



Job Description

Enrolment Assistant

Grade: 5

Department: Student Registry Services

Location: Bloomsbury campus and UCL East

Reports to:

Enrolment Supervisor

Context

Student and Registry Services is one of the larger PS divisions at UCL, providing essential services to UCL's 50,000 students, 180,000 applicants and for supporting academic departments and administrative staff in delivering a high-quality student experience. At the start of the academic year, a large team of enrolment assistants administer and support the successful enrolment of new students via Portico, UCL's online student information system. New students are invited to completed an online pre-enrolment task

Main purpose of the job

Working as part of UCL Enrolment Team you will join a team of enrolment assistants who are responsible for carrying out a series of key tasks to ensure that students are enrolled promptly for the start of the academic session. These tasks will be completed using Portico, and will include data entry, checking students' enrolment details and responding to enquiries.

Duties and responsibilities

- There are no supervisory responsibilities attached to this post.
- The post holder reports to the Enrolment Supervisor, who is responsible for training and development and ensuring appropriate standards of performance and conduct.
- To use the information provided on the enrolment dashboard on Portico to enrol students in UCL's student records system.
- To check and input passport and visa details of students' resident outside the UK onto the student records system as set out in guidance provided.
- To ensure that any updates to the students' records are made correctly as set out in guidance provided.

HR USE ONLY:

Position no:

HERA no:

- To respond to students' enrolment queries via our online student system, Portico, in defined categories, providing accurate advice and guidance so they can proceed with their enrolment.
- To refer individual students' cases where they become more complex to the line manager.
- To ensure effective communication with line manager regarding work in progress and emerging issues.
- To provide face to face enrolment support during Initial Teacher Training Welcome, International and Welcome Week.
- To undertake all work in line with UCL policies, procedures and regulations and to ensure at all times the promotion of equality of opportunity and non-discrimination in accordance with UCL's Equal Opportunities policies.
- To maintain an awareness and observation of Fire and Health & Safety Regulations.
- Any other duties as are within the scope, spirit and purpose of the job as requested by the Line Manager, Head of Department or Registrar.

Special working conditions

- The Enrolment Assistant will be expected to work on campus in the office and work 9am-5pm.
- Occasionally, Enrolment Assistants will be scheduled to work in the helpdesk room at Bloomsbury or East campus for face-to-face queries,
- For staff working the enrolment period, leave cannot normally be taken unless for exceptional circumstances.
- Staff may also be required to work the weekend 20 and 21 September during this period.

Other or occasional duties

- SRS staff may, subject to the agreement of their line manager, be called upon to assist with additional duties relating to Health and Safety, or other roles deriving from other UCL strategies, policies or initiatives.

General

- Follow and actively promote the UCL [Ways of Working](#).
- Carry out any other duties within the scope, spirit and purpose of the job as requested by the line manager.
- This job description may be reviewed and be subject to amendment in consultation with the post holder.

Person Specification

Note to job applicant: copy and paste the following criteria into your “Statement in support of your application” and describe underneath each criteria how you meet it, giving examples. You will be scored on how you meet each criteria.

Essential Criteria	Assessment method (Application form/ Interview / Practical Test)
Qualifications, experience and knowledge	
Qualifications commensurate with education to A level or equivalent.	Application
Understanding of good customer service standards.	Application/Interview
Skills and abilities	
Fast, accurate typing and keyboard skills.	Application/Interview
Good IT skills, including a working knowledge of MS Office applications and knowledge of using databases.	Application/Interview
Excellent data entry skills, with the ability to complete high-volume and repetitive tasks to consistently high standards with speed and accuracy.	Application/Interview
Excellent interpersonal skills with a tactful and diplomatic approach to communication (both verbal and written).	Application/Interview
Ability to produce written communications to high standards of accuracy and clarity.	Application/Interview
Meticulous attention to detail and a conscientious approach to checking the accuracy of information.	Application/Interview
Ability to learn new procedures quickly and adhere to them with accuracy and efficiency.	Application/Interview
Ability to work as part of a team and share relevant information.	Application/Interview
UCL Ways of Working	
A commitment to supporting all colleagues, staff, student and partners efficiently and effectively.	Application/Interview
Being a collaborative member of your team.	Application/Interview
Following and agreed plan and knowing how to finish a job on time, asking for help if needed.	Application/Interview
Desirable Criteria	
Experience of data entry.	Desirable
Experience of working in a customer service environment.	Desirable

Experience of working in a busy office environment.

Desirable