



**School of Health and Medical Sciences
City St George's, University of London**

Marketing, Student Recruitment and Admissions
Main Clearing Agent

JOB DESCRIPTION

Post Title	Main Clearing Agent
Rate of Pay	£13.85 per hour
Contract type	Temporary
Responsible to	Student Recruitment Manager (Operations)
Accountable to	Head of Student Recruitment and Widening Participation
Responsible for	N/A
Liaises with	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. The Early Clearing period will take place between 7 – 25 July 2025 and the Main Clearing period will commence from Thursday 14 August 2025 (running for no more than four weeks).

Main 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 institutional policies that relate to student recruitment, University admissions and GDPR.



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.

All 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.

The post holder 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.*

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.

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 and a half days of specialised training in the weeks leading up to their first shift.

- *Main Clearing Agent Training taking place on dates between 5 – 11 August (excluding weekends; at least one day in-person, at the Tooting campus; all other training days will be 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).

- *Thursday 14 August 2024 – 7.30am – 7.30pm*
- *Friday 15 August 2024 – 7.30am – 7.00pm*
- *Saturday 16 August 2024 – 8.30am – 3.30pm*

Clearing Agents will also be allocated additional shifts between 18 August and 13 September (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
Qualifications	<i>Enrolled on a City St George's Undergraduate, Postgraduate or Medicine Qualification</i>	E	PQ, AF
Experience	<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
Knowledge/ Skills	<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>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 handle confidential information appropriately and with sensitivity</i>	D	AF, INT
Personal Attributes	<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

2nd April 2025



Informal enquiries

Informal enquiries may be made via email to: clearingagents@sgul.ac.uk

Making an application

All applicants are encouraged to apply online at www.sgul.ac.uk/agents note that CVs only will not be accepted.

For any accessibility issues please contact clearingagents@sgul.ac.uk.

Closing date: Monday 19 May 2025 (11.59pm)

Interviews will commence from Monday 19 May (for early applicants) – various slots will be available to book from this date. The Clearing Team that there are sufficient number of slots available to those who apply closer to the application deadline. 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 Main Clearing Agent, may be invited to be a call handler. In this instance, more information will be provided to you at the time, in order to make an informed decision.

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.

