to level three standard or possessing equivalent and relevant experience

Experience

Essential:

- Experience of working as part of a team
- Experience of working in administration in an office environment
- Experience of working with large datasets

Desirable:

- Experience of working in further or higher education, preferably in a recruitment/admissions context.
- Experience of using Customer Relationship Management (CRM) software (such as Microsoft Dynamics).

Knowledge

Desirable:

- Knowledge of UK qualifications e.g., A-Levels, Business and Technology Education Council (BTEC), International Baccalaureate (IB) and overseas equivalents.
- Familiarity with the Universities and Colleges Admissions Service (UCAS) applications cycle
- Familiarity with rules governing residential category (fee status) assessment
- Familiarity with Points Based Immigration scheme
- Knowledge of the current higher education landscape

Skills

Essential:

- Strong organisational skills with the ability to effectively prioritise workload
- Ability to manage high volumes of applications/enquiries and meet deadlines
- Strong attention to detail and ability to interpret complex entry requirements
- Excellent verbal and communication skills

- Evidence of flexible and collaborative team working
- Strong IT skills, with proficiency in Microsoft Office products
- Good working knowledge of General Data Protection Regulation (GDPR) regulations
- Customer-focused, in line with the Middlesex approach of putting students at the heart of our actions.

Equality Diversity and Inclusion

Essential:

- Demonstrable commitment to fairness and the principles of equality and inclusion.

Terms and Conditions

Diversity

We value diversity and strive to create a fairer, more equitable work environment for our staff and students. We offer a range of family-friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

Flexibility

Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

MU Services Limited

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff. All University professional services staff job descriptions, policies and procedures and the University Professional Services Staff Handbook will apply to both Middlesex University staff and MU Services Limited staff during their employment, unless where expressly stated otherwise. Staff will remain with their current employer, unless they move to an academic or academic related role.

Annual Leave

30 days per annum plus eight Bank Holidays and seven University Days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Travel to Hendon Campus

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

Public Transport

Our Hendon Campus is well served by public transport with buses, London Underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL (www.tfl.gov.uk) and have a look at our directions and location map to help plan your travel: <http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

Parking

There are currently Regular Parking Permits and Pre-Paid Parking options available to new joiners. Further details are available on the Travel and Transport page on the staff intranet. Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.

Parking for Disabled Staff

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

What Happens Next?

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please contact Jamie Popplewell, Head of Applicant Services & Student Visa Compliance) via e-mail: j.popplewell@mdx.ac.uk