

### JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title:** College Administrator

**Accountable to:** College Admissions Manager

**Contract Length:** Permanent

**Hours per week/FTE:** 35

**Weeks per year:** AYR

**Salary:** £28,274 pa

**Grade:** 3

**College/Service:** London College of Fashion

**Location:** 20 John Princes Street, London, W1G 0BJ

#### Purpose of Role:

To work closely with the College Admissions Manager (CAM) by providing administrative support as required. To help in providing research, co-ordination or event support for activities managed by the CAM. The post holder will provide support to prospective student enquiries and requests for tours or visits to College Sites. The role will work closely in conjunction with the College Admissions and Student Engagement teams.

The Post holder will help the work of the College Admissions Manager and must have the ability to deal with confidential issues in a professional manner, these qualities are essential for this post.

#### Duties and Responsibilities

- To provide administrative support for the College Admissions Manager and collate and respond to queries as appropriate.
- To liaise and communicate effectively with all levels of College and University staff as directed by the College Admissions Manager.
- To maintain information required by the College Admissions Manager and develop appropriate information retrieval systems (paper-based and electronic).
- To research, retrieve and collate information from a range of internal and external sources, working in collaboration with agencies and other departments where necessary.
- To support in the distribution of communication to internal and external bodies as directed by the College Admissions Manager, including e-mails, reports using appropriate software.
- In the absence of the College Admissions Manager, direct communications to appropriate senior colleagues including College and UAL where necessary.
- To provide effective reporting and monitoring mechanisms so that a confident and supportive liaison exists between the student administration staff.
- To work collaboratively with colleagues across the College based admissions team in order to ensure a seamless provision of excellent customer service for prospective students.
- To meet and greet new and potential students and visitors in a professional manner, dealing with enquiries as appropriate to include FE, HE & PG levels.
- To provide an overview of course detail and application process for students.
- To respond to enquiries and provide general information to new and potential students and visitors, referring queries to more senior members of the College based admissions team and others as

appropriate.

- To provide assistance to the College International Academic Co-ordinators when dealing with visitors and new and potential international students with application and course enquires.
- To assist the College Admissions Manager in supporting the roles of the College Admissions Tutors acting as a point of contact when required.
- To support the College Admissions Manager with open days, applicants days, and other recruitment activities.

#### **Additional duties and responsibilities**

- As a member of staff you may be asked to assist in other areas in order to maintain required levels of service during University wide Registry related activities such as Interview Weeks, Graduation and Enrolment. This may require working temporarily at another site during these events.
- To perform such duties consistent with your position as may from time to time be assigned to you from anywhere in the University.
- To undertake Health and Safety duties and responsibilities appropriate to the post.
- To demonstrate a commitment to the University of the Arts London's Equal Opportunities Policy, together with an understanding of how it operates within the responsibilities of the post.
- To undertake to continuous personal and professional development through effective use of the University's Planning Review and Appraisal scheme and staff development opportunities.

**Key Working Relationships:** Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- College Admissions Manager
- Academic Staff and other staff and external partners, suppliers etc; with whom regular contact is required.
- College based Admissions Team
- International Academic Coordinators
- College Admissions Tutors
- Student Engagement Team

#### **Specific Management Responsibilities**

**Budgets:** N/A

**Staff:** N/A

**Other:** accommodation; equipment as may be appropriate

Signed \_\_\_\_\_ Date of last review \_\_\_\_\_  
(Recruiting Manager)

## Job Title: College Administrator Grade: 3

### Person Specification

Specialist Knowledge/ Qualifications	A Level or equivalent
Relevant Experience	<div>Significant experience of working in 'customer care', preferably in a student centred academic environment</div> <div>Significant experience of working in a front line customer focused position</div> <div>Experience of working with students record database</div> <div>High levels of IT and keyboard skills to enable best use of available information and communications as necessary</div> <div>Good analytical and organisational skills</div> <div>Experience of compiling own correspondence and providing routine oral and written information clearly and concisely whilst paying strong attention to detail</div> <div>Experience of ensuring that accurate information is passed onto the most appropriate people in a timely fashion</div>
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Planning and Managing resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems

