

**UNIVERSITY OF LINCOLN  
JOB DESCRIPTION**

<b>JOB TITLE</b>	International Admissions Clerical Officer				
<b>DEPARTMENT</b>	Student Administration				
<b>LOCATION</b>	Brayford Pool				
<b>JOB NUMBER</b>	SA9230	<b>GRADE</b>	3	<b>DATE</b>	June 2021
<b>REPORTS TO</b>	Senior International Admissions Officer				

**CONTEXT**

The International Admissions Team is part of Student Administration and is responsible for the processing of all applications for undergraduate, postgraduate taught and postgraduate research programmes (both full and part-time) from overseas fee-paying students.

**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, University appointed recruitment agents and general 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 flexible clerical and administrative support for undergraduate and postgraduate admissions using the University's computerised student records system, including the logging of applications, managing the team's mailboxes and 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.

Being the first point of contact for applicants and University recruitment agents, providing them with application updates and responding to any other enquiries they may have.

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

### General duties

The work of the Clerical Officer will involve the use of the computerised student management 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, and other clerical duties utilising relevant technologies, forwarding to other staff for action where relevant.

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 colleagues from across the University, including the International Office and Student Visa Compliance team, to ensure that there is a coherent and seamless approach to the admissions process.

### 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 Act (DPA) 2018.

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 International Admissions 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 to meet tight deadlines.

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

Internal	External
Internal Working Relationships: International/Senior International Admissions Officers International Admissions Manager Student Visa Compliance Team Student Administration Officers English Language Centre International Office Departmental Administrators Admissions Tutors Student Support Centre Students Finance Department Accommodation staff Estates Department	Applicants Parents University Approved Agents Partner College staff Visitors to the University Former students UK ENIC UCAS Suppliers of goods and services

**UNIVERSITY OF LINCOLN  
PERSON SPECIFICATION**

<b>JOB TITLE</b>	International Admissions Clerical Officer	<b>JOB NUMBER</b>	SA9230
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<b>Selection Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>Where Evidenced Application (A) Interview (I) Presentation (P) References (R)</b>
<b>Qualifications:</b>		
Numerate and literate to GCSE standard or equivalent	E	A & I
<b>Experience:</b>		
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
<b>Skills and Knowledge:</b>		
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
<b>Competencies and Personal Attributes:</b>		
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
<b>Business Requirements</b>		
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.

<b>Author</b>	RH	<b>HRBA</b>	SL
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