University of Northampton

Admissions Office Administrator
Job Description
Admissions Office Administrator

Responsible to: Admissions Team Leader
Accountable to: Head of Student Admissions

Overall Purpose

To be part of The University's centralised admissions service delivering excellent customer service to meet the needs of applicants, tutors and other professional staff. To be a source of expertise on admissions matters and be able to provide concise and accurate information to applicants and staff.

To provide varied support to the Admissions Office to include managing Admissions emails, reception duties, responding to telephone queries, supporting applicant interview days, accurate and expedient administration of applications from UCAS, UTT and from direct applicants.

Principal Duties and Responsibilities

- Admissions reception duties, working independently at other campuses as required.
- Manage the Admissions email accounts.
- Assist at Discovery Days, includes verifying qualifications and documents taken for Disclosure and Barring Service (DBS) checks. This will include supporting 8:30am interviews.
- Represent the Admissions Office at University Open Days and events.
- Receive and process applications for the University against given criteria.
- Maintain and update the electronic student record including applicants’ personal details, course transfers, withdrawals etc. including notifying external bodies such as UCAS, UTT etc.
- Provide standard advice and guidance on applicant admissions, regulation and policy as appropriate.

Generic Duties and Responsibilities

- Act as an effective team member under the guidance of a Team Leader or Coordinator
- Enrol students on programmes following standard procedures.
- Maintain students’ files including notes of email and telephone communications.
- Use tracking and monitoring mechanisms.
- Word-process emails and other documents using set templates as well as drafting individual correspondence.
- Respond effectively to general enquiries from internal and external stakeholders.
- Process module choice forms for new students in accordance with standard procedures, checking legitimacy of student choices.
• Liaise with internal departments e.g. Marketing and International Relations, Student Services, Student Records Teams, academic tutors and faculty staff.

• Act as mentor, where required.

• Take responsibility for the quality and accuracy of own work.

• Exceptional accuracy on data entry to the student record system following checking procedures.

• Manage own diary, working independently where necessary.

• Collect data/information to support the team.

• Provide office and telephone cover as required.

• Engage in professional development.

• Develop an understanding of the HE environment.

• Participate in cross-departmental and institutional activities e.g. ceremonies, enrolment, Clearing, etc.

• The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Admissions Team Leader or Coordinator.

• The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues.

• The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.
**Person Specification**

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

Please see Key below

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Essential / Desirable</th>
<th>Assessment Methods</th>
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### Qualifications

| 1 | 5 GCSEs (to include English Language) at Grade C/4 or above, or equivalent | E | A |
| 2 | GCSE Maths at Grade C/4 or above, or equivalent | D | A |

### Skills, Knowledge and Experience

| 3 | Experience of providing excellent face-to-face customer service | E | A/I |
| 4 | Demonstrable experience of relevant systems such as databases and the Microsoft Office suite | E | A/I/T |
| 5 | Ability to work as part of a team to provide administrative or procedural support under the guidance of a Team Leader or Co-ordinator | E | A/I |
| 6 | Request information and/or receive and respond to everyday enquiries in accordance with standard procedures, referring requests outside role-holder's knowledge to appropriate colleagues | E | I |
| 7 | Ability to use discretion and initiative to identify and resolve first line problems or difficulties, referring to Team Leader or Co-ordinator for assistance as necessary | E | A/I |
| 8 | Experience of adhering to procedures, precedents, policy or legislation | E | A/I |
| 9 | Knowledge and experience of UCAS systems and processes | D | A |
| 10 | Experience of keeping team members up to date with workload issues, changes and demands | E | I |

### Personal Qualities

<p>| 11 | Willingness to take on new developments and adapt to organisational and technological change | E | A/I |
| 12 | Experience of working in a demanding office, meeting the requirements of that environment | E | A/I |
| 13 | Excellent, effective and clear written and verbal communication skills | E | A/I/T |
| 14 | Accuracy in handling data and personal records | E | I/T |
| 15 | Demonstrable evidence of effective working with other team members | E | A/I |
| 16 | Excellent organisational and time management skills | E | I |</p>
<table>
<thead>
<tr>
<th>No.</th>
<th>Ability</th>
<th>Essential (E)</th>
<th>Application (A)</th>
<th>Interview (I)</th>
<th>Test (T)</th>
<th>Presentation (P)</th>
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<tbody>
<tr>
<td>17</td>
<td>Ability to work independently and accurately</td>
<td>E</td>
<td>A/I</td>
<td></td>
<td></td>
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<tr>
<td>18</td>
<td>Ability to offer ideas and suggestions to improve team processes</td>
<td>E</td>
<td>A/I</td>
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Terms and Conditions of Employment

Job Title: Admissions Office Administrator

Duration: Fixed Term for nine months

Hours: Full Time: 37 hours per week

Salary: Grade 4: £19,202 - £21,414 per annum

Work Base: Newton or any of The University of Northampton premises as required

Pension: Eligible to join the Local Government Pension

Holidays: 21 days per annum plus 5 days after 5 years continuous service plus Bank Holidays and Closed days.

Notice period: 1 month

Probationary period: 6 months

Additional Points to Note

Applicants are required to provide two referees who can give an opinion on academic and/or professional work experience.

Successful applicants are required to provide any stated/required qualifications and evidence of any memberships to professional bodies.

Applicants must provide evidence of their right to work in the UK in accordance with the Asylum and Immigration Act 1996 and Immigration Asylum and Nationality Act 2006.

The starting salary for all new appointments and internal promotions will normally be at the minimum point of the grade

Should you be shortlisted to attend an interview the University will not reimburse you for any expenses incurred.