

JOB DESCRIPTION

Vacancy reference:	SRF44657
Post Title:	Admissions Administrator
Grade:	Grade 4
School/Department:	Admissions Team, Global Recruitment and Admissions
Reports to:	Admissions Officer
Responsible for:	Not applicable

Purpose

To facilitate admissions to undergraduate and postgraduate programmes as a team member in the Admissions Team, which is responsible for handling applications to almost all award-bearing courses at the University.

Under the direction of an Admissions Officer and with direct supervision from a Deputy Admissions Officer, to support applicants, prospective applicants and their advisors through the admissions process, including through responding to enquiries and by processing applications and recommendations from departments and other members of the Admissions Team.

Main duties and responsibilities

Under the direction of an Admissions Officer:

- To undertake the role of decision-maker on behalf of some schools/ departments as well as making routine checks of recommendations made by schools/ departments on undergraduate and/or postgraduate level applications according to standard procedures (such as assessing whether University minimum entry requirements have been (or are predicted to be) met using an established database of qualification equivalences, discussing complex and/or non-standard cases with an Admissions Officer or Deputy Admissions Officer.
- To act as the first point of contact for colleagues throughout the University on the admissions process across and broad portfolio of programmes and levels and on the details of individual applications. This will involve proactively liaising with departmental contacts on new information received in support of individual applications, identifying and investigating points in need of clarification and also responding daily to enquiries, referring complex cases to a more senior colleague.
- To look into and respond to enquiries from applicants and/or their advisors whether in person, by email, over the telephone or in writing, particularly as relates to entry requirements and the progress of individual applications, giving due consideration to data protection.
- To input, update and maintain application information on the University's student record system (SITS, known locally as RISIS), in paper format and/or by other electronic means as determined by the requirements of the business at that time.
- To prepare information on the student records system for international applicants that will be used by the UKVI in assessing visa applications.
- To proactively raise any issues (such as relating to workload or procedures) to the attention of an Admissions Officer, offering potential solutions where possible.

- To take an active role in annual admissions events, for example the checking and recording of immigration documents for incoming international students (a requirement for compliance with UKVI regulations) or the University's 'confirmation (and clearing)' period for undergraduate applicants.
- To work to realise the aims and objectives of the Admissions Team and its role within the University such as by working towards defined 'success factors', reflecting timeliness, accuracy and quality of the work undertaken.
- To strive for the highest levels of customer service and for operational excellence, offering constructive suggestions for improvement.
- 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 Team.
- Other activities as directed by the Director of Global Recruitment and Admissions, Head of Admissions or Senior Admissions Manager or their nominee.

Supervision received

An Admissions Officer will provide support, advice and guidance through one-to-one and group meetings assisted by a Deputy Admissions Officer who may provide detailed supervision through daily interactions. Priorities for the Admissions Team will be set by the Director of Global Recruitment and Admissions and 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 to discuss workload, current and foreseeable issues arising in the performance of duties and on-going support and training requirements.

Contact

The role will involve daily contact with prospective students and their advisors from around the world, with other staff in the Admissions Team and with members of staff in departments (both academic and administrative).

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 at least one weekend 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: 17/05/2023

PERSON SPECIFICATION

Job Title	School/Department
Admissions Administrator	Admissions Team, 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 • Good interpersonal skills • Good communication skills • Excellent attention to detail • Willing and able to work to deadlines • Ability to work to guidelines and procedures 	
Attainment	<ul style="list-style-type: none"> • Good standard of written and spoken English • Educated to A level or equivalent experience 	<ul style="list-style-type: none"> • Evidence of Training and development
Knowledge	<ul style="list-style-type: none"> • Awareness of the importance of fairness and transparency in admissions 	
Relevant Experience	<ul style="list-style-type: none"> • Administrative experience within an office environment (working with telephones, email, letters, filing etc.) • Experience of working in accordance with guidelines/policies • Progressing a varied range of tasks concurrently 	<ul style="list-style-type: none"> • Experience of working in an educational setting • Experience in admissions • Contributing to process improvements • Use of a complex database, such as SITS • Recording information in databases/spreadsheets
Disposition	<ul style="list-style-type: none"> • Interested in higher education • Enthusiasm for working in a team setting • Able and willing to undertake training and to apply the acquired knowledge/skills • Positive approach • Dedication to operational excellence and the highest levels of customer service • Flexible attitude to work 	

Completed by: Anthony Keeble	Date: 17 May 2023
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