

JDPS Enrolment Enquiry Assistant

Enrolment Enquiry Assistants

Number of roles required: 3

College/Service: Professional Services

Department/Team: Academic Registry

Start Date: Monday 4th August 2025

End Date: Friday 31st October 2025

Advert Closing Date: Thursday 17th July

Hours per week: 35

Suitable for: Alumni Only

Term: 35 hours per week, Monday to Friday

Location: Hybrid. One day a week at UAL High Holborn. Four days a week working remotely, must be based in the UK.

Pay: Grade 2

Vacancy Type: Temporary

Job Description

You will deliver a first-rate customer experience by providing accurate, tailored, and timely responses to enrolment enquiries from domestic and international students (and those who support them).

You will use a variety of systems and information sources to support your work in a fast-paced, time-sensitive and performance-driven environment.

You will bring excellent customer service skills, attention to detail and the ability to work effectively within in a team. You will have the ability to understand what an enquirer is asking and to respond appropriately utilising your comprehension, listening, writing and speaking skills.

Successful applicants are expected to work one day a week at UAL, High Holborn.

Personal Specification

Experience & Knowledge

- Demonstrable customer service and administrative experience, preferably within an educational setting.
- Experience of handling enquiries in real-time either in-person and/or through using live

chat and/or the telephone and/or via email.

- Experience of working in a fast-paced, time-sensitive and performance-driven environment.
- Ability to demonstrate well-developed attention to detail, comprehension, listening, writing and speaking skills.
- Experience of Microsoft Office applications and/or Customer Relationship Management system (CRM) or Student Record systems/database management.

Communication skills

- Strong verbal and written communication skills.
- Ability to explain information clearly and concisely.

Planning and managing resources

- Plans, prioritises and organises work to achieve objectives on time.

Interpersonal skills

- Ability to work independently as well as collaboratively in a team ensuring the principles of equality, diversity and inclusion are upheld.

Customer service

- Strong customer service orientation with a friendly, positive and professional manner.

Creativity, innovation and problem-solving

- Uses initiative or creativity to resolve problems.

Please note: The role is due to commence on Monday 4th August 2025. If successful you may be required to attend training sessions before this date.

Interviews are expected to take place during the week beginning 21st July 2025.

If you have any queries about this role, please contact Laura Callegaro, l.callegaro@arts.ac.uk, Academic Registry Operations Administrator.

