

Job Description

Enquiries Officer

Reports to: Recruitment & Admissions Manager
Line management: None
Key relationships: Communications and Admissions Teams

London School of Theology

London School of Theology (LST) has been providing academic evangelical theological education since 1943. It is committed to serving the Church globally and training Christian disciples who transform wider society through their life and witness. We are at an important moment in the life of the School, with a re-envisioning process underway and a new strategy being developed.

Role overview:

The Enquiries Officer is responsible for the provision of excellent customer and administrative services for stakeholders of the School and is the central point of contact for all enquiries, via the CRM, telephone or in person. Situated at Reception, duties will also include answering the main switchboard, distributing post and managing stationery.

The Enquiries Officer will provide a help-desk service for students with general enquiries or those needing specific information, advice and guidance on campus.

The Enquiries Officer will provide support for the successful delivery of engagement activities and programmes to enhance the student experience. The Enquires Officer will also assist the Recruitment & Admissions Manager and the Communications Manager in the co-ordination of events including Open Days and exhibitions.

Job summary:

The following key tasks are indicative of the role. The list is not exhaustive, and tasks may be amended, added or subtracted in response to changing requirements or in line with the skills and experience of the postholder.

Enquiries

- Deal with all enquiries from prospective students, parents and other stakeholders, offering initial advice, and arranging and conducting tours of the School.
- Maintain contact with prospective students to cultivate their interest in the School issuing invitations to on-campus recruitment events, following up after the events to collect feedback and encouraging applications.
- Responsible for the accurate and timely entry of enquiries in the Customer Relationship Management (CRM) system, correcting any errors that occur and liaising with staff as necessary.
- Ensure all files related to enquiries are stored to CRM records.

Student engagement

- Provide a help-desk for students with general enquiries or those needing specific information, advice and guidance on campus.
- Help with a 'cause for concern' process which will include referral to specialist support services (including Disability and Pastoral Care Support).
- Assist the Recruitment & Admissions Manager in the co-ordination of events including Open Day and exhibitions.
- Be part of a team tasked with delivering student events such as Induction Week, Freshers Week and other student engagement events.

- Work with the Recruitment & Admissions Manager and Communications Manager to develop student communications.
- Maintain appropriate records of actions and involvements to support timely and accurate reporting of student engagement performance.
- Support the recruitment and development of student helpers and ensure students are involved in recruitment initiatives, to strengthen the staff-student partnership.

Help desk

- Responsible for the provision of excellent customer and administrative services for stakeholders of the School as the central point of contact for all enquiries, via email, telephone or in person – with support as required.
- Responsible for the day-to-day operation of the switchboard to include all aspects of telephone duties - answering and redirecting calls and enquiries, taking messages and dealing with queries relating to switchboard and telephone services.
- Serve as point of contact for all visitors and personal callers including conference guests - answering queries and giving information.
- Preparation of post for collection by Royal Mail, including forwarding of student mail in vacations, and notification of parcels that have arrived.
- Sale and issue of items, e.g. stamps, etc., recording all cash transactions and balancing cash records, topping up student/staff cards for laundry, printing and meals, and taking payment for overnight guests.
- Ordering, receipt and stocktaking of all office, printing and photocopier supplies as requested.
- Review and update Reception's policies and procedures accordingly.

Internal Liaison

- Work closely with Communications and Admission teams to ensure the effective 'conversion' of all prospective students.
- The postholder may be asked to help other members of the Communications and Admissions teams and to undertake duties as requested by the Director of Communications and Engagement from time to time.

General

- Contribute to the continuous development and improvement of the department, including the development of systems and services, ensuring the high quality of service provided is kept under constant review.
- Support the Admissions Officer when appropriate, to ensure applicants are directed through the admissions process in a timely and professional manner.
- Maintain good working relationships with colleagues within the Communications and Admissions teams, enabling mutual understanding and support.

Knowledge, skills and experience	Essential (E) Desirable (D)	Demonstrated at Application (A) Interview (I)
Administrative experience	E	A/I
Previous experience of higher education administration and knowledge of the student recruitment process	D	A/I
Proven experience in a customer services environment with good customer service skills, excellent telephone manner and a strong command of English	E	A/I
Excellent organisational skills	E	I
First-class written and oral communication skills	E	I
Able to manage own time effectively	E	I
Experience of developing administrative processes	D	I
Thorough working knowledge of Microsoft Office (including Outlook, Word and Excel)	E	A

Personal attributes		
Enthusiastic, proactive and uses initiative	E	I
Calm, efficient and polite manner; able to work under pressure without losing these qualities	E	I
Excellent attention to detail	E	I
Ability and desire to work as part of a team	E	I
Willingness to learn new skills	E	I
Ability to work in a changing and flexible organisation	E	I
First-class customer service approach.	E	I

Terms of Employment:

Salary: £21,000 per annum.

Hours: 1.0 FTE (35 hours per week). The usual working day is 9.00 am to 5.00 pm although some evening and weekend working may be required.

Holiday: 23 working days p.a., plus Bank Holidays. LST is closed between Christmas and New Year and this is given as additional leave.

Pension: Eligible to join contributory School pension scheme.

Probation: Six months.

Notice: During the 6 month probationary period, one week's notice may be given in writing on either side. After this period, one calendar month's notice is required on either side.

Date of appointment: It is intended that the postholder shall take up the post as soon as possible.

Occupational Requirement: There is an occupational requirement for the post holder to be a practising Christian in accordance with the Equality Act 2010: Part 1, Schedule 9.

All candidates must have the right to work in the UK.

Application Process:

A CV and letter of application (in which you specifically state how you meet the requirements of the Person Specification) should be submitted to:

The HR Manager
London School of Theology
Green Lane, Northwood
Middlesex HA6 2UW

Email: recruitment@lst.ac.uk

Tel: 01923 456000

Candidates are encouraged to submit their applications promptly as these will be considered upon submission.