

## Job Description



Staffordshire University Services Ltd

<b>Job title</b>	Enquiry Advisor
<b>School/Service</b>	Student Recruitment & Admissions
<b>Normal Workbase</b>	Stoke Campus
<b>Tenure</b>	Temporary
<b>Grade/Salary</b>	Grade 4
<b>FTE</b>	1.0 fte
<b>Date prepared</b>	November 2021

### Job Purpose

To be the first point of contact for course and applicant enquiries from the UK/EU and internationally and to be responsible for providing high quality information and guidance with respect to enquiries and support to resolve enrolment issues raised by new entrant students.

To maximise opportunities when dealing with enquirers and applicants and assist them to convert to enrolled students.

### Relationships

Reporting to: Student Recruitment & Enquiries Manager

Responsible for: No staff responsibility

Key Working Relationships: Staff within Student and Academic Services; key contacts within Schools and Services

### Main Activities

1. To provide a high quality, timely and customer centred information and guidance service in relation to course, admissions and enrolment enquiries from prospective and new home/EU and international students
2. To manage inbound and outbound communications e.g. telephone, email, SMS, Social Media and face to face ensuring all information provided is up to date and accurate and first point of call resolution is maximised
3. To be clear of key messages and selling points to be used during the different stages of the recruitment cycle in order to maximise opportunities to support applicants to convert to enrolled students
4. To support marketing campaigns and to work in an outward-facing role during events utilising your knowledge, customer service skills and selling techniques

5. To enter incoming enquiries into the appropriate CRM system with the aim of 100% accuracy to ensure that enquiry records are complete and accurate at all times
6. To undertake SITS maintenance for example to work in collaboration with the Admissions Administrators to arrange efficient interviews for applicants
7. To adhere to internally set deadlines, as well as, externally such as UCAS
8. To work in collaboration with the Student Ambassador Administrator to support the smooth running of the student ambassador scheme
9. To support the Admissions & Enrolment Administrators by making offers, processing applications, entering decisions and generating offers using SITS in accordance with the relevant procedures relating to tuition fee assessments, criminal convictions, safeguarding, fraud and verification, and Tier 4
10. To enter decisions and generate offers using SITS with the aim of 100% accuracy to ensure that applicant records are complete and accurate at all times and, where appropriate, prepared for enrolment
11. To participate in key University events including Open Days and Awards Ceremonies; promoting the provision within Student Recruitment & Admissions as appropriate
12. To support and participate in projects and development work across the Service as required providing professional opinion and advice
13. To propose solutions to address identified issues, including proposals for new plans and procedures
14. To identify and report any health and safety issues in the relevant work areas, ensuring compliance with health and safety legislation and University policies and procedures
15. Any other duties or responsibilities as may reasonably be required by the Director of Student Recruitment & Admissions

### **Special Conditions**

The role holder may be required to travel between sites from time to time in a cost effective manner, which may be through the use of a car.

### **Professional Development**

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

### **Variation to Job Description**

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

## Conditions of Service

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.