

**Job Description: Enquiries Assistant**

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| **Job Title:** | Enquiries Assistant |
| **Department:** | Future Student Experience Team / Marketing, Recruitment & International |
| **Salary:** | APM Grade 3: £22,277 per annum  |
| **Hours of work:** | Full time - 35 hours per week |
| **Contract:** | Fixed Term until September 2025 (12 months)  |
| **Location:** | This position will be based at the Singleton Campus |

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| **Introduction** | To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology. |
| **Background information**  | The Enquiries Assistant plays a key role within the Future Student Experience Team, acting as the first point of contact for prospective students and their influencers, and providing excellent customer service and experience across a range of enquiry channels - including telephone, email, social media and in-person interactions. The post-holder will support our Future Students through their applicant journey, from initial enquiry and application through to enrolment and induction. Enquiries Assistants will develop a detailed and up-to-date knowledge of Swansea University, its courses and programmes, and of admissions processes and supporting systems, enabling personalised and responsive resolutions to a variety of enquiries and themes. You will also support the smooth referral and escalation of more complex enquiries, through effective teamworking with colleagues, managers and related functions across the University. |
| **Main Purpose of Post** | 1. Provide high-quality customer service when responding to enquiries from staff, students, external organisations and stakeholders in relation to admissions, programme and basic UKVI requirements.
2. Working within the Enquiries and Communications team, this role holder is trained in customer service skills to act as first responder to international enquiries, to provide a customer-focussed, effective and outcome driven service across enquiries and conversion for all customers.
3. Provide a responsive, professional and flexible customer focussed service in delivering the ‘calling campaign’ under the supervision of Communications Advisers.
4. Respond to enquiries from international current/prospective students and their advisors in accordance with agreed referral protocols, taking the initiative to source information required to respond to the majority of enquiries but referring those requiring specialist subject/admissions advice on to the relevant specialist.
5. Be responsible for data entry to the CRM system and for general Enquiries and Communications administration.
6. Responsible for sending prospectuses and other marketing brochures to enquirers, including maintaining stocks of materials.
7. Maintenance of database applicant record systems including creation, updating, data entry and scanning.
8. Accountable for delivering accurate, consistent, efficient and systematic international Enquiries and Communications information.
9. Work with all customers to shape the development of Enquiries and Communication plans and priorities.
10. Seek, act on and provide feedback to enable improvement, taking responsibility of own continued professional development.
11. As a high-performing Department, the Admissions Office is constantly improving and all AO professionals are expected to engage in alternative roles in other areas of AO or the wider University, for personal and professional growth or where it may be operationally required.
12. To support admissions and international in recruitment, administration and marketing activities including open days as necessary.
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| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies.
2. To promote equality and diversity in working practices and to maintain positive working relationships.
3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture.
4. Any other duties as directed by the Head of College / Department, or their nominated representative expected within the grade definition.
5. To ensure that risk management is an integral part of your day-to-day activities to ensure working practices are compliant with the University's Risk Management Policy.
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| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. **We are Professional**We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality**We Work Together**         We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.**We Care**We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification****Person Specification****(continued)** | **Essential Criteria:****Values:*** Demonstrable evidence of taking pride in delivering professional services and solutions
* Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers
* Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience

**Qualifications:*** Minimum of 4 GCSEs or equivalent, including grade C in Maths and English

**Experience, Knowledge and Skills:**1. Experience of contributing to a responsive, professional, and flexible customer-focussed service, ensuring that outcomes are delivered on time and to high levels of quality.
2. Evidence of proactively working within a high-volume, high-performing customer care environment.
3. Evidence of working with customers to shape the development of Enquiries and Communication plans and priorities.
4. Demonstrable knowledge of admissions policies and procedures to provide support and information to enquirers within strict parameters.
5. Demonstrable ability to use judgement to determine when to refer on to specialist academic or admissions staff or to more senior colleagues.
6. Excellent IT skills, including a working knowledge of Microsoft Office (Word, Excel, Email) and databases (data entry and extraction).
7. Evidence of working accurately with attention to detail.
8. Evidence of working as part of a team to deliver agreed actions to ensure that the outcomes for the Function have been delivered to the required standard and agreed timescales.
9. Evidence of actively seeking and acting upon feedback to improve and take responsibility for own CPD.

**Desirable Criteria:**1. Ability to communicate in Welsh
2. Experience of working in Higher Education admissions or administration
3. Experience of studying at Swansea University

**Welsh Language:**Level 1 – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role)*e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use of learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.*For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/).  |

  