

JOB DESCRIPTION

Job Title: Admissions Assistant
Campus: Mauritius
Period: January 2024 – April 2024 (Maternity replacement – Full time)
Reporting to: Head of Marketing and Student Recruitment

Overall Purpose

The position of Admissions Assistant plays an important role in the operational aspects of student recruitment and admissions processes at Middlesex University Mauritius. The main objectives are to maximise the number of students admitted to all programmes while complying with university admission procedures and policies. The postholder will work with other team members to provide key information about programmes and will guide prospective applicants until payment and enrolment at Middlesex University Mauritius.

Principal Duties:

- Being one of the points of contact to answer queries regarding qualifications, requirements, and international qualification equivalence.
- Ensuring all enquiries by applicants made in person, by email, telephone and online platforms are responded to in a timely and accurate manner.
- Providing excellent customer service and developing appropriate solutions to meet the needs of prospective students.
- Developing procedures that maintain regular contact/follow-ups with potential students.
- Ensuring seamless and efficient processing of applications.
- Ensuring the prompt and accurate entry of data into the student records system (MISIS).
- Analysing qualifications of prospective students based on established university admissions standards, guidelines, and criteria. Approving or rejecting applications and where applicable making recommendations on offer letter conditions, including foundation programme.
- Providing detailed statistics on potential and accepted applicants from the admissions database.
- Working with other team members in admissions to report on progress and ensuring that targets are reached. Submitting periodically reports demonstrating progress on performance standards.
- Maintaining effective working relationships with key stakeholders within the university and external parties to achieve departmental objectives.
- Maintaining departmental databases as required, in accordance with university procedures and management reports. Monitoring and improving client service to meet established targets.
- Working with other university departments (Academic Registry, Campus Programme Coordinators, Support Services) in creating a successful student journey.

PERSON SPECIFICATION

Qualifications and Experience

- Bachelor's degree and relevant work experience or equivalent combination of qualifications and relevant work experience.
- Experience in a busy customer service environment. A strong track record in being involved in customer service teams and in enhancing customer experience.
- Experience in managing critical information systems including the use of CRM, email, word processing and spreadsheet programs with the ability to adapt quickly to new software.

Knowledge, Skills, and Competencies

- Excellent communication and interpersonal skills.
- Proven ability to organise and prioritise work demands to meet deadlines.
- A flexible approach and ability to adapt quickly to changing work conditions.
- Excellent time-management skills and the ability to cope with high volume workloads in peak periods.
- Commitment to quality, appreciation of cultural diversity and ability to maintain confidentiality.
- Excellent computing skills and experience of working with MS Office and database applications.
- Demonstrated evidence / potential of being able to persuade customers.
- Familiarity with the structure of the British education system and preferably, other regional education systems.

The postholder will need to be calm and proactive in dealing with potential students and their parents as well as agents and representatives.

The postholder will be expected to work closely with all members of the team, provide cover and assistance when necessary, and participate within the team as requested in such areas as communication and marketing activities. Other duties and projects will be added as required by the Head of Marketing and Student Recruitment.