

JOB DESCRIPTION

Vacancy reference:	SRF31907
Post Title:	Admissions Officer
Grade:	Grade 6
School/Department:	Global Recruitment & Admissions
Reports to:	Senior Admissions Manager
Responsible for:	Specified members of the Admissions Team

Purpose

The role holder will take a lead in considering (for approval on behalf of the University) individual applications to University programmes and will contribute to the management and operation of the Admissions Team, which is responsible for handling applications to almost all award-bearing courses at the University.

Under the overall direction of the Head of Admissions, and with direct line management from a Senior Admissions Manager, you will be responsible for organising procedures and operations for 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 ensure, through efficient procedures and/or effective line management of team members (organising own workload and the workloads of others), that the processing of applications in a defined area meets reasonable expectations of accuracy, timeliness and quality.
- To keep an overview of all work undertaken by specified members of the team, setting priorities according to volume, deadlines, and other factors (as guided by the Senior Admissions Manager).
- To act as a main point of contact for, and provide advice to, a wide range of academic and administrative colleagues on admissions matters covered by existing guidelines and policies, referring only complex cases (or those likely to set a precedent) to a Senior Admissions Manager. Within this role, it is essential that the trust of colleagues is gained through close liaison whilst maintaining the principles of fairness and transparency in admissions and adhering to all relevant policies and procedures.
- To produce reports for Senior Admissions Managers on processing within a defined area, including details of work in progress (volume and timescales). This task will involve interpreting data from multiple sources alongside qualitative information (including that provided by the Deputy Admissions Officer) to identify pressure points, highlighting them to the Senior Admissions Manager as appropriate and proposing solutions to relieve them (such as through effective use of resource, prioritisation or changes to process).
- To undertake the role of decision-maker in assessing undergraduate and/or postgraduate level applications on behalf of some departments, discussing borderline and/or special cases with academic colleagues.
- To liaise with the academic admissions tutors to establish selection criteria (in line with the University's Admissions Policies) including for programmes that are considering moving to

centralised decision-making by the Admissions Team. At all times, consistency, principles of fair admissions and other considerations such as equal opportunities must be maintained.

- To take responsibility for reviewing and assigning Confirmation of Acceptance for Studies (CAS) in the UKVI online system, adhering to the latest policy guidance, and communicating the information to applicants for use in their visa applications.
- To assess the fee status of applicants according to UKCISA rules, determining (using residency, nationality and other details) whether a successful applicant is liable to pay fees at the Home/EU or Overseas rate.
- To maintain oversight of the data integrity of student/applicant records created and updated by specified members of the admissions team, considering and introducing mechanisms for identifying miscoding or other issues within the data.
- To provide detailed supervision, support and guidance to direct reports including undertaking staff development reviews and performance monitoring.
- To act as deputy to the Senior Admissions Manager.
- To take an active role in annual admissions events, for example the checking and recording of immigration documents for incoming international students or leading on the 'Clearing call centre' for the University's 'confirmation and Clearing' period for undergraduate applicants (including recruiting and training student helpers and liaising with colleagues in IT Services for equipment needs).
- 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 at all levels within the team, welcoming suggestions and input.
- To act as secretary to formal or informal working groups (including the preparation of papers and taking minutes for meetings). Such groups may cover topics not directly related to admissions.
- Engaging in continued professional development, not only through attendance at recognised training events but also through proactively seeking other opportunities.
- Promoting a positive working environment for all members of the Admissions Team.
- Other activities (including small-scale project work) as directed by the Head of Admissions or Senior Admissions Managers.

Supervision received

A Senior Admissions Manager will provide support, advice and mentoring through one-to-one and group meetings as well as ad hoc 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. As a professional member of the team, the role-holder will be expected to make day-to-day judgements on workload without detailed oversight. Regular meetings will be held to discuss workload, current and foreseeable issues arising in the performance of duties and on-going support and professional development requirements.

Supervision given

Supervision, advice and guidance will need to be given to defined members of the Admissions Team. This will take the form of ad hoc support and regular structured meetings as appropriate. The supervision required is likely to cover detailed discussions about workload as well as specific advice on cases/situations. Support in developing skills associated with effective team-working and the use of systems may also be necessary.

Contact

The role will involve regular contact and liaison with members of staff in departments (both academic and administrative), with other staff in the Admissions Team and with prospective students and their advisors

from around the world. Some interaction with external stakeholders (inc. UCAS/ Teacher Training) would be expected (directed by a Senior Admissions Manager).

Terms and conditions

There are no defined working hours but the pattern must be agreed with the Senior Admissions Manager (and will be expected to cover the normal 'office hours' of the team) and must be responsive to the needs of the role. Flexibility will be required in order to meet the demands of the role, including occasional weekend or evening work. This will include a weekend in August on which 'A' level results are released to the University and a weekend in September/October for the enrolment of new students.

This document outlines the duties required for the time being of the role 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: 10/02/2020

PERSON SPECIFICATION

Job Title	School/Department
Admissions Officer	Global Recruitment and Admissions

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Excellent administrative skills • Able to use IT systems and software appropriate to the role • Strong interpersonal and communication skills • Excellent attention to detail • Willing and able to work effectively and accurately under pressure and to tight deadlines • Interpreting complex guidelines/procedures accurately • Clear, consistent judgement • Ability to engage with colleagues clearly, persuasively and with confidence • Prioritising own workload • Confidence with data 	<ul style="list-style-type: none"> • Identifying strengths and/or potential in others • 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 degree level or equivalent experience 	<ul style="list-style-type: none"> • Continued professional development
Knowledge	<ul style="list-style-type: none"> • Knowledge of qualifications undertaken in the UK and International qualifications • Understanding of process • Understanding of the importance of fairness and transparency in admissions 	<ul style="list-style-type: none"> • Knowledge of (UKCISA) fees assessment criteria
Relevant Experience	<ul style="list-style-type: none"> • Experience within higher education administration • Responsibility for making decisions in accordance with guidelines/policies • Progressing a varied range of tasks concurrently • Recording and interpreting information in databases/spread sheets • Contributing to process improvements 	<ul style="list-style-type: none"> • Experience in admissions • Responsibility for managing/supervising the workload of others • Use of SITS • Delivering training • Assessing the equivalence of international to UK Qualifications

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 take responsibility and/or to take a lead when appropriate • 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: 10th February 2020