

JOB DESCRIPTION

Vacancy reference:	SRF27928
Post Title:	Deputy Admissions Officer
Grade:	Grade 5
School/Department:	Global Recruitment & Admissions
Reports to:	Admissions Officer
Responsible for:	Specified members of the Admissions Team

Purpose

To take a supporting role in the management and operation of the Admissions Team, which is responsible for handling applications to almost all award-bearing courses at the University.

To produce and maintain statistics on all aspects of the admissions process for wide internal circulation and for the purposes of a number of University committees and steering groups.

Under the direction of (and acting in support of) Admissions Officers, to ensure admissions procedures are implemented effectively and that team-members are trained and monitored appropriately within a defined area of responsibility (which may be subject to change in accordance with the changing needs of the business).

Main duties and responsibilities

Under the direction of a Senior Admissions Manager:

- To provide day-to-day supervision, support and guidance to specified members of the Admissions Team.
- To organise and deliver a comprehensive induction and training schedule for specified members of the team, including new starters and temporary members of staff. This will involve scheduling training delivered elsewhere in the University and preparing supporting documentation (in paper or online format) as well as the creation and delivery of a detailed timetable of on-the-job training (reflecting the different needs of each stage in the annual admissions cycle).
- To proactively raise issues (whether of a staffing or procedural nature) from within the team to the attention of the Admissions Officer, proposing solutions wherever possible.
- On an on-going basis to objectively monitor the performance of individuals within the team, discussing statistics regularly with the Admissions Officer to ensure the 'success factors' chosen remain an appropriate reflection of performance.
- To produce statistics on all aspects of the admissions process on request. This will involve interrogation of the student record system (SITS, known locally as RISIS) and developing a solid understanding of the data held therein. Requests will originate from a number of sources and the statistics are often for wide internal circulation and for the purposes of key University committees and steering groups.
- To undertake the role of decision-maker in assessing undergraduate and/or postgraduate level applications on behalf of some departments according to agreed criteria, discussing borderline and/or special cases with an Admissions Officer and referring them to the academic admissions tutor for a decision.

- To act as a key point of contact for a wide range of academic and administrative colleagues on matters of process (such as the progress of communicating decisions on applications).
- To deputise for Admissions Officers in providing advice to a wide range of academic and administrative colleagues on those admissions matters covered by existing guidelines and policies (referring matters of policy or precedent to senior colleagues).
- To investigate and respond to non-routine enquiries from applicants and/or their advisors.
- To regularly report on completed and outstanding processing work in the team.
- To create and monitor arrangements for daily activities within the team including lunch breaks, flexitime and answering a general phone line (such as by rota), responding quickly to changes, such as sickness absence, to make arrangements for cover.
- To review the fee status of applicants according to UKCISA rules and in clear-cut cases to assess whether a successful applicant is liable to pay fees at the Home/EU or Overseas. For complex cases, to collate information to enable an Admissions Officer to make the decision.
- To take an active role in annual admissions events, for example the University's 'confirmation (and clearing)' period for undergraduate applicants and 'visa scanning' for incoming international students.
- To promote and work to realise the aims and objectives of the Admissions Team and its role within the University.
- To lead by example in striving for the highest levels of customer service and for operational excellence, welcoming suggestions and input from all areas of the team.
- To act as secretary to formal or informal working groups (including taking minutes for meetings). Such groups may cover topics not directly related to admissions.
- Engaging in development and training, not only through attendance at recognised events but also through taking an active interest in the broader work of the University.
- Promoting a positive working environment for all members of the Admissions Office.
- Other activities (including small-scale project work) as directed by the Head of Admissions, Senior Admissions Managers or Admissions Officers.

Supervision received

Admissions Officers will provide support, advice and guidance through regular one-to-one meetings and daily interactions. Priorities for the Admissions Office will be set by the Head of Admissions (in line with University strategy) with the Senior Admissions Managers leading on defined areas and conveying day-to-day priorities to the team. Regular meetings will be held with an Admissions Officer to discuss workload, current and foreseeable issues arising in the performance of duties and on-going support and development requirements.

Supervision given

Daily supervision, advice and guidance will need to be given to specified members of the Admissions Team. On-the-job-training and induction for Admissions Administrators will be delivered by this post-holder. The supervision required is likely to cover assistance with daily duties, discussions about workload as well as specific advice on procedures and answering enquiries. Support in developing skills associated with effective team-working, managing own workload and the appropriate use of systems will also be necessary.

Contact

The post will involve daily contact with other staff in the Admissions Team as well as regular contact with prospective students and their advisors from around the world and liaison with members of staff in departments (both academic and administrative). Some interaction with external stakeholders (inc. UCAS/GTTR) on routine matters would be expected.

Terms and conditions

The working hours must be agreed with the Senior Admissions Manager and will be expected to cover normal 'office hours'. Some flexibility will be required in order to meet the demands of the post, including occasional weekend or evening work (for which time off in lieu or appropriate payment will be made). This will include a weekend and one week in August on which 'A' level results are released to the University and a weekend in September for the enrolment of new students.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: 28/03/2018

PERSON SPECIFICATION

Job Title	School/Department
Admissions Officer	Global Recruitment and Admissions

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Good administrative skills • Able to use IT systems and software appropriate to the role including proficiency in Microsoft Excel. • Confidence with data • Able to interrogate databases to extract data. • Strong interpersonal skills • Excellent attention to detail • Willing and able to work effectively and accurately under pressure and to tight deadlines • Ability to work to guidelines and procedures • Ability to engage with colleagues and applicants clearly and with confidence • Prioritising own workload • Sensitivity to the working styles of others 	<ul style="list-style-type: none"> • Ability to organise the workload of others • Production and presentation of data or information for different audiences
Attainment	<ul style="list-style-type: none"> • Excellent standard of written and spoken English • Educated to A level or equivalent experience 	<ul style="list-style-type: none"> • Educated to degree level • Evidence of training and development
Knowledge	<ul style="list-style-type: none"> • Knowledge of the UK education system, including the process of applying to university • Awareness of the importance of fairness and transparency in admissions 	<ul style="list-style-type: none"> • Knowledge of qualifications (UK and international) • Knowledge of (UKCISA) fees assessment criteria
Relevant Experience	<ul style="list-style-type: none"> • Administrative experience • Responsibility for own workload in accordance with guidelines/policies • Progressing a varied range of tasks concurrently • Recording information in databases/spreadsheets • Contributing to process improvements • Extracting information from databases/spreadsheets 	<ul style="list-style-type: none"> • Experience of working in higher education • Experience in admissions • Responsibility for supervising the workload of others • Use of SITS • Delivering training

Disposition	<ul style="list-style-type: none"> • Demonstrable interest in admissions to higher education • Enthusiasm for working in a team setting • Able and willing to deputise when required • Able and willing to undertake training and to apply the acquired knowledge/skills • Positive approach and a desire to find workable solutions to issues • Dedication to operational excellence and the highest levels of customer service • Flexible attitude to work 	
Completed by: Samantha Drage		Date: 28 th March 2018