

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Enrolment Office

## **College/Department**

Student Performance and Engagement

## **Location**

Kedleston Road, Derby

## **Job Reference Number**

0417-22

## **Salary**

£21,007 to £22,627 per annum

## **Reports To**

Enrolment Manager

## **Line Management Responsibility**

No

# **Job Description and Person Specification**

## **Role Summary**

To work as part of the Online Learning Hub contributing to the provision of high quality online learning opportunities by providing excellent enrolment support and engaging in non-academic support to ensure a positive student experience.

The role will involve frequent interaction with colleagues and students where a high level of written and verbal communication skills will be required to deliver excellent customer service.

The role will also require the use of use initiative to resolve problems and queries relevant to your responsibilities.

The post holder will be a crucial member of the wider UDOL team and there will be a need for excellent cross team working and the ability to seek better ways of providing services.

## **Principal Accountabilities**

1. Provide excellent first line support to students who require assistance enrolling during enrolment periods (including call handling).
2. Provide advice and guidance to enrolling students regarding pace of study, module selection and fees, exemption processes and module availability and any other relevant queries.
3. Encourage and support enrolment activity within specified deadlines and to pre-determined targets for student enrolment.
4. Maintain student management system and customer relationship management system, ensuring all communications and actions are recorded accurately, in a timely manner and within GDPR regulations.
5. To carry out post enrolment audits and perform resultant tasks to ensure all enrolments (and incomplete enrolments) are in the correct status and actioned accordingly.
6. Create positive relationships with key stakeholders across the department and institution who are involved in supporting enrolment.
7. Provide trimesterly support to teams across the Online Hub to ensure programme and modules are set up to the required standard, student communications are in place.
8. To create student study patterns in line with programme requirements and student’s study needs.
9. Provide a high level of customer service to both internal and external customers, dealing promptly and effectively with all communication.
10. Any other duties commensurate with the level of responsibility of the post and as required by the line manager.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Relevant A-Levels (or equivalent qualifications) or comparable, recent and relevant work experience.

#### **Experience**

* Experience of providing advice and guidance both in writing and over the telephone.
* Demonstrable administrative experience of managing detailed processes which require an attention to detail.
* Experience of using complex record systems and proficient in the use of MS office and other database software.
* Experience of maintaining comprehensive and accurate records.
* Experience of liaising with range of key stakeholders e.g. colleagues in other departments and customers, to ensure activities are fit for purpose and carried out in a timely manner.
* Experience of working in a confidential environment and adhering to data protection regulations.

#### **Skills, knowledge & abilities**

* Excellent interpersonal and communication skills both verbal and written.
* Ability to problem solve effectively and use initiative.
* Ability to work in a busy environment with competing demands.
* Excellent customer service management and the ability to form effective working relationships across different departments.
* Ability to work towards tight deadlines in a busy environment and keeps calm under pressure.
* Highly organised with excellent time management.
* Resilience/ able to adapt to a changing environment.

#### **Business requirements**

* Willingness and ability to work occasional unsociable hours including some Saturday working during peak periods (with notice).

### **Desirable Criteria**

#### **Experience**

* Experience of working within a Higher Education or distance learning environment.
* Experience of providing advice and guidance in an educational setting.

#### **Skills, knowledge and abilities**

* Knowledge of using PeopleSoft and CRM software.

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)