UNIVERSITY OF LINCOLN
JOB DESCRIPTION

JOB TITLE | Clerical Officer
DEPARTMENT | Student Administration
LOCATION | Brayford Pool
JOB NUMBER | SA9176 | GRADE | 3 | DATE | May 2018
REPORTS TO | Senior Administrative Officer (International Admissions)

CONTEXT

Student Administration provides expert administrative support and professional advice to the University in relation to academic administration, in addition to arranging key student-facing events. This includes the recruitment of students, student admissions, enrolment and the establishment and maintenance of the student record. Student Administration staff work closely with other areas of the University, including the International Office, the English Language Centre, College Offices, Finance and the Student Support Centre, in providing a student focused service that is responsive to a changing higher education environment.

JOB PURPOSE

The post holder will work as part of the International Admissions Team, helping to provide an effective and efficient admissions service for the University in the recruitment of international students and ensuring effective and ongoing communication with applicants and enquirers.

At key times of the year, the post holder will also be required to assist the wider Student Administration team, as detailed in the Key Responsibilities section of this job description.
### KEY RESPONSIBILITIES

#### Admissions
Providing clerical and administrative support for undergraduate and postgraduate admissions using the University's computerised student records system, including the logging of applications, production of offer emails, the updating of applicant records and mail merges.

Providing a professional reception service by telephone, email and in person, handling various types of enquiries from prospective and current students, staff and customers. Ensuring that those who enquire, receive the help and support that they require by providing a strong customer orientated service.

Providing clerical and administrative support for the Clearing Centre, as directed by the Student Administration Manager.

#### Assessments, examinations and extenuating circumstances
Receiving and recording extenuating circumstances applications.

Receiving enquiries from students or other visitors to the University, ensuring that they are dealt with or forwarded as appropriate.

Dealing with routine requests for transcripts.

Assisting with examination and examination board activities.

Assisting with the preparation of graduation certificates.

Providing first line support during examination periods.

#### Graduation and award ceremonies
Dealing with queries from students and staff relating to graduation

Liaising with College staff in order to confirm eligibility to graduate.

Assisting with ticketing arrangements.

Providing support at all graduation events, including assisting on the Enquiry Desk

Assisting with mail shots to graduating students.

Maintaining a comprehensive database of students eligible to graduate at each ceremony, recording responses received from students.

Dealing with routine incoming and outgoing post.

#### Student records
Processing Local Authority Notifications

Dealing with general enquiries relating to bursaries and scholarships
Processing student withdrawals, transfer of programme, interruption of study and supplementary enrolment forms.

Assisting with general housekeeping of the student record.

Assisting with the input of student enrolment details and Fee Billing.

Progression of students.

Providing support in relation to the Document Management System

Assisting with the maintenance of portal logs where appropriate.

Receiving enquiries from students or other visitors to the University, ensuring that they are dealt with or forwarded as appropriate.

Providing first line support during enrolment events.

### General duties

The work of the Clerical Officer will involve the use of the computerised student records system, in accordance with established University procedures and processes and as directed by the appropriate member of staff.

Deal with incoming and outgoing post, together with general office duties such as correspondence, reference requests and other clerical duties utilising relevant technologies, forwarding to other staff for action where relevant.

Ensure that stationery supplies, consumables and equipment are adequately maintained.

Assist with Student Administration events, including clearing, student enrolment and graduation.

Contribute to the continuous development and improvement of service provision, including the development of office systems and services, ensuring the high quality of service provided is kept under constant review.

Work closely with administrators from across the University, including the Student Support Centre, to ensure that there is a coherent and seamless approach to academic administration.

### Other duties

Maintain confidentiality in respect of all areas of the job responsibilities and to be aware of current University policy on the Data Protection 1998.

Comply with the University’s health and safety and equality and diversity policies in the undertaking of the job responsibilities and to undertake training required as part of the health and safety or equality and diversity policies of the University.

To undertake any staff development or training agreed to be necessary for the effective performance of duties assigned to the post.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.
ADDITIONAL INFORMATION

Scope and dimensions of the role

The Clerical Officer will carry out a range of activities, following routines and procedures set by others, but with limited supervision. It is therefore expected that the post holder will be adept at managing their workload and capable of balancing competing priorities.

An experienced team member, they will be able to make independent decisions on day-to-day routine matters and use judgement and initiative to make choices between a range of established options.

Student Administration will continue to review structures and business processes to ensure that the University’s strategic objectives are being met. The post holder will be involved in discussions, as appropriate.

Annual leave may not be taken by the post holder during peak periods without the prior approval of the line manager.

The post holder will be required to work flexibly during peak work periods. All post holders will, as the need arises, and as determined by the University Registrar, be required to provide temporary assistance in other areas of Student Administration. This is most likely to occur during times of peak activity/workload, but will also apply in relation to cover for staff absences. Post holders will be consulted in advance wherever possible, but flexibility with regard to service delivery is essential. Staff development activities will facilitate the development of skills to enable cross departmental working.

The nature of the work may require some duties to be performed in the evenings/and or weekends.

The post holder also works as part of a team, providing mutual support during peak periods and ensuring that an effective service is provided as all times.

Key working relationships/networks

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<thead>
<tr>
<th>Internal</th>
<th>External</th>
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<tbody>
<tr>
<td>Internal Working Relationships:</td>
<td>Applicants</td>
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<tr>
<td>International/Senior International Admissions</td>
<td>Parents</td>
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<td>Officers</td>
<td>University Approved Agents</td>
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<td>Senior Administrative Officer: International</td>
<td>Partner College staff</td>
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<td>Admissions</td>
<td>Visitors to the University</td>
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<td>Tier 4 Compliance Team</td>
<td>Former students</td>
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<td>Student Administration Officers</td>
<td>UK NARIC</td>
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<td>English Language Centre</td>
<td>UCAS</td>
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<td>International Office</td>
<td>Suppliers of goods and services</td>
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<td>Departmental Administrators</td>
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<td>Admissions Tutors</td>
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<td>Student Support Centre</td>
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<td>Students</td>
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<td>Finance Department</td>
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<td>Accommodation staff</td>
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<td>Estates Department</td>
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## Selection Criteria

<table>
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<tr>
<th>Qualifications:</th>
<th>Essential (E) or Desirable (D)</th>
<th>Where Evidenced</th>
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</thead>
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<tr>
<td>Numerate and literate to GCSE standard or equivalent</td>
<td>E</td>
<td>A &amp; I</td>
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### Experience:

- Comparative administrative or clerical experience | E | A & I |
- Previous experience of working in a customer facing environment | E | A & I |
- Relevant experience within an HE environment | D | A & I |

### Skills and Knowledge:

- Effective administration skills, with the ability to follow routine procedures with minimal supervision | E | A & I |
- Effective communication skills, both oral and written | E | A & I |
- The ability to deal personally with straightforward or standard queries | E | A & I |
- Competent in a range of IT software, including Outlook, Word and Excel, or the equivalent | E | A & I |

### Competencies and Personal Attributes:

- Professional and diplomatic at all times | E | A & I |
- A flexible and effective team member | E | A & I |
- Proactive and able to use initiative | E | A & I |
- Ability to manage own workload and work to deadlines | E | A & I |
- Creative problem solving | E | A & I |

### Business Requirements

- Flexible hours to accommodate very occasional evening and/or weekend working | E | A & I |

Essential Requirements are those, without which, a candidate would not be able to do the job. Desirable Requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.