University of Edinburgh

1. Job Details
   Job title: Receptionist / Admissions Assistant
   School/Support Department: College of Humanities and Social Science
   Unit (if applicable): Undergraduate Admissions Office
   Line manager: Admissions Officer/Head of Section

2. Job Purpose
   To provide reception services and general day-to-day clerical support to the Undergraduate Office.

3. Main Responsibilities
   1. **Reception duties:** act as first point of contact for all telephone, e-mail and face to face enquiries, to provide potential applicants, parents/guardians and schools/FE colleges, initial information and guidance about admissions policy & procedures, undergraduate degree programmes and specific entrance requirements to ensure all are able to make fully informed decisions about applying to the College. This role also involves handling initial telephone requests for feedback on decisions, in many cases this is where applicants have not made a successful application.

   2. **General office duties to support office activities:** opening and distributing mail; upkeep of notice boards; filing; photocopying, collation of materials for offer/joining packs; updating transfer spreadsheet with details of transfer students approved by Admissions Officers; clerical support and typing for Associate Dean (Admissions) and Admissions Officers; etc.

   3. **Handling undergraduate applications including:** initial receipt and sorting of applications; collating multiple applications; using tracking database to collate associated correspondence / certificates with paper applications, checking status of application on USAD admissions database in response to enquiries.

   4. **Managing Admissions Office Diary:** arranging appointments for potential applicants with Admissions Officers; liaising with SRA and the International Office regarding visits by individuals or school/FE College representatives.

   5. **Any other duties** as directed by the Admissions Officer/Head of Section

4. Planning and Organising
   - Planning on a daily, weekly and monthly basis in conjunction with the Team Leader or Admissions Officer.
   - Prioritising competing demands within time constraints.

5. Problem Solving
   - Dealing with enquiries based on policy, procedures and guidance from senior staff.
   - Dealing with tight deadlines and competing demands.
   - The post holder is the first point of contact (telephone, email, in person) and has initial responsibility for dealing tactfully and capably with unsuccessful applicants.
   - The post holder will use their judgement as to when to refer callers who insist on speaking to someone with more authority.
6. Decision Making
- Decide which info to send in response to a general enquiry and who to refer requests to for further info.
- Prioritise own work in most cases.

7. Key Contacts/Relationships
- Undergraduate Office staff including Admissions Officers
- Applicants, parents/guardians and school and FE college staff.
- Current students
- SRA and International Office
- Admissions staff in other Colleges
- University Support Services: Registry, Accommodation Services etc.

8. Knowledge, Skills and Experience Needed for the Job
- Excellent communication and interpersonal skills
- Strong attention to detail
- Ability to work as team member whilst under pressure
- IT literate: Microsoft Office and experience using databases
- Ability to organise and manage large volumes of enquiries and paperwork

9. Dimensions
Member of 11 person clerical support team which receives 32,000+ applications (for less than 2000 places) and associated enquiries and feedback requests in each annual admissions cycle. Post holder must apply knowledge of admissions policy and procedures in the context of an office which has an extremely high public profile. It is therefore essential that the post holder maintains the highest level of standards at all times.

10. Job Context and any other relevant information
Undergraduate admissions operate in the context of rapidly changing applicant profiles and applicant behaviour in response to developments at local, national and international levels. The office policies and procedures must therefore be flexible and are updated on a regular basis. The post holder must be able to respond to and cope with regular change.