External Relations Administrator (Admissions)

Department: External Relations
Hours of work: Full time, 37 hours a week
Contract type: Open contract
Salary: Grade 4, £24,285 - £27,131 a year
Main purpose of the role

There is one full-time, open post available within the Undergraduate Admissions Team.

Marketing, Recruitment, Admissions and Outreach (MRAO) is a busy office with a vital part to play in the organisation of the admissions process for undergraduate and postgraduate programmes at the University and Hull York Medical School. The office also provides information, advice and guidance to prospective applicants and their families, and promotes widening participation in higher education. Within MRAO, the Admissions teams handle over 50,000 applications each year. The teams provide information, advice and guidance for prospective applicants, applicants, and academic and support staff across the University.

You will work with colleagues within MRAO, Academic Departments and other Professional Services to support activities from pre-application through to enrolment. The post-holder will provide an efficient and effective admissions service and excellent customer service to internal and external stakeholders.

The post-holder will carry out administrative duties required to facilitate the effective and efficient delivery of processes that underpin the applicant journey. Your main responsibilities will be processing applications for admissions according to strict clear criteria supplied by academic departments, handling email and telephone enquiries from prospective applicants, applicants and colleagues across the University. Other responsibilities will include advising staff in academic departments on admissions decisions, interpreting guidelines on educational equivalences, and advising on University regulations and procedures.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

1. Role Specific Responsibilities
   - Processing routine admissions decisions according to strict clear criteria; involving day-to-day liaison with academic and other administrative support departments
   - Advising staff in academic departments on admissions decisions, interpreting guidelines on educational equivalences, and advising on University regulations and procedures
   - Supporting applicants, and academic and administrative staff in the admissions process
   - As a main point of contact, handling enquiries from prospective applicants, current applicants, colleagues across the University and members of the public. Enquiries are primarily by telephone and e-mail
   - Processing confirmation of acceptance for study (CAS) document for overseas offers holder for visa purposes
   - Occasional attendance at meetings and formal events relating to the work of Admissions
   - Assisting Marketing, Recruitment, Admissions and Outreach (MRAO) colleagues where required
   - Occasional weekend working to support recruitment events such as Open Days and Visit Days, and observing a two week embargoed leave period in August including weekend working, during the UK exam results period

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post.
2. University of York Responsibilities for Grade 4

Service and Operational Delivery

- Use initiative to resolve queries that generally have a readily available answer by reference to policy, past experience and/or where some discretion can be applied.
- Share knowledge with colleagues and others to enable effective service or operational delivery.
- Proactively anticipate, explore and respond to customer needs and, when appropriate, propose solutions to resolve service or operational issues.
- Provide guidance and advice to resolve problems and queries for a broad range of customers.
- Make effective use of digital solutions to carry out operational activity and highlight opportunities for further efficiencies.
- Provide effective administrative support to the wider department as required. This may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events.

Continuous Improvement

- Contribute to the ongoing improvement, development and implementation of University processes and systems.
- Advise others and make recommendations into work processes and procedures for consideration by senior management to improve services.
- Proactively identify opportunities for building new personal knowledge and skills.

Specialist Contribution

- Act as a more knowledgeable team member to resolve non-standard or complex queries or advise when to escalate.
- Record data and information accurately
- Analyse, manipulate and interpret information/data and use it to produce reports for distribution to key stakeholders in the process or service.
- Carry out basic analysis and research to inform decision making.

Collaboration and Communication

- Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
- Collaborate with team members to anticipate and implement service improvements or alterations.
- Proactively and reactively liaise with contacts and participate in networks and communities internally and possibly externally, contributing to effective collaborative working.
- Act as a supportive and encouraging member of a team, including contributing to the training and induction of colleagues or new staff.

Governance and Oversight

- Apply knowledge of procedures and policy to processes; check and reconcile anomalies within data and information.
- Monitor and evaluate service delivery to ensure compliance with regulatory and professional procedures and standards.
- Monitor data accuracy checks to identify anomalies and ensure the integrity of data and information.
Planning and Organisation

- Plan and organise own workload, including possible project delivery.
- Organise and schedule resources, activities and events.
- Identify priorities and monitor processes and activities to ensure success.
Person specification

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<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Experience using complex databases</td>
<td>Essential</td>
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<tr>
<td>Ability to work with competing priorities and deadlines with attention to detail</td>
<td>Essential</td>
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<tr>
<td>An understanding of the following:</td>
<td>Desirable</td>
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<tr>
<td>● General Data Protection Regulations (GDPR)</td>
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<td>● Freedom of Information Act</td>
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<td>● Equal Opportunities</td>
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University of York Person Specification for Grade 4

Qualifications:

- Level 2 qualification including Maths and English. (Qualifications at this level include five GCSEs at grade A*-C/grade 4-9. Please view the full list). We also welcome applicants with equivalent non-UK qualifications or equivalent professional experience.

Skills - demonstrates the ability to:

- Accurately record, analyse, interpret and report information/data
- Use digital technologies including Google applications and/or Microsoft Office
- Communicate effectively in verbal and written formats
- Organise activities and resources

Behaviours:

- Works collaboratively with others
- Delivers a quality service
- Develops self and others
- Actively champions respect, inclusivity, equality and diversity
- Identifies and implements continuous improvement