

Job Description

Applicant Hotline Operator

Salary:	National Living Wage (up to £11.94)
Contract:	Fixed term
Location:	Canterbury
Responsible to:	Admissions Experience Manager
Job family:	Administrative, professional and managerial

Job purpose

Applicant Hotline Operators support the university with the delivery of Clearing. Clearing is an opportunity for applicants to apply for places at the university once they have received their results. The primary purpose of the role is to complete applications and respond to enquiries over the phone, online and in person, providing excellent customer care to applicants at all stages of the Admissions and Registration process. This includes supporting the Admissions Experience and Admissions Teams to process clearing applications, supporting applicants through the pre-registration stages and being the first point of contact for new applicants.

Key Dates: August 5th – September 6th

This role is offered on a Rota basis, from the 13th of August, 28hr - 48hr shifts will be available each week.

The following shifts are mandatory:

Week	Shift Type	Dates	Times	Expected hours
Week 1	Online Training	August 5 th	Self-directed	7hrs
Week 2	Mandatory Training	August 13 th	10am – 5pm	6hrs
Week 8	Main Clearing	August 15 th – 16 th	8am – 8pm	Up to 22 hrs

Additional Information

The majority of shifts available will be from Monday to Friday, with the following weekend shifts also available:

Weekend Options	Dates	Times	Expected hours
Option 1	August 17 th	9am – 3pm	6hrs
Option 2	August 18 th	10am – 2pm	4hrs
Option 3	August 24 th	9am – 3pm	6hrs
Option 4	August 25 th	10am – 2pm	4hrs
Option 5	August 26 th (BH)	10am – 2pm	4hrs

Key accountabilities

- Support the processes related to admissions to ensure a fully functional service is offered to applicants throughout Clearing.
- Respond to queries about the university and provide clear and concise information, over the phone and online.
- Input key applicant information into the relevant Admissions systems and issuing Clearing offers to applicants where appropriate and requesting additional information as required.
- Provide exceptional customer service to prospective students throughout the applicant journey.
- Undertake outbound calls to liaise with applicants regarding their next steps.
- Discuss change of course or circumstances requests with applicants, informing them of their options and appropriate timeframes.
- Signpost future students to various teams across the university, including Accommodation, the pre-CAS team, Student Union, etc.
- All admissions activity must be taken in accordance with UCAS policies, GDPR legislation, UKVI duties, CMA guidelines and the university processes and policies.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Process decisions on applications in the KentVision (SITS) Clearing system, in line with agreed protocols
- Applicants and future students will be contacting the university during a period of high emotion, many will be excited to join the university, some may be upset due to not meeting conditions of their offer, it is important that Applicant Support Operators are able to appropriately navigate conversations.
- This role includes shift work, including mandatory shifts and training.

Internal & external relationships

Internal: Admissions, Future Student and Brand, Accommodation, Professional Service departments

External: Future Students, enquirers, parents and guardians, teachers and careers advisors

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There will be a requirement to work evenings and weekends

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Available to work on the training dates and mandatory Main Clearing dates plus at least 1 weekend date (between option 1 to option 7)
- Educated to A Level or equivalent (A)
- Exceptional customer service skills and experience of working in a customer service environment (A,I)
- Good IT skills with the ability to input and process data from a variety of sources (A)
- Ability to work accurately and calmly under pressure (A, I)
- Excellent communication skills (A, I)
- Excellent attention to detail (I, T)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

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Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage