

Job Description

Job Title	International Admissions Administrative Assistant
Department	The International Centre
HR Ref No.	
Role Code	FINADMIN01
Grade	OS4
Base location	Queens Park Campus
Reports to	International Admissions Manager
Date created	March-24

Job purpose

The University's long-term strategic commitment to be a significant recruiter of appropriately qualified international students resulted in the establishment of the International Centre in 2014.

In the years since, the number of international students attending the University has grown significantly, as has the breadth of international engagement and activity. The department provides a range of professional and academic services for and on behalf of the University including international marketing, recruitment, admissions, and transition of international students, as well as Study Abroad.

This role assumes primary responsibility for managing inbound inquiries from potential international applicants. This includes providing comprehensive advice on admissions procedures, fee status and University's entry criteria, including English language proficiency and qualifications, for various programmes. The role also involves actively assisting with the implementation of all aspects of the international applications and admissions process up to and including enrolment, with a focus on achieving common departmental objectives.

The role holder will also be expected to provide crucial administrative support to the department. This includes handling inquiries, evaluating application forms, and maintaining student data in the SITS system as necessary.

Key Duties and Responsibilities:

- To provide guidance and information to prospective students regarding applications, programmes, and campus life including offer conditions, payment methods, accommodation application procedures and basic immigration regulations.
- Assist with all aspects of the international application and admissions process, including data entry, qualification assessments, and enrolment. This will include ensuring timely and accurate processing of all international student applications, as well as document review and verification.
- Address day-to-day problems and direct students to appropriate support services when needed including the finance department, accommodation office and academic services.

- Collaborate in promptly addressing inquiries from marketing strategies aimed at enticing and maintaining a diverse pool of international students, ensuring their needs and concerns are met with clarity and efficiency.
- Liaise with Programme Leaders and external organisations regarding international qualifications and student affairs.
- Have contact with international stakeholders through various channels, including email, telephone, and in-person meetings.
- Work as part of the International Centre team under the direction of the International Admissions Manager and actively participate in the review and enhancement of admissions procedures to optimise efficiency.
- Manage workload within established processes and procedures.
- Produce statistical information and reports for the Head of International Admissions.
- Collaborate with cross-institutional teams and external bodies involved in international student recruitment and admissions.
- Provide high-quality customer service to potential and current international applicants.
- Make independent decisions on queries and deferral requests based on detailed knowledge of international qualifications and programme requirements.
- Show initiative and confidence in dealing with various stakeholders and situations.
- Attend conferences and participate in international visits as required.
- Show sensitivity and taking appropriate action in cases of distress or cultural issues.
- Advise new starters, when required to, and participate in the induction of new international students.
- The post holder may from time to time be expected to support hosting groups.
- 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.

General duties

- To uphold and comply with all University's policies and procedures, including those relating to:
 - Equality, diversity and inclusion
 - Health and safety
 - Data protection and IT security
 - Safeguarding
 - Sustainability
- To support the creation of a culture that is highly performance focused and built on a foundation of fairness, diversity, belonging and inclusivity.

Person Specification

International Admissions Administrative Assistant

The person specification details the qualifications, skills, experience or other attributes needed to perform the job.

Essential criteria are those, without which, a candidate would not be able to do the job. Applicants who do not clearly demonstrate in their application that they possess the essential criteria will normally be rejected at the shortlisting stage.

Desirable criteria are those that would be useful for the candidate to possess and will be considered when more than one applicant meets the essential requirements.

Methods of assessment:

A= Application Form, **I**= Interview/Assessment Tests, **P** = Pre-Employment Checks

Selection Criteria	Essential (E) or Desirable (D)	Assessed via
QUALIFICATIONS		
Educated to A Level standard or equivalent level qualification	E	A
ECDL or equivalent, or a willingness to undertake	D	A
PROVEN EXPERIENCE		
Evidence of relevant experience working in an administrative role	E	A/I
Excellent IT skills, including word processing, spreadsheets and educational databases	E	A/I
Experience of working within a Higher Education environment	D	A/I
DELIVERING ACADEMIC AND SERVICE EXCELLENCE		
Excellent communication skills both written and verbal	E	A/I
Strong interpersonal skills with the ability to act with tact and diplomacy	E	I
High attention to detail	E	A/I
MANAGING SELF AND INSPIRING OTHERS		
The ability to be self-motivating and work alone on own initiative	E	A/I
WORKING TOGETHER		
The ability to work effectively with others as a competent team member.	E	A/I
ORGANISATIONAL AND STAKEHOLDER AWARENESS		
Knowledge, understanding and sensitivity of cultural and diversity issues, related to international students and other clients	E	A/I

UNIVERSITY OF CHESTER
TERMS & CONDITIONS OF EMPLOYMENT
INTERNATIONAL CENTRE INTERNATIONAL
ADMISSIONS ADMINISTRATOR
FIXED TERM UNTIL 01/11/2026

SALARY SCALE

University Scale OS4, points 13-14, £25,249 - £25,804 per annum payable monthly in arrears.

HOURS OF WORK

36.5 hour per week, to be worked:

Monday to Thursday 9.00am - 5.30pm

Friday 9.00am-4.30pm (less one-hour lunch break each day)

A flexible approach to work will be required as there may be occasions when it would be necessary for you to work additional hours as dictated by the workload.

HOLIDAY ENTITLEMENT

22 days per annum (in the annual leave year in which employment commences annual leave entitlement will accrue on a pro-rata basis for each completed calendar month of service), rising to 27 days after five years' continuous service. Two extra statutory days per annum during the Christmas period.

MEDICAL EXAMINATION

Successful candidates will be required to complete an Occupational Health questionnaire and may be required to undergo a medical examination.

ESSENTIAL CERTIFICATES

Short-listed candidates will be asked to bring to interview, proof of qualifications as outlined on the Job Description and Person Specification provided. Upon appointment, copies of essential certificates will be required by HRM Services.

PENSION SCHEME

The University operates two pension schemes for support staff:

- The default scheme is the Higher Education Defined Contribution Scheme (HEDCS), which is administered by Aviva.
- The Cheshire Local Government Pension Scheme, to which the University is an admitted body.

All support staff are entitled to participate in one of these schemes. Some staff will be automatically enrolled into a scheme, depending on their age and earnings, but if they do not wish to remain a member of the scheme, they will be entitled to opt out after enrolment.

EQUAL OPPORTUNITIES

The University has a policy of equal opportunity aimed at treating all applicants for employment fairly.

SMOKING POLICY

The University operates a No-Smoking policy.

PROBATIONARY PERIOD

A nine months' probationary period applies to all University posts.