

## **Admissions Assistant – Academic Registry – Grade D**

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### Job Description

#### **Purpose**

To provide administrative and clerical support to a range of functions within the Admissions Office following student applications from receipt to enrolment. To work as part of a team to provide a comprehensive, customer focused service to applications, their supports and staff of the University.

#### **Duties**

1. To act as a first point of contact for DBS applicants seeking support in relation to the service
2. To provide effective administration for applicants in relation to their Disclosure & Barring Service (DBS) and Occupational Health Checks.
3. Provide a reception service for visitors to the Admissions Office
4. Communication with prospective applicants, applicants and current students, in person, by letter, by email and by telephone
5. To liaise with Schools, Central Services and external partners in relation to DBS and Occupational Health Checks
6. Maintain strict confidentiality in handling sensitive information discussed at meetings.
7. Attend regular DBS Panel meetings and prepare meeting minutes promptly and efficiently.
8. To assist in supporting the Course Enquiry function
9. To carry out the input and retrieval of applications data using Banner, the University's Student Record system and additional electronic systems utilised by the University
10. To undertake such other relevant duties and responsibilities, appropriate to the grade, as may be determined from time to time by the Admissions Manager. This may include working in other areas within Academic Registry during peak periods and assistance in the delivery of University-wide responsibilities such as Enrolment, Open Days etc. some evening and weekend working will be required.

### Person Specification

#### **Knowledge, Skills, and Behaviours (Essential)**

- Experience of working in a busy officer/customer focused environment (Application/Interview).
- Experience of working with a diverse range of students (Application/Interview).
- Accurate Volume Data Input and experience of word processing (Application/Interview).
- A levels or equivalent experience/experiential learning (Application).
- Ability to work accurately and consistently under pressure (Application/Interview).
- Exceptional interpersonal and communication skills, both verbal, written, and electronic, with a high level of fluency in spoken and written English (Application/Interview).

- Excellent organisational skills (Application/Interview).
- An understanding of, and sensitivity to issues relating to international and UK students (Application/Interview).
- Basic knowledge of the Higher Education environment (Application/Interview).
- Ability to communicate across cultural boundaries (Application/Interview).
- Ability to work alone and or as part of a team (Application/Interview).
- Willingness to work flexibly to meet the demands of the job (Application/Interview).
- An understanding of confidentiality (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Supporting All, Creating Opportunity and Being Proud, as a framework for decisions, actions and behaviours (Application/Interview).

#### **Knowledge, Skills, and Behaviours (Desirable)**

- Educated to undergraduate degree standard (Application/Interview).
- Knowledge of the University of Central Lancashire (Application/Interview).