

Enrolment Enquiry Coordinator

Number of roles required: 1

College/Service: Professional Services

Department/Team: Academic Registry

Start Date: Monday 4th August 2025

End Date: Friday 31st October 2024

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 3

Vacancy Type: Temporary

Reports to: Enrolment Project Manager

Direct Reports: 3 x Enrolment Enquiry Assistants

As the Enrolment Enquiry Coordinator, you will lead a team of three Enrolment Enquiry Assistants, ensuring the timely and high-quality handling of enquiries from prospective and current students, both domestic and international.

You'll oversee daily operations, support with escalated or complex enquiries, monitor service performance, and ensure efficient use of enquiry-handling systems. In addition to your coordination duties, you'll also respond to enquiries directly, delivering accurate and tailored information. You will report back on service performance to senior members of the Academic Registry team and escalate any issues affecting performance.

This role requires experience in team coordination or project oversight, excellent customer service skills, and the ability to work in a fast-paced, performance-driven environment. You will have previous experience of working with systems. You'll support your team by providing guidance on workflows, resolving issues, and ensuring all enquiries are handled promptly and professionally each week.

Key Responsibilities

Team Leadership & Operational Oversight

- Line manage and support a team of three Enrolment Enquiry Assistants, including onboarding, training, workload delegation and day-to-day supervision.
- Monitor enquiry volumes and team performance, ensuring service level agreements (SLAs) and quality standards are met.
- Provide coaching and regular feedback to team members, identifying development needs and performance improvement opportunities.
- Organise rotas, ensure appropriate daily coverage across live chat, phone, email and in-person channels.

Service Delivery & Improvement

- Act as a point of escalation for complex, sensitive, or high-priority student enquiries.
- Ensure all enquiries are dealt with accurately, sensitively, and in line with University policies and procedures.
- Review and update internal guidance and scripts to maintain accuracy and consistency of information provided.
- Identify patterns or trends in enquiries and feed insights back to relevant teams (e.g. Admissions, Marketing, Student Services).

Systems & Reporting

- Oversee the effective use of CRM or enquiry-handling systems, ensuring data is accurate, complete, and timely.
- Generate regular reports on enquiry types, volumes, and service performance.
- Contribute to service planning, process improvement and resource planning initiatives.

Collaboration & Stakeholder Engagement

- Liaise with other university departments to ensure enquiry responses are current, accurate and reflect institutional updates.
- Represent the enquiry team in meetings and working groups as required.
- Maintain an up-to-date understanding of the University's courses, processes and student support services.

Personal Specification

Experience & Knowledge

- Proven experience in a customer service or enquiry-handling environment, ideally in higher education.
- Experience managing or supervising a small team, including monitoring performance and supporting development.
- Strong understanding of CRM systems and/or student record databases.
- Demonstrated ability to handle sensitive or complex enquiries with professionalism and accuracy.

Communication Skills

- Excellent verbal and written communication skills with the ability to communicate complex information clearly.
- Confident in coaching others on tone, style and effective communication.

Planning & Organisation

- Strong organisational and planning skills, with the ability to manage competing priorities and deadlines in a fast-paced environment.
- Demonstrated ability to improve workflows or processes for greater efficiency and service quality.

Interpersonal Skills

- Collaborative approach with a commitment to equality, diversity and inclusion.
- Ability to motivate others and build a supportive, high-performing team culture.

Customer Focus

- A strong customer service ethos with a commitment to continuous improvement, and student experience.

Problem Solving & Initiative

- Proactive and solutions-oriented, with the ability to handle unexpected issues calmly and effectively.

Please note: The role is due to commence on Monday 4th August 2024. If successful you may be required to attend training sessions before this date.

Interviews are expected to take place during 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.

