



**School of Health and Medical Sciences**

**City St George's, University of London**

Marketing, Student Recruitment and Admissions

Early Clearing Agent

**JOB DESCRIPTION**

<b>Post Title</b>	Early Clearing Agent
<b>Rate of Pay</b>	£13.85 per hour (increasing to £14.66 per hour from 14 August)
<b>Contract type</b>	Temporary
<b>Responsible to</b>	Student Recruitment Manager (Operations)
<b>Accountable to</b>	Head of Student Recruitment and Widening Participation
<b>Responsible for</b>	N/A
<b>Liaises with</b>	Clearing Team, Admissions Team, allocated supervisor, other Clearing Agents

**Overall purpose of job**

*Clearing is the period in the UCAS application cycle where universities advertise any remaining course vacancies in the weeks leading up to the beginning of the next academic year. Those who apply through Clearing usually do so because they did not apply in the main UCAS application cycle; they don't already have an offer to study at university; they did meet the conditions of the offer they didn't have; or they have exceeded the requirements of the offer they hold and wish to consider other options. At City St George's, Tooting campus, we plan to deliver a hybrid Clearing operation (in-person and remote). Our system enables us to receive, process, interview and decide on applications using an online application system for a more seamless and convenient applicant experience. Early Clearing period shifts will take place between 7 – 25 July 2025 and Main Clearing period shifts will commence from Thursday 14 August 2025 (running for no more than four weeks).*



*Early Clearing Agents will use their specialised training (provided) to follow clearly defined processes, use specialist resources to make informed decisions on applications, communicate confidently with prospective students, applicants and their supporters and understand and implement policies that relate to student recruitment, University admissions and GDPR. Early Clearing Agents will also act as a point of escalation to support with troubleshooting any process or technical challenges during Main Clearing (from 14 August onwards).*

*This role will require you to follow established procedures in order to process Clearing applications – this could include but is not limited to: determining applicants' eligibility for courses, keeping relevant and detailed notes that document the decision-making process, checking applications for errors and missing information, communicating with applicants via telephone and email, assisting with online-interview administration and monitoring the Clearing interviews inbox.*

Early Clearing Agents will need to provide outstanding customer service to all enquirers and applicants using your excellent communication skills to showcase empathy and understanding to a wide variety of customers. Using the resources available to you, you will inform and support applicants on their decision-making process whilst explaining the opportunities available at City St George's, Tooting Campus. You may also choose to provide examples from your personal experiences of studying at City St George's, when speaking with applicants. This role includes both inbound and outbound calling, as well as communicating with applicants via email – those working in dedicated customer service teams could be allocated to either the Clearing Team or the Admissions Team.

Post holders will be required to liaise directly with other Clearing Agents, their allocated supervisor, Clearing managers and the Admissions Team. Within this role you may also be required to liaise with academic and support staff within the University and communicate queries and questions to them in a clear and concise manner.

In addition to the above, Clearing Agents may be expected to undertake any other reasonable duties relating to the broad scope of the position.

Full training will be provided for all duties and responsibilities and attendance to training sessions is mandatory. This will involve hybrid delivery (mixture of in-person and remote sessions).

## 1. Main Duties and Responsibilities

- *Use training materials to consistently follow established procedures and guidelines.*
- *Communicate professionally with applicants as part of the Clearing operation via inbound calling, outbound calling and email.*
- *Provide outstanding customer service to all enquirers and applicants.*
- *Show empathy and understanding to individuals who may have found themselves in a stressful position post-results day.*
- *Record all relevant information quickly and accurately in the documents and systems provided.*
- *Inform, advise and support students in their decision-making process whilst informing them of the opportunities available at City St George's.*
- *Liaise with Academic and support staff within the university to communicate queries and questions in a clear and concise manner (where required).*



- Assist the Admissions team with responding to emails and calls received from offer holders from the 2025 entry application cycle (if allocated to this team).
- Assist the Admissions team with online-interview administration tasks and monitoring the Clearing interviews inbox (if allocated to this team).
- Follow protocols relating to GDPR, Competitions and Markets Authority (CMA) and safeguarding (training provided).
- Act in a professional, friendly and approachable manner.

**Early Clearing Troubleshooter responsibilities (from 14 August; in addition to the above):**

- Assist your allocated supervisor with troubleshooting procedural and technical difficulties.
- Lead by example and work with Main Clearing Agents to ensure process is understood and implemented appropriately.
- Proactively engage with Main Clearing agents in your allocated team and communicate with them clearly and consistently.
- Act as a point of escalation for Main Clearing Agents during this period.
- Liaise with your allocated supervisor or Clearing manager to identify additional training or support required for members of your allocated team.

You are also expected to undertake other activities appropriate to your grade as directed by your manager. This job description reflects the present requirements of the post. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder from time to time. City St George's, University of London aims to provide opportunities for all its employees to develop the skills required to be successful in their role and to further develop their careers.

## 2. Special Factors

### **Ways of Working :**

*Training is planned to take place both on-site (Tooting campus) and remotely. All Clearing Agents will need to attend these sessions as arranged and to apply, you must be confident that you will be available for these dates (provisional dates below).*

*It is very likely that the first three days of Clearing (Thursday 14 – Saturday 16 August) will take place in-person (Tooting campus). Remaining shifts are likely to be undertaken remotely (work from home).*

*All Clearing Agents will be required to have a reliable internet connection and a quiet and private working environment. All necessary equipment will be provided. To apply for this position, you must be available attend all training dates and the first three days of Clearing.*

*As an Early Clearing Agent, it is also expected that you will be available to work in the week commencing 18 August 2025.*



### **Equipment collection and onboarding (including Right to Work checks):**

Clearing Agents may be required to collect their equipment from the Tooting campus and complete a Right to Work check. Specific arrangements will be communicated nearer the time, but successful candidates will be required to attend a drop-in session on-site in June – dates will be communicated to successful candidates at the point of offer.

### **Mandatory Training (paid):**

All Clearing Agents will need to attend up to four days of specialised training in the weeks leading up to their first shift. Early Clearing Agents will also be required to support with no more than one full day of Main Clearing Training in August.

- Early Clearing Agent Training taking place between 1 – 4 July (at least one day in-person, at the Tooting campus; all other training days will be remote)
- Main Clearing Agent Training support – 11 August (remote).

### **Mandatory Working Days and Additional Shifts:**

It is anticipated that the first three days of Main Clearing (post-results day) will see a high number of applications and the Clearing Team will require all Clearing Agents to be available to work on the below dates and attend shifts **in-person** (Tooting campus).

#### Early Clearing Period:

- Monday 7 July 2025 - 9.00am - 5.00pm
- Tuesday 8 July 2025 - 9.00am - 5.00pm
- Wednesday 9 July - 9.00am - 5.00pm
- Thursday 10 July - 9.00am - 5.00pm
- Friday 11 July - 9.00am - 5.00pm

#### Main Clearing Period:

- Thursday 14 August 2025 – 7.30am – 7.30pm
- Friday 15 August 2025 – 7.30am – 7.00pm
- Saturday 16 August 2025 – 8.30am – 3.30pm

Clearing Agents will also be allocated additional shifts between **14 - 25 July** for Early Clearing and **18 August - 13 September** for Main Clearing (remotely). These additional shifts will be allocated to Clearing Agents as fairly as possible and based on agent availability. The number and duration of shifts will be allocated based on business need (i.e. shifts may be cancelled if we no longer require agents to work).



### Person Specification

Criteria	Description	Essential/ Desirable	How it is to be tested
<b>Qualifications</b>	<i>Enrolled on a City St George's Undergraduate, Postgraduate or Medicine Qualification</i>	E	PQ, AF
<b>Experience</b>	<i>Experience in a customer/patient-facing setting, including call handling</i>	E	AF, SS, INT
	<i>Experience working as a Clearing Agent either at City St George's or other institutions</i>	D	AF
<b>Knowledge/ Skills</b>	<i>Attention to detail and ability to follow established procedures closely</i>	E	AF, SS, ST
	<i>High level of spoken and written communication</i>	E	AF, ST, INT
	<i>Ability to work independently and as part of a team</i>	E	AF, INT
	<i>Ability to motivate, support and encourage others</i>	E	AF, INT
	<i>Confidence in utilising written resources to solve problems and answer queries</i>	E	AF, INT
	<i>Ability to work calmly and effectively under pressure</i>	E	AF, INT
	<i>Ability to motivate, encourage and provide instruction to junior members of staff</i>	E	AF, INT
	<i>Ability to handle confidential information appropriately and with sensitivity</i>	D	AF, INT
<b>Personal Attributes</b>	<i>Reliable, authentic and honest approach</i>	E	AF, INT
	<i>Empathetic</i>	E	AF, INT
	<i>Excellent communication and interpersonal skills</i>	E	AF, INT
	<i>Enthusiasm and respect for City St George's, University of London</i>	E	AF, INT
	<i>Proactive and ability to take initiative</i>	E	AF, INT

#### Key:

PQ=Prerequisite Qualification, AF=Application Form, CV=Curriculum Vitae, SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview

### 3. Date

2<sup>nd</sup> April 2025



### **Informal enquiries**

Informal enquiries may be made via email to: [clearingagents@sgul.ac.uk](mailto:clearingagents@sgul.ac.uk)

### **Making an application**

All applicants are encouraged to apply online at [www.sgul.ac.uk/agents](http://www.sgul.ac.uk/agents) note that CVs only will not be accepted.

For any accessibility issues please contact [clearingagents@sgul.ac.uk](mailto:clearingagents@sgul.ac.uk).

Closing date: **Monday 5 May 2025 (11.59pm)**

**Interviews will commence from Monday 12 May – various slots will be available to book.**

As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently when you apply.

Applicants who are not shortlisted for the role of Early Clearing Agent, will automatically be considered for the role of Main Clearing Agent (see Main Clearing Agent job description on job advert for more information) unless candidates have specified that they do not want to be considered for this role, at the point of application.

We are delighted that you are interested in working at City St George's, University of London. You will be notified of the outcome of your application by email.





## About City St George's, University of London

City St George's, University of London is the University of business, practice and the professions.

City St George's attracts around 27,000 students from more than 150 countries.

Our academic range is broadly-based with world-leading strengths in business; law; health and medical sciences; mathematics; computer science; engineering; social sciences; and the arts including journalism, dance and music.

In August 2024, City, University of London merged with St George's, University of London creating a powerful multi-faculty institution. The combined university is now one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students.

City St George's campuses are spread across London in Clerkenwell, Moorgate and Tooting, where we share a clinical environment with a major London teaching hospital.

Our students are at the heart of everything that we do, and we are committed to supporting them to go out and get good jobs.

Our research is impactful, engaged and at the frontier of practice. In the last [REF \(2021\)](#) 86 per cent of City research was rated as world leading 4\* (40%) and internationally excellent 3\* (46%). St George's was ranked joint 8th in the country for research impact with 100% of impact cases judged as 'world-leading' or 'internationally excellent'. As City St George's we will seize the opportunity to carry out interdisciplinary research which will have positive impact on the world around us.

Over 175,000 former students in over 170 countries are members of the City St George's Alumni Network.

City St George's is led by Professor Sir Anthony Finkelstein.

