

JOB DESCRIPTION

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| Job Title: | Admissions Communication Adviser |
| Campus: | Hendon |
| Grade: | 4 |
| Salary: | £23,263 - £26,559 per annum inclusive of London Weighting |
| Reporting to: | Admissions Communication Manager |

Overall Purpose: The post-holder is responsible for providing an excellent standard of front-line service to all enquirers, prospective students and their influencers (parents, carers and teachers), providing a welcoming, positive, supporting and knowledgeable approach, supporting University recruitment efforts. The post-holder will act as the initial point of contact on a range of issues relating to Application processes and procedures, utilising all communication channels, e.g. face-to-face, phone, e-mail and digital. Working towards positive resolutions and ensuring that all enquirers and applicants are provided with appropriate information and advice, the post-holder will be responsible for ensuring that all Middlesex University Applicants and Enquirers are satisfied and happy with the service provided.

Principal Duties:

- To provide the excellent customer service and assistance required by prospective students from the first point of enquiry until enrolment, ensuring prospective students feel actively engaged with Middlesex University and happy/satisfied with service provided,
- To advise individual applicants on their programme choices, alternatives and next steps of relevant Admissions processes (Undergraduate, Postgraduate, Pre-Accreditation, CPD, etc),
- Provide in-depth advice during main University recruitment events, both internal and external, and activities aimed at prospective students (Open Days, Postgraduate Open Evenings, Applicant Days, HE Fairs, Advisory workshops and sessions, etc),
- Determining the most effective resolutions and assisting prospective students directly, or referring their issues and request to Admissions Operations Team for resolution,
- Tracking follow-up referrals and resolutions, ensuring all Applicant issues and requests are resolved in a timely manner,
- Log all enquiries and ensure that an appropriate flow of information between Admissions communication and Admissions Operations Team is maintained,
- Prepare relevant information required by Applicants at all stages of their journey (Fee Assessment Forms, DBS information, Interview preparation information, etc),
- Keeping up to date with qualifications for entrance to Higher Education, relevant procedures and policies,
- Contribute to the administration and support of interviews, auditions and portfolio assessment processes,
- Inputting relevant information on University systems, ensuring that speedy resolutions are achieved and Applicant records are complete and maintained appropriately.

- Actively cooperating with Admissions Operations Team and QuScient Triage Team ensuring that all actions are performed in agreed timelines and Applicants are informed appropriately.
- To support the University's confirmation, clearing and enrolment operations.
- Contributing to effective Communication strategy, ensuring all Admissions operations are coded appropriately on university systems.
- Be knowledgeable about University Admissions policies and processes, in order to provide appropriate advice to interested parties, both external and internal.
- Liaise with relevant internal stakeholders (from both MU Professional Services and Academic Departments) to exchange information, ideas and developments related to Admissions policies and procedures.
- Attend and contribute to meetings, team briefings, projects and committees as appropriate.

Hours: 35.5 hours per week for 52 weeks per annum. Flexible working hours, including seasonal work patterns, weekend and evening work will be required, e.g. 1 evening per week, two events per month or one weekend per month. Compulsory intensive working hours will be required during Clearing, Confirmation and agreed peak times.

Leave: 25 days annual leave pro rata plus the equivalent of 6 University days and 8 Bank Holidays.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements, the duties / location of this post and the role of the post-holder may be changed after consultation.

PERSON SPECIFICATION



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Campus: Hendon

Selection Criteria:

ESSENTIAL

Knowledge, Education and Skills:

- Qualifications of at least an A-Level or equivalent
- Experience of working in a fast-paced customer service role
- Experience of using databases and email
- High level of competence in ICT applications
- An ability to prioritise own workload

Attitudes:

- Excellent communication skills (both verbal and written) combined with friendly personality
- Excellent personal presentation style
- Commitment to providing excellent customer service (speedy, efficient and of high quality) and assisting University prospects throughout their journey
- Experience of work requiring close attention to detail
- Ability to work in a fast-paced environment
- Excellent team-working and work-sharing skills
- Experience in use of innovative techniques to deliver against goals
- Flexibility and resourcefulness in work
- Experience of working in a pressurised environment and handling conflicts and difficult clients

DESIRABLE:

- At least one year's experience of working in HE in an admissions/recruitment role
- Detailed understanding of target audience needs and expectations
- Understanding of UCAS and other admissions systems
- Experience using and understanding CRM systems
- Knowledge of UK HE system, entry requirements, related policies and procedures
- Knowledge of UK Student Finance system, policies and procedures
- Knowledge of Admissions processes for International applicants
- Experience in working in a non-HE Sector.

Middlesex University is working towards equality of opportunity.

Flexible working applications (including part-time working) will be considered. When received, the University shall assess the feasibility of covering the post with the preferred pattern of working in line with the University's commitment to flexible working. Selection of the best candidate will be based on

an assessment against the Person Specification in line with the University's Staff Recruitment and Selection Policy.