# Job Description

**Job Title:** Administrative Officer  
**Department:** Student, Academic and External Services  
**Contract type:** Permanent  
**Level:** 4  
**Start date:** July 2022

<table>
<thead>
<tr>
<th>Job Purpose:</th>
<th>ULIP is a small and autonomous academic unit, which requires all staff to show a high degree of flexibility and to maintain a strong focus on student satisfaction and business performance. The role plays a central role in the Student Services team and requires a highly motivated individual who is dedicated to providing a quality service to enquirers, applicants and students, in line with relevant practices, procedures and regulations.</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Provide a professional and timely response to enquiries from current and prospective students on all aspects of studying at ULIP</td>
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<td>2.</td>
<td>Manage communications with applicants, including coordinating interviews and offer management</td>
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<td>3.</td>
<td>Be responsible for keeping applicant records up to date in SharePoint, CRM and UCAS Weblink to guarantee reliable data in support of conversion activities</td>
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<td>4.</td>
<td>Coordinate administration of coursework assessments, including tracking revisions and approval of assessment questions by Learning and Teaching Committee, coordination of deadlines and tracking of late penalties prior to mark entry</td>
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<td>5.</td>
<td>Organise campus tours for prospective students and applicants</td>
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<td>6.</td>
<td>Work with colleagues to enhance student experience in all aspects of the organisation of their studies and living in Paris.</td>
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<td>7.</td>
<td>Work with colleagues and senior partners to high standards of professionalism and collegiality</td>
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<td>8.</td>
<td>Have the autonomy to operate the Student Services Office on their own when required, which would include dealing with sensitive urgent matters</td>
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<td>9.</td>
<td>Actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible.</td>
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<td>10.</td>
<td>Maintain an awareness and observation of fire and health and safety regulations</td>
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<td>11.</td>
<td>Any other duties consistent with both the grade and scope of the post</td>
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<td>12.</td>
<td>Any other duties reasonably required of the postholder by the reporting manager.</td>
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</tbody>
</table>

**Reports to:** Head of Student, Academic and External Services  
**Additional demands of the role:** Occasional out-of-hours attendance at evening or Saturday events
# Person Specification

## EXPERIENCE & PERSONAL QUALITIES

**Essential:**
- Eye for detail and meticulousness
- Very good organisation and time-management skills and ability to prioritise workload in line with organisational priorities
- Commitment to seek out opportunities to continuously improve the level of service to enquirers, applicants, students and colleagues
- Ability to remain calm in response to pressure and people’s emotional displays

**Desirable:**
- Previous experience in a similar role in an international educational environment

## TECHNICAL KNOWLEDGE & SKILLS

**Essential:**
- Excellent presentation and communication skills
- Native or near native speaker competence in both French and English
- High level proficiency in MS Office suite

**Desirable:**
- Experience of CRM and Sharepoint lists
- Familiarity with French administrative processes

## EDUCATION & PROFESSIONAL QUALIFICATIONS

**Essential:**
- High level of literacy and numeracy
- Educated to a degree level or equivalent work based experience

**Desirable:**
- Familiarity with a UK higher education environment and interdisciplinary Humanities subjects

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To apply please send your CV and covering letter to: c.miller@ulip.lon.ac.uk