Admissions Administrator

Job Summary

Join our busy Admissions Team and play an important role providing a positive service experience to our prospective students from all over the world as well as administrative support to the team.

We support our applicants from first point of contact until they enrol on their chosen course, so a good telephone manner and a commitment to delivering a high quality service are essential. You'll need excellent written communication skills, attention to detail, strong organisational skills and be proficient in the use of standard software packages.

Educated to Scottish Higher level or equivalent, we are looking for evidence that you have worked in a customer focussed environment where the emphasis is on providing clear and accurate information and guidance by email, phone and face to face. You'll back this up with strong administration skills, good working knowledge of databases and spreadsheets and accurate data input skills.

This post would suit someone who is looking to gain experience working within an office environment and who would enjoy helping people achieve their academic goals.

In keeping with RGU's commitment to work/life balance you will have the opportunity to work from home for a portion of the working week and also benefit from a generous pension scheme, 46 days annual leave (including statutory days) an onsite nursery and sports centre, as well as a range of voluntary health and travel benefits.

We are committed to attracting and engaging a diverse range of staff and fostering a culture where everyone feels welcome, comfortable to express their ideas, and can reach their full potential. For more information, please visit Our Diverse Workforce pages.

Interviews will take place in January 2027.

Job Description

RESPONSIBLE TO: Admissions Team Leader/Admissions Manager

RESPONSIBLE FOR: No supervisory responsibility

PURPOSE OF POST: To give advice and guidance to our enquirers and applicants wishing to study a postgraduate course at Robert Gordon University and provide important administrative support to the team by ensuring admissions related tasks are done accurately and in a timely manner.

PRINCIPAL DUTIES:

- Answer application and course and general inquiries made via the phone, email, post and in person.
- Guide applicants through the application process via phone and email.
- Assist with Admissions related social media queries and interactions such as Facebook and UniBuddy.
- Register applications and upload supporting documents into the university's application and review system to ensure these are complete and can be considered for admission.
- Assist with the administrative tasks related to the admission of our students in areas such as scholarships, deposit payments, refunds, visas and fee assessments.
- Encourage applicants to submit missing documents via phone and email to ensure application is complete to then allow review for decision.
- Assisting in the co-ordination and delivery of admission-based course entry interviews
- Support and assist in system developments
- Assist students with system/technical related queries
- Support the team during the period of enrolment by assisting students through the process.
- Co-ordinate and distribute mail received by the department on a daily basis.
- Creation and management of the Admissions Daily Report. This report is a collation of operational data such as application numbers, into a single report to share with the wider team.
- Assisting with events such as Discovery Days, Clearing and Open Days.
- Assist in the support of specialist agreements such as partnerships, franchise agreements in the areas of short courses, online programmes and TNE programmes.
- Support training and development of new and established colleagues.

- Other general office duties as relevant to the post.

Person Specification

ESSENTIAL REQUIREMENTS

Qualifications and Professional Memberships

Educated to Scottish Higher level or equivalent.

Knowledge and skills

Proven commitment to customer service.

Knowledge of working with databases and web-based systems.

Confident in using Microsoft Office e.g. Word, Excel and Outlook.

Ability to prioritise and manage workload on a daily basis.

Attention to detail.

Experience

Administration experience.

Responding to customer requests by telephone and email.

DESIRABLE REQUIREMENTS

Qualifications and Professional Memberships

N/A

Desirable Knowledge

Basic knowledge of Higher Education practices.

Desirable Experience

Experience of working in a university environment in an administrative role.

Experience of working in a Higher Education Sector.

Behaviours

Behaviour 1: Communication - Ability to receive, understand and convey both straightforward information, and information requiring careful explanation, in a clear and accurate manner

Behaviour 2: Liaison and Networking - Experience of circulating information in an accurate and timely manner, working across team boundaries to build and strengthen working relationships and leading and developing internal networks to pursue a shared interest

Behaviour 3: Initiative and Problem Solving - Experience of using initiative and creativity to resolve problems, identifying practical and suitable solutions

Behaviour 4: Team Development - Experience of providing advice or guidance to new starts delivering training or instruction to others on specific tasks or activities

Salary: 26615.00 - 29354.00 GBP per Year

Position Type: Full Time , Permanent 35.0 Hours per Week